

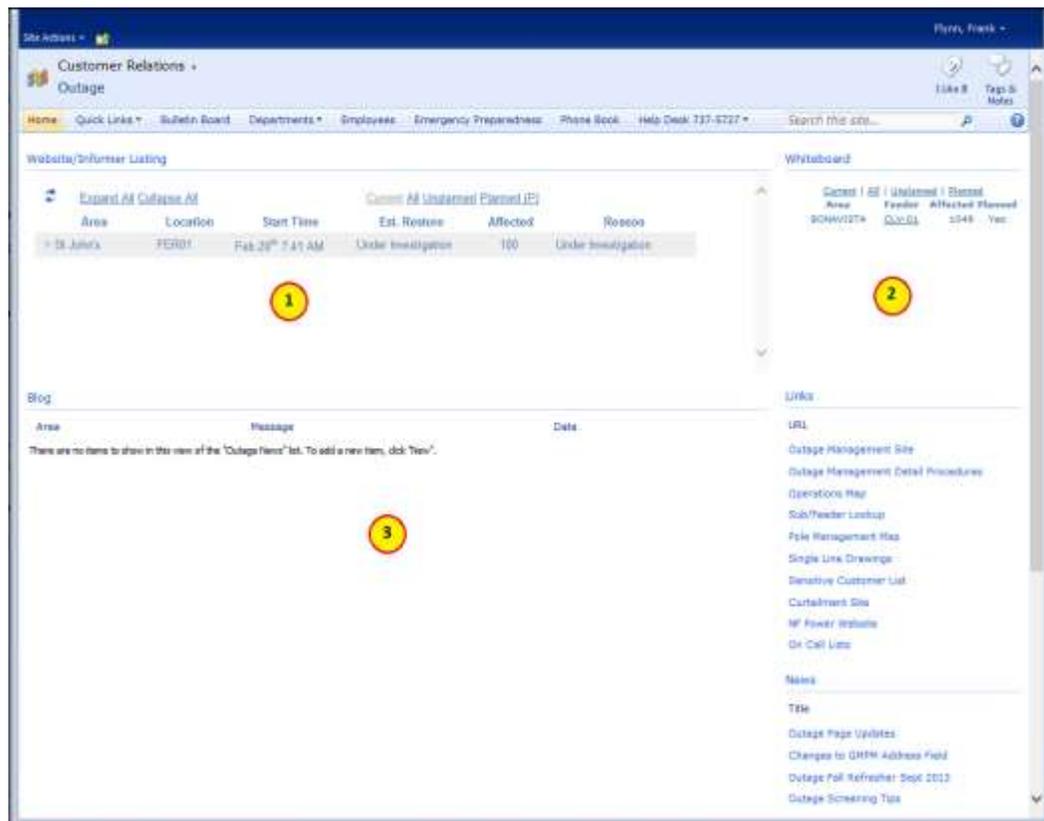
1 **Q. In order to provide a record copy of document(s) already provided informally,**  
 2 **please provide a log of any talking points/issues provided to customer service**  
 3 **representatives during the event.**

4  
 5 A. The Customer Relations Outage Dashboard System is the primary communications tool  
 6 used to provide updates to customer service representatives during an outage event. This  
 7 ensures consistent information distribution during times when it can be necessary to use  
 8 agents who have not had extensive training or experience inside the Customer Contact  
 9 Center.

10  
 11 The Dashboard ensures that the most up to date and relevant information is available and  
 12 is easily found in a single location to assist an agent while speaking with customers.

13  
 14 Figure 1 shows an example of the Dashboard System Screen.

15  
 16  
**Figure 1: Dashboard System Screen**



- 1 Three primary components on the Dashboard are itemized in Figure 1. They include:  
2  
3 1. Informer Listing: All outages currently listed on Informer (see Attachment A for a  
4 sequential log of all Outages created and closed using Informer).  
5  
6 2. Whiteboard: All outages listed in Outage Management.  
7  
8 3. Blog: All additional information provided as talking points or supplemental  
9 information. This information, known as the “Blog”, is primarily kept up to date  
10 by the Communications Hub.<sup>1</sup> This information is used to ensure staff have  
11 access to the most reliable and timely information during a large outage event.  
12 Attachments B and C include examples of information posted to the Blog during  
13 January 2-8, 2014.

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<sup>1</sup> See the response to Request for Information PUB-NP-125 for information on the Communications Hub.

