

*Requests for Information*

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- 1 **Q. Is Newfoundland Power undertaking a review of the rotating outage process used in**  
2 **December 2013 and January 2014? If yes, identify the scope of the review and**  
3 **anticipated date of completion. If not, why not?**  
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- 5 A. Newfoundland Power did not have any rotating outages in December 2013. Rotating  
6 power outages were undertaken from January 2-8, 2014.  
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- 8 Throughout the January 2-8, 2014 period, the rotating outage process was monitored and  
9 adjustments were made to improve performance. See the responses to Requests for  
10 Information PUB-NP-020 and PUB-NP-022 for further information regarding the  
11 modifications resulting from these ongoing reviews.  
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- 13 Reviews are ongoing into the performance of Newfoundland Power’s electricity and  
14 customer service systems over the January 2-8, 2014 period. See the response to Request  
15 for Information PUB-NP-036 for a description of this review and potential improvements  
16 identified.  
17
- 18 The Company’s experience during this period will be incorporated into future operational  
19 performance.