

1 Q. **Outage Management**

2 Has Hydro ever considered the acquisition of an Outage Management System? If  
3 so, what were the criteria used to evaluate such system(s) and what were the  
4 determining reasons not to acquire one? If Hydro has not considered such an  
5 acquisition, what are the reasons this decision was made?  
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8 A. A definition of an Outage Management System (OMS) is a software application that  
9 can process outage reports from a variety of utility operational systems including  
10 SCADA, Automated Metering Infrastructure (AMI), and customer phone calls, and  
11 display outage information to utility operators. The OMS can help a utility interpret  
12 outage information and determine where the likely cause of an outage may be. It  
13 can also help the utility optimize its service restoration resources.<sup>1</sup>  
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15 Hydro currently uses an Outage Management Process as described in Hydro's  
16 response to PUB-NLH-195 and PUB-NLH-196. Hydro is currently looking to enhance  
17 its "customer experience" in a number of areas with a five year customer service  
18 strategic plan. Short term focus will be on enhancing targeted and existing tools  
19 and processes to better serve Hydro customers. To date, Hydro has not examined  
20 an automated Outage Management System; however, an assessment of this  
21 technology will be part of the Customer Service Strategy and would include  
22 discussions on synergy and potential integration opportunities with Newfoundland  
23 Power.  
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25 As Hydro continues with its Automated Meter Reading program, the AMI will have  
26 the enhanced capability to detect when a meter is not energized. This will help

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<sup>1</sup> [http://en.openei.org/wiki/Definition:Outage\\_Management\\_System](http://en.openei.org/wiki/Definition:Outage_Management_System).

**Island Interconnected System Supply Issues and Power Outages**

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- 1 identify individual customers that are without power and allow Hydro to respond to
- 2 specific locations. In the interim, Hydro will continue to manage outages with the
- 3 manual processes in place.