**Informer Outage Log (January 2-8, 2014)**

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
ABC02	Stephenville	Overhead Line Damage	2014-01-02 01:04 PM	1/2/14 17:30:00.00	0 04:02:20.20		200
GDL03	St John's	System Problems	2014-01-02 04:13 PM	1/2/14 17:00:00.00	0 00:34:13.13	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	553
HWD03	St John's	System Problems	2014-01-02 04:13 PM	1/2/14 17:00:00.00	0 00:34:13.13	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1190
KEL01	St John's	System Problems	2014-01-02 04:14 PM	1/2/14 17:00:00.00	0 00:36:47.47	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	814
COB03	Gander	System Problems	2014-01-02 04:15 PM	1/2/14 19:00:00.00	0 01:22:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1393
MOL02	St John's	System Problems	2014-01-02 04:23 PM	1/2/14 18:30:00.00	0 00:52:25.25	Rotating outages to manage electricity demand due to NL Hydro system problems	1087
GFS	Grand Falls	Under Investigation	2014-01-02 04:24 PM	1/2/14 18:30:00.00	0 00:14:33.33		7758
PUL03	St John's	System Problems	2014-01-02 04:31 PM	1/2/14 19:00:00.00	0 00:44:26.26	Rotating outages to manage electricity demand due to NL Hydro system problems	946
PEP02	St John's	System Problems	2014-01-02 04:32 PM	1/2/14 19:00:00.00	0 00:43:26.26	Rotating outages to manage electricity demand due to NL Hydro system problems	851
BCV	St John's	Under Investigation	2014-01-02 04:33 PM	1/2/14 19:00:00.00	0 00:42:26.26		4809
GFS07	Grand Falls	System Problems	2014-01-02 04:37 PM	1/2/14 19:00:00.00	0 01:33:50.50		1383
GFS08	Grand Falls	System Problems	2014-01-02 04:38 PM	1/2/14 17:30:00.00	0 00:55:01.01		759
GDL06	St John's	System Problems	2014-01-02 04:45 PM	1/2/14 19:00:00.00	0 00:30:26.26	Rotating outages to manage electricity demand due to NL Hydro system problems	908
HWD04	St John's	Scheduled Maintenance	2014-01-02 04:47 PM	1/2/14 19:00:00.00	0 00:28:25.25	Rotating outages to manage electricity demand due to NL Hydro system problems	693
PUL02	St John's	System Problems	2014-01-02 04:50 PM	1/2/14 19:00:00.00	0 00:25:26.26	Rotating outages to manage electricity demand due to NL Hydro system problems	1669
HUM01	Corner Brook	System Problems	2014-01-02 04:55 PM	1/2/14 19:00:00.00	0 00:21:06.06	Rotating outages to manage electricity demand due to NL Hydro system problems	519
WAL01	Corner Brook	System Problems	2014-01-02 04:56 PM	1/2/14 19:00:00.00	0 00:20:06.06	Rotating outages to manage electricity demand due to NL Hydro system problems	1435
BVS01	Corner Brook	System Problems	2014-01-02 04:57 PM	1/2/14 19:00:00.00	0 00:19:06.06	Rotating outages to manage electricity demand due to NL Hydro system problems	943
ALLREG	St John's	System Problems	2014-01-02 05:00 PM	1/2/14 19:30:00.00	0 00:14:49.49	Rotating outages to manage electricity demand due to NL Hydro system problems	102914
ALLREG	Corner Brook	System Problems	2014-01-02 05:00 PM	1/2/14 19:30:00.00	0 00:14:49.49	Rotating outages to manage electricity demand due to NL Hydro system problems	21741
BRB04	Avalon	System Problems	2014-01-02 05:04 PM	1/2/14 19:30:00.00	0 01:05:11.11	Rotating outages to manage electricity demand due to NL Hydro system problems	1181
BRB05	Avalon	System Problems	2014-01-02 05:05 PM	1/2/14 19:30:00.00	0 01:04:11.11	Rotating outages to manage electricity demand due to NL Hydro system problems	735
ALLREG	St John's	System Problems	2014-01-02 05:15 PM	1/2/14 23:30:00.00	0 01:58:07.07	Rotating outages to manage electricity demand due to NL Hydro system problems	102914
ALLREG	Corner Brook	System Problems	2014-01-02 05:15 PM	1/2/14 23:30:00.00	0 01:58:07.07	Rotating outages to manage electricity demand due to NL Hydro system problems	21741
GAL01	Stephenville	System Problems	2014-01-02 05:28 PM	1/2/14 19:30:00.00	0 00:40:31.31	Rotating outages to manage electricity demand due to NL Hydro system problems	454
GFS06	Grand Falls	System Problems	2014-01-02 05:32 PM	1/2/14 20:00:00.00	0 00:38:50.50	Rotating outages to manage electricity demand due to NL Hydro system problems	1751
PAB05	Stephenville	System Problems	2014-01-02 05:39 PM	1/2/14 20:00:00.00	0 00:29:31.31	Rotating outages to manage electricity demand due to NL Hydro system problems	869
GAM01	Gander	System Problems	2014-01-02 05:44 PM	1/2/14 20:00:00.00	0 00:26:20.20	Rotating outages to manage electricity demand due to NL Hydro system problems	1142
