

1 **Q. Further to the response to PUB-NP-036, list each review or investigation being**
2 **undertaken by Newfoundland Power and include the scope of the review and the**
3 **anticipated completion date, including those reviews specifically referred to in**
4 **responses as follows:**

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- 6 (i) **Customer energy conservation activities (response to PUB-NP-016);**
 - 7 (ii) **Customer communications performance (response to PUB-NP-025);**
 - 8 (iii) **Performance of Newfoundland Power’s electricity systems (response to PUB-**
9 **NP-027), including those issues specifically referred to in the response to**
10 **PUB-NP-036;**
 - 11 (iv) **Performance of Newfoundland Power’s customer service system (response to**
12 **PUB-NP-027), including those issues specifically referred to in the response**
13 **to PUB-NP-036; and**
 - 14 (v) **Operation of Newfoundland Power generation (response to PUB-NP-036).**

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16 **A. 1. General**

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18 This Request for Information implies that Newfoundland Power has undertaken a
19 series of discrete “reviews” and “investigations” each of which has an individual
20 “scope” and individual “completion date”. Newfoundland Power has not undertaken
21 its assessment of the events of January 2-8, 2014 in this manner.

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23 As indicated in the response to Request for Information PUB-NP-025, Newfoundland
24 Power reassesses key aspects of its customer service response following major
25 electrical system outages.¹ These reassessments tend to be result oriented
26 management efforts as opposed to investigations which yield formal reports.² The
27 assessment of the events of January 2-8, 2014 by Newfoundland Power has been
28 undertaken in a manner consistent with its past assessments of impacts of major
29 electrical system outages.

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31 Newfoundland Power has already identified, and in some cases implemented,
32 initiatives in response to the events of January 2-8, 2014. For example,
33 Newfoundland Power has commenced communications with Newfoundland and
34 Labrador Hydro (“Hydro”) regarding improved access to real-time data concerning
35 the operation of the Island Interconnected System.³ Similarly, Newfoundland Power
36 has already implemented the necessary changes to the Company’s website to increase
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¹ In the response to Request for Information PUB-NP-025, Newfoundland Power outlines improvements to its customer communications undertaken in 2013 following the major system event of January 11-13, 2013. These improvements were identified, implemented and tested without a formal “review” or “investigation”.

² Formal reports are unnecessary in Newfoundland Power’s view for identification, implementation and testing of routine operational or customer service improvements. For this reason, such reports are not generated unless they have a clear business purpose or are necessary to fulfill a specific requirement such as regulatory reporting.

³ See the response to Request for Information PUB-NP-047.

1 speed, capacity, and redundancy.⁴ Both of these examples are the result of
2 Newfoundland Power's review of the events of January 2-8, 2014. However, neither
3 was the subject of an investigation which yielded a formal report.
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5 Newfoundland Power has not established specific completion dates for individual
6 aspects of its review of the events of January 2-8, 2014. The Company expects the
7 Board's inquiry and hearing into the matter will be a component of its overall review.
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9 **2. Specific Response**

10 *(i) Customer energy conservation activities (response to PUB-NP-016)*

11 Newfoundland Power has commissioned a customer survey concerning the
12 system events of January 2-8, 2014. This survey includes questions concerning
13 customer energy conservation. The responses to these questions should provide
14 information on the effectiveness of customer conservation requests.
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18 The report on survey results is expected to be available within approximately two
19 weeks.
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21 The Company routinely reviews and evaluates its customer energy conservation
22 activities. Each year, this includes a review of program effectiveness conducted
23 in the winter and a customer survey in the fall. In 2014, these reviews will
24 include consideration of the events of January 2-8, 2014 and customers'
25 conservation activities in response to those events, in addition to the matters
26 routinely considered.
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28 *(ii) Customer communications performance (response to PUB-NP-025)*

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30 As indicated at lines 13-19 of this response to Request for Information, a report
31 on customer survey results is expected within 2 weeks. It will form a key input in
32 the review of customer communications performance in the period January 2-8,
33 2014.
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35 *(iii) Performance of Newfoundland Power's electricity systems (response to PUB-* 36 *NP-027), including those issues specifically referred to in the response to PUB-* 37 *NP-036*

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39 See the responses to Requests for Information PUB-NP-036, PUB-NP-049, and
40 PUB-NP-056 for information regarding the scope of reviews relating to

⁴ As indicated in the response to Request for Information PUB-NP-036, Newfoundland Power's website was a critical customer service platform during the period January 2-8, 2014. For approximately one hour during this period, the website was unavailable to some customers due to server capacity limitations. In early February 2014, the Company implemented the necessary changes to enable the website to better respond to higher traffic volumes.

1 Newfoundland Power's electrical system including those issues specifically
2 referred to in response to Request for Information PUB-NP-036.

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4 As indicated in footnote 7 to the response to Request for Information PUB-NP-
5 036, Newfoundland Power expects to propose capital projects to implement
6 changes arising from these reviews through a supplementary 2014 Capital Budget
7 Application and/or the Company's 2015 Capital Budget Application.

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9 **(iv) Performance of Newfoundland Power's customer service system (response to**
10 **PUB-NP-027), including those issues specifically referred to in the response**
11 **to PUB-NP-036**

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13 As indicated in section 1. **General** above, Newfoundland Power has already
14 implemented some improvements to its website performance as a result of events
15 of January 2-8, 2014. In addition, increased telephone capacity is being
16 contracted for the Company's Customer Contact Centre. Finally, the possibility
17 of using a third party call centre for overflow in times of major system outages is
18 being pursued.⁵

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20 **(v) Operation of Newfoundland Power generation (response to PUB-NP-036).**

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22 See response to Request for Information PUB-NP-056 for information relating to
23 the scope of reviews relating to the operation of Newfoundland Power generation.

24
25 Newfoundland Power expects to propose capital projects to implement changes
26 arising from these reviews through a supplementary 2014 Capital Budget
27 Application and/or the Company's 2015 Capital Budget Application.⁶

⁵ The evaluation of this possibility is expected to be complete by March 31st, 2014.

⁶ This process for proposal of capital projects arising from these reviews is indicated in footnote 7 to the response to Request for Information PUB-NP-036.