GLV01	Gander	System Problems	2014-01-02 05:45 PM	1/2/14 20:00:00.00	0 00:25:20.20	Rotating outages to manage electricity demand due to NL Hydro system problems	1105
BOT01	Grand Falls	System Problems	2014-01-02 06:01 PM	1/2/14 20:30:00.00	0 00:09:50.50	Rotating outages to manage electricity demand due to NL Hydro system problems	1687
ALLREG	Avalon	System Problems	2014-01-02 06:08 PM	1/2/14 20:30:00.00	0 01:05:34.34	Rotating outages to manage electricity demand due to NL Hydro system problems	35956
ALLREG	Burin	System Problems	2014-01-02 06:08 PM	1/2/14 20:30:00.00	0 01:05:34.34	Rotating outages to manage electricity demand due to NL Hydro system problems	11351
ALLREG	Stephenville	System Problems	2014-01-02 06:08 PM	1/2/14 20:30:00.00	0 01:05:34.34	Rotating outages to manage electricity demand due to NL Hydro system problems	15762
ALLREG	Gander	System Problems	2014-01-02 06:08 PM	1/2/14 20:30:00.00	0 01:05:34.34	Rotating outages to manage electricity demand due to NL Hydro system problems	20160
ALLREG	Grand Falls	System Problems	2014-01-02 06:08 PM	1/2/14 20:30:00.00	0 01:05:34.34	Rotating outages to manage electricity demand due to NL Hydro system problems	21218
ALLREG	Bonavista	System Problems	2014-01-02 06:08 PM	1/2/14 20:30:00.00	0 01:05:34.34	Rotating outages to manage electricity demand due to NL Hydro system problems	16188
ALLREG	St John's	System Problems	2014-01-02 07:10 PM	1/2/14 23:30:00.00	0 03:39:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	102914
ALLREG	Avalon	System Problems	2014-01-02 07:10 PM	1/2/14 23:30:00.00	0 03:39:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	35956
ALLREG	Avalon	System Problems	2014-01-02 07:10 PM	1/2/14 23:30:00.00	0 03:39:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	11351
ALLREG	Stephenville	System Problems	2014-01-02 07:10 PM	1/2/14 23:30:00.00	0 03:39:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	15762
ALLREG	Gander	System Problems	2014-01-02 07:10 PM	1/2/14 23:30:00.00	0 03:39:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	20160
ALLREG	Grand Falls	System Problems	2014-01-02 07:10 PM	1/2/14 23:30:00.00	0 03:39:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	21218
ALLREG	Corner Brook	System Problems	2014-01-02 07:10 PM	1/2/14 23:30:00.00	0 03:39:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	21741
ALLREG	Bonavista	System Problems	2014-01-02 07:10 PM	1/2/14 23:30:00.00	0 03:39:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	16188
VIR02	St John's	Under Investigation	2014-01-02 09:00 PM	1/3/14 00:30:00.00	0 03:30:07.07		497
VIR04	St John's	System Problems	2014-01-02 09:00 PM	1/2/14 23:30:00.00	0 02:10:37.37		731
VIR05	St John's	System Problems	2014-01-02 07:40 PM	1/2/14 23:30:00.00	0 03:30:37.37		1323
HWD06	St John's	System Problems	2014-01-02 10:30 PM	1/2/14 23:30:00.00	0 00:29:19.19	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	815
KBR09	St John's	System Problems	2014-01-02 10:30 PM	1/2/14 23:30:00.00	0 00:29:19.19	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	960
QXP01	St John's	System Problems	2014-01-02 10:30 PM	1/2/14 23:30:00.00	0 00:29:19.19	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1346
BRB03	Avalon	Under Investigation	2014-01-02 06:30 PM	1/3/14 00:30:00.00	0 04:42:00.00		1064
HWD06	St John's	Under Investigation	2014-01-02 10:30 PM	1/3/14 00:30:00.00	0 03:23:42.42	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	815
GDL04	St John's	System Problems	2014-01-03 06:57 AM	1/3/14 08:00:00.00	0 00:41:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1306
KBR12	St John's	System Problems	2014-01-03 06:57 AM	1/3/14 08:00:00.00	0 00:41:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	26
KEL02	St John's	System Problems	2014-01-03 06:57 AM	1/3/14 08:00:00.00	0 00:41:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1216
MOL04	St John's	System Problems	2014-01-03 06:57 AM	1/3/14 08:00:00.00	0 00:41:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1211
HWD02	St John's	System Problems	2014-01-03 07:14 AM	1/3/14 08:30:00.00	0 00:38:05.05	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1134
GDL01	St John's	System Problems	2014-01-03 07:30 AM	1/3/14 08:30:00.00	0 00:39:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1341
HWD01	St John's	Under Investigation	2014-01-03 07:30 AM	1/3/14 09:30:00.00	0 01:49:06.06	Crew on site	334
MOB02	St John's	System Problems	2014-01-03 07:30 AM	1/3/14 08:30:00.00	0 00:39:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	696

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
MOL01	St John's	System Problems	2014-01-03 07:30 AM	1/3/14 08:30:00.00	0 00:39:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	595
PEP02	St John's	System Problems	2014-01-03 07:30 AM	1/3/14 08:30:00.00	0 00:39:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	851
KBR09	St John's	System Problems	2014-01-03 07:30 AM	1/3/14 08:30:00.00	0 00:43:34.34	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	960
BRB05	Avalon	System Problems	2014-01-03 07:40 AM	1/3/14 08:30:00.00	0 00:34:14.14	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	735
GAM01	Gander	System Problems	2014-01-03 07:40 AM	1/3/14 08:30:00.00	0 00:34:37.37	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1142
GLV01	Gander	Severe Weather Conditions	2014-01-03 07:40 AM	1/3/14 08:30:00.00	0 00:39:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1105
HBS02	Gander	System Problems	2014-01-03 07:40 AM	1/3/14 08:30:00.00	0 00:39:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	815
TRN02	Gander	System Problems	2014-01-03 07:40 AM	1/3/14 08:30:00.00	0 00:39:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	501
WAL02	Corner Brook	System Problems	2014-01-03 07:45 AM	1/3/14 08:30:00.00	0 00:38:41.41	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1369
BVS01	Corner Brook	System Problems	2014-01-03 07:45 AM	1/3/14 08:30:00.00	0 00:38:41.41	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	943
OXPO1	St John's	System Problems	2014-01-03 07:50 AM	1/3/14 08:30:00.00	0 00:41:33.33	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1346
PUL01	St John's	System Problems	2014-01-03 08:05 AM	1/3/14 09:00:00.00	0 00:31:26.26	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1681
SJM06	St John's	System Problems	2014-01-03 08:05 AM	1/3/14 09:00:00.00	0 00:33:31.31	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	493
SLA10	St John's	System Problems	2014-01-03 08:05 AM	1/3/14 09:00:00.00	0 00:35:26.26	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1940
GAR01	Burin	System Problems	2014-01-03 08:05 AM	1/3/14 09:00:00.00	0 00:43:03.03	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	460
WAL05	Corner Brook	System Problems	2014-01-03 08:05 AM	1/3/14 09:00:00.00	0 00:47:45.45	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1255
STX01	Stephenville	System Problems	2014-01-03 08:10 AM	1/3/14 09:30:00.00	0 00:43:06.06	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1067
GDLD2	St John's	System Problems	2014-01-03 08:15 AM	1/3/14 09:30:00.00	0 00:42:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1182
HWD04	St John's	System Problems	2014-01-03 08:20 AM	1/3/14 09:30:00.00	0 00:37:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	693
KBR10	St John's	System Problems	2014-01-03 08:29 AM	1/3/14 09:30:00.00	0 00:28:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	942
VIR08	St John's	System Problems	2014-01-03 08:29 AM	1/3/14 09:30:00.00	0 00:34:27.27	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1110
VIR01	St John's	System Problems	2014-01-03 08:30 AM	1/3/14 09:30:00.00	0 00:36:06.06	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1119
SLA11	St John's	System Problems	2014-01-03 08:30 AM	1/3/14 09:30:00.00	0 00:36:06.06	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1121
SLA05	St John's	System Problems	2014-01-03 08:30 AM	1/3/14 09:30:00.00	0 00:42:46.46	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	812
BFS02	Grand Falls	System Problems	2014-01-03 08:30 AM	1/3/14 09:30:00.00	0 00:50:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	925
KEL03	St John's	System Problems	2014-01-03 08:30 AM	1/3/14 09:30:00.00	0 00:52:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1314
MUN09	St John's	System Problems	2014-01-03 08:40 AM	1/3/14 09:30:00.00	0 00:11:42.42	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1
SJM11	St John's	System Problems	2014-01-03 08:40 AM	1/3/14 10:00:00.00	0 00:58:49.49	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1461
MOL09	St John's	System Problems	2014-01-03 08:40 AM	1/3/14 10:00:00.00	0 00:56:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1931
CLV01	Bonavista	System Problems	2014-01-03 08:45 AM	1/3/14 10:00:00.00	0 00:52:00.00	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1047
SLA12	St John's	System Problems	2014-01-03 08:45 AM	1/3/14 10:00:00.00	0 01:06:00.00	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1069
SPF02	Avalon	System Problems	2014-01-03 09:00 AM	1/3/14 10:00:00.00	0 00:49:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1715
HOL01	Avalon	System Problems	2014-01-03 09:10 AM	1/3/14 10:00:00.00	0 00:39:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2157
PEP02	St John's	System Problems	2014-01-03 09:25 AM	1/3/14 10:30:00.00	0 01:14:20.20	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	851
MOL02	St John's	System Problems	2014-01-03 09:30 AM	1/3/14 10:30:00.00	0 01:09:20.20	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1087
BIG02	St John's	System Problems	2014-01-03 09:30 AM	1/3/14 10:30:00.00	0 00:40:35.35	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1125
ILC02	Avalon	System Problems	2014-01-03 09:34 AM	1/3/14 10:30:00.00	0 00:41:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1117
CLV02	Bonavista	System Problems	2014-01-03 09:30 AM	1/3/14 10:30:00.00	0 00:46:40.40	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	911
GDL06	St John's	System Problems	2014-01-03 09:35 AM	1/3/14 10:30:00.00	0 01:04:20.20	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	908
PEP04	St John's	System Problems	2014-01-03 09:35 AM	1/3/14 10:30:00.00	0 00:52:16.16	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	493
VIR06	St John's	System Problems	2014-01-03 09:35 AM	1/3/14 10:30:00.00	0 00:56:40.40	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1133
RRD04	St John's	System Problems	2014-01-03 09:40 AM	1/3/14 11:00:00.00	0 00:51:40.40	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	557
SJM13	St John's	System Problems	2014-01-03 09:40 AM	1/3/14 10:30:00.00	0 00:57:23.23	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	894
HOL02	St John's	System Problems	2014-01-03 09:45 AM	1/3/14 10:30:00.00	0 00:52:23.23	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	560
SLA08	St John's	Under Investigation	2014-01-03 09:45 AM	1/3/14 13:00:00.00	0 02:57:38.38		420
ILC01	Avalon	System Problems	2014-01-03 10:14 AM	1/3/14 11:30:00.00	0 01:10:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	895
SCV01	St John's	System Problems	2014-01-03 10:15 AM	1/3/14 11:30:00.00	0 00:29:47.47	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1706
GAN02	Gander	System Problems	2014-01-03 10:15 AM	1/3/14 11:30:00.00	0 01:09:24.24	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	401
GDL05	St John's	System Problems	2014-01-03 10:19 AM	1/3/14 11:30:00.00	0 00:31:15.15	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1633
GDL03	St John's	System Problems	2014-01-03 10:25 AM	1/3/14 11:30:00.00	0 01:00:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	553
SLA02	St John's	System Problems	2014-01-03 10:28 AM	1/3/14 11:30:00.00	0 00:57:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	735
RRD10	St John's	System Problems	2014-01-03 10:31 AM	1/3/14 11:30:00.00	0 01:09:39.39	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	461
GOU02	St John's	System Problems	2014-01-03 10:30 AM	1/3/14 11:30:00.00	0 00:16:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1700
CAT01	Bonavista	System Problems	2014-01-03 10:30 AM	1/3/14 11:30:00.00	0 01:11:00.00	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	546
PAS01	Corner Brook	System Problems	2014-01-03 10:45 AM	1/3/14 12:00:00.00	0 01:17:53.53	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1057
KEL02	St John's	System Problems	2014-01-03 10:50 AM	1/3/14 12:00:00.00	0 00:41:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1216
GOU03	St John's	System Problems	2014-01-03 10:59 AM	1/3/14 12:00:00.00	0 00:26:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1869
GOU01	St John's	System Problems	2014-01-03 10:59 AM	1/3/14 12:00:00.00	0 00:32:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1670
MOL09	St John's	System Problems	2014-01-03 10:59 AM	1/3/14 13:00:00.00	0 01:04:34.34	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1931
HWD02	St John's	System Problems	2014-01-03 10:59 AM	1/3/14 12:30:00.00	0 01:04:34.34	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1134

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
COB03	Gander	System Problems	2014-01-03 11:00 AM	1/3/14 12:00:00.00	0 01:00:56.56	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1393
HGR01	Avalon	System Problems	2014-01-03 11:10 AM	1/3/14 12:30:00.00	0 00:25:24.24	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	683
GAL05	Stephenville	System Problems	2014-01-03 11:25 AM	1/3/14 13:00:00.00	0 01:17:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	581
KEN03	St John's	Emergency Repairs	2014-01-03 11:31 AM	1/3/14 14:30:00.00	0 00:49:22.22	Rotating outages to manage electricity demand due to NL Hydro power supply limitations crew on site	2718
WAV01	Avalon	System Problems	2014-01-03 11:49 AM	1/3/14 13:00:00.00	0 01:05:03.03	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1301
HGR01	Avalon	System Problems	2014-01-03 11:58 AM	1/3/14 13:30:00.00	0 01:23:33.33	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	683
ILC01	Avalon	Under Investigation	2014-01-03 12:01 PM	1/3/14 14:30:00.00	0 00:36:41.41		895
MSY01	Burin	System Problems	2014-01-03 12:00 PM	1/3/14 13:00:00.00	0 00:54:24.24	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	103
VIR01	St John's	System Problems	2014-01-03 12:06 PM	1/3/14 13:30:00.00	0 00:54:52.52	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1119
HAR02	Stephenville	System Problems	2014-01-03 12:07 PM	1/3/14 13:30:00.00	0 00:31:38.38	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	502
GDL02	St John's	System Problems	2014-01-03 12:20 PM	1/3/14 13:30:00.00	0 00:40:52.52	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1182
VIR08	St John's	System Problems	2014-01-03 12:20 PM	1/3/14 13:30:00.00	0 01:02:55.55	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1110
SJM11	St John's	System Problems	2014-01-03 01:23 PM	1/3/14 14:30:00.00	0 00:28:29.29	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1461
VIR03	St John's	System Problems	2014-01-03 01:24 PM	1/3/14 14:30:00.00	0 00:44:10.10	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	732
WES02	Gander	System Problems	2014-01-03 01:26 PM	1/3/14 14:30:00.00	0 00:42:31.31	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	758
PEP01	St John's	System Problems	2014-01-03 01:38 PM	1/3/14 15:00:00.00	0 00:34:42.42	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1198
BFS01	Grand Falls	System Problems	2014-01-03 02:00 PM	1/3/14 15:00:00.00	0 00:33:03.03	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	756
BOT03	Grand Falls	Under Investigation	2014-01-03 02:00 PM	1/3/14 16:30:00.00	0 00:50:05.05		1094
GFS07	Grand Falls	System Problems	2014-01-03 02:00 PM	1/3/14 15:00:00.00	0 00:43:55.55	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1383
TWG01	Gander	System Problems	2014-01-03 02:00 PM	1/3/14 15:00:00.00	0 00:33:41.41	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	710
WAL01	Corner Brook	System Problems	2014-01-03 02:00 PM	1/3/14 15:00:00.00	0 00:54:07.07	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1435
HUM08	Corner Brook	System Problems	2014-01-03 02:17 PM	1/3/14 15:30:00.00	0 00:37:07.07	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	271
DLK03	Corner Brook	System Problems	2014-01-03 02:20 PM	1/3/14 15:30:00.00	0 00:34:07.07	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1300
NWB01	Bonavista	System Problems	2014-01-03 02:28 PM	1/3/14 15:30:00.00	0 01:14:18.18		628
SUN03	Bonavista	System Problems	2014-01-03 02:29 PM	1/3/14 15:30:00.00	0 01:13:18.18		435
TWG02	Gander	System Problems	2014-01-03 02:42 PM	1/3/14 16:00:00.00	0 00:36:12.12	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	697
BVS02	Corner Brook	System Problems	2014-01-03 03:07 PM	1/3/14 16:30:00.00	0 00:50:36.36	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	154
PAB03	Stephenville	System Problems	2014-01-03 03:21 PM	1/3/14 16:30:00.00	0 00:47:02.02	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	530
ABC02	Stephenville	System Problems	2014-01-03 03:23 PM	1/3/14 16:30:00.00	0 00:45:02.02	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1023
CLK02	Avalon	System Problems	2014-01-03 03:23 PM	1/3/14 16:30:00.00	0 00:55:11.11	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	408
WES01	Gander	System Problems	2014-01-03 03:28 PM	1/3/14 16:30:00.00	0 00:50:49.49	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	387
SPF03	Avalon	System Problems	2014-01-03 03:29 PM	1/3/14 16:30:00.00	0 00:53:50.50	Crew on site	329
GAL04	Stephenville	System Problems	2014-01-03 03:30 PM	1/3/14 16:30:00.00	0 00:49:11.11	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1370
MOL02	St John's	System Problems	2014-01-03 03:42 PM	1/3/14 17:00:00.00	0 01:14:24.24	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1087
KEL01	St John's	System Problems	2014-01-03 03:43 PM	1/3/14 17:00:00.00	0 01:13:24.24	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	814
GDL06	St John's	System Problems	2014-01-03 03:43 PM	1/3/14 17:00:00.00	0 01:13:24.24	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	908
NWB01	Bonavista	System Problems	2014-01-03 04:05 PM	1/3/14 19:00:00.00	0 01:47:33.33		200
VIR06	St John's	System Problems	2014-01-03 04:10 PM	1/3/14 17:30:00.00	0 00:46:24.24	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1133
GDL05	St John's	System Problems	2014-01-03 04:26 PM	1/3/14 17:30:00.00	0 00:45:42.42	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1633
SJM13	St John's	System Problems	2014-01-03 04:30 PM	1/3/14 17:30:00.00	0 00:26:24.24	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	894
SCV01	St John's	System Problems	2014-01-03 04:30 PM	1/3/14 17:30:00.00	0 00:49:19.19	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1706
RRD07	St John's	System Problems	2014-01-03 04:39 PM	1/3/14 18:00:00.00	0 00:29:33.33	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	588
GOU01	St John's	System Problems	2014-01-03 04:39 PM	1/3/14 18:00:00.00	0 00:43:48.48	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1670
HWD02	St John's	System Problems	2014-01-03 04:44 PM	1/3/14 18:00:00.00	0 00:44:06.06	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1134
COB03	Gander	System Problems	2014-01-03 04:44 PM	1/3/14 18:00:00.00	0 00:44:47.47	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1393
SLA02	St John's	System Problems	2014-01-03 04:56 PM	1/3/14 18:00:00.00	0 00:36:47.47	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	735
KEL03	St John's	System Problems	2014-01-03 04:56 PM	1/3/14 18:00:00.00	0 00:53:17.17	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1314
HWD01	St John's	System Problems	2014-01-03 05:00 PM	1/3/14 18:00:00.00	0 00:50:36.36	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	334
HAR02	Stephenville	System Problems	2014-01-03 05:02 PM	1/3/14 18:00:00.00	0 00:35:53.53	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	502
MOL04	St John's	System Problems	2014-01-03 05:02 PM	1/3/14 18:00:00.00	0 00:49:34.34	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1211
KBR12	St John's	System Problems	2014-01-03 05:04 PM	1/3/14 19:00:00.00	0 00:54:56.56	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	26
BVS01	Corner Brook	System Problems	2014-01-03 05:05 PM	1/3/14 18:30:00.00	0 00:54:23.23	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	943
RRD10	St John's	System Problems	2014-01-03 05:08 PM	1/3/14 18:30:00.00	0 00:50:56.56	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	461
WAL02	Corner Brook	System Problems	2014-01-03 05:11 PM	1/3/14 18:30:00.00	0 00:53:42.42	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1369
GDL04	St John's	System Problems	2014-01-03 05:14 PM	1/3/14 18:30:00.00	0 00:56:28.28	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1306
MOB02	St John's	System Problems	2014-01-03 05:16 PM	1/3/14 18:30:00.00	0 00:54:28.28	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	696
GAM01	Gander	System Problems	2014-01-03 05:17 PM	1/3/14 18:30:00.00	0 00:53:55.55	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1142
BOT03	Grand Falls	Under Investigation	2014-01-03 05:29 PM	1/3/14 19:30:00.00	0 02:10:47.47		250
PUL01	St John's	System Problems	2014-01-03 05:30 PM	1/3/14 18:30:00.00	0 00:45:08.08	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1681
SJM06	St John's	System Problems	2014-01-03 05:33 PM	1/3/14 18:30:00.00	0 00:42:08.08	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	493

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
GLV01	Gander	System Problems	2014-01-03 05:30 PM	1/3/14 18:30:00.00	0 00:48:34.34	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1105
SCV01	St John's	System Problems	2014-01-03 05:39 PM	1/3/14 19:30:00.00	0 01:54:26.26	Crew on site	1706
HBS01	Gander	System Problems	2014-01-03 05:40 PM	1/3/14 19:00:00.00	0 00:25:55.55	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	5
TRN02	Gander	System Problems	2014-01-03 05:40 PM	1/3/14 19:00:00.00	0 01:07:53.53	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	501
STX01	Stephenville	System Problems	2014-01-03 05:42 PM	1/3/14 19:00:00.00	0 00:34:30.30	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1067
VIR01	St John's	System Problems	2014-01-03 05:59 PM	1/3/14 19:00:00.00	0 00:27:07.07	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1119
MOL09	St John's	System Problems	2014-01-03 06:03 PM	1/3/14 19:00:00.00	0 00:34:19.19	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1931
HBS02	Gander	System Problems	2014-01-03 06:00 PM	1/3/14 19:00:00.00	0 00:22:19.19	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	815
GAR01	Burin	System Problems	2014-01-03 06:11 PM	1/3/14 19:30:00.00	0 00:27:40.40	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	460
WAL05	Corner Brook	System Problems	2014-01-03 06:11 PM	1/3/14 19:30:00.00	0 00:28:02.02	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1255
GDL01	St John's	System Problems	2014-01-03 06:15 PM	1/3/14 19:30:00.00	0 00:06:57.57	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1341
SLA11	St John's	System Problems	2014-01-03 06:18 PM	1/3/14 19:30:00.00	0 00:28:41.41	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1121
VIR08	St John's	System Problems	2014-01-03 06:19 PM	1/3/14 19:30:00.00	0 00:25:27.27	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1110
WES02	Gander	System Problems	2014-01-03 06:26 PM	1/3/14 19:30:00.00	0 00:21:53.53	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	758
VIC02	Avalon	System Problems	2014-01-03 06:37 PM	1/3/14 20:00:00.00	0 00:37:01.01	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1295
RRD04	St John's	System Problems	2014-01-03 06:43 PM	1/3/14 20:00:00.00	0 00:29:29.29	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	557
VIR02	St John's	System Problems	2014-01-03 06:48 PM	1/3/14 20:00:00.00	0 00:02:38.38	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	497
WES02	Gander	System Problems	2014-01-03 06:49 PM	1/3/14 20:00:00.00	0 00:02:32.32	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	758
PEP01	St John's	System Problems	2014-01-03 07:03 PM	1/3/14 20:00:00.00	0 00:20:08.08	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1198
PAS01	Corner Brook	System Problems	2014-01-03 07:12 PM	1/3/14 20:30:00.00	0 00:25:55.55	Rotating outages expected to last one hr/occurrence due to NL Hydro power supply limitations.	1057
GOU02	St John's	Emergency Repairs	2014-01-03 09:42 PM	1/3/14 23:30:00.00	0 01:16:30.30	Cottonwood Crescent, Briarwood Place	50
43L	Avalon	Under Investigation	2014-01-04 01:39 AM	1/4/14 04:00:00.00	0 02:08:10.10		2612
43L	Avalon	Under Investigation	2014-01-04 04:05 AM	1/4/14 06:30:00.00	0 00:14:41.41		2612
OPL	Avalon	Under Investigation	2014-01-04 04:19 AM	1/4/14 06:30:00.00	0 01:35:25.25		1693
43L	Avalon	Under Investigation	2014-01-04 05:54 AM	1/4/14 10:00:00.00	0 15:52:52.52		1693
BCV02	St John's	Severe Weather Conditions	2014-01-04 08:46 AM	1/4/14 11:00:00.00	0 12:59:20.20		1553
ALLREG	St John's	Severe Weather Conditions	2014-01-04 09:08 AM	1/4/14 11:30:00.00	0 00:14:22.22		102926
ALLREG	Avalon	Severe Weather Conditions	2014-01-04 09:08 AM	1/4/14 11:30:00.00	0 00:14:22.22		35958
ALLREG	Stephenville	Under Investigation	2014-01-04 09:17 AM	1/4/14 11:30:00.00	0 00:07:53.53		15762
ALLREG	Corner Brook	Under Investigation	2014-01-04 09:17 AM	1/4/14 11:30:00.00	0 00:07:53.53		21740
ALLREG	Bonavista	Under Investigation	2014-01-04 09:17 AM	1/4/14 11:30:00.00	0 00:07:53.53		16188
ALLREG	Grand Falls	Under Investigation	2014-01-04 09:17 AM	1/4/14 11:30:00.00	0 00:07:53.53		21219
ALLREG	Burin	Under Investigation	2014-01-04 09:17 AM	1/4/14 11:30:00.00	0 00:07:53.53		11351
ALLREG	Gander	Under Investigation	2014-01-04 09:17 AM	1/4/14 11:30:00.00	0 00:07:53.53		20159
ALLREG	Stephenville	Under Investigation	2014-01-04 09:21 AM	1/4/14 11:30:00.00	0 00:21:29.29		15762
ALLREG	Corner Brook	Under Investigation	2014-01-04 09:21 AM	1/4/14 11:30:00.00	0 00:21:29.29		21740
ALLREG	Grand Falls	Under Investigation	2014-01-04 09:21 AM	1/4/14 11:30:00.00	0 00:21:29.29		21219
ALLREG	Bonavista	Under Investigation	2014-01-04 09:21 AM	1/4/14 11:30:00.00	0 00:21:29.29		16188
ALLREG	Burin	Under Investigation	2014-01-04 09:21 AM	1/4/14 11:30:00.00	0 00:21:29.29		11351
ALLREG	Avalon	Under Investigation	2014-01-04 09:21 AM	1/4/14 11:30:00.00	0 00:21:29.29		35958
ALLREG	St John's	Under Investigation	2014-01-04 09:21 AM	1/4/14 11:30:00.00	0 00:21:29.29		102926
ALLREG	Gander	Under Investigation	2014-01-04 09:21 AM	1/4/14 11:30:00.00	0 00:21:29.29		20159
ALLREG	St John's	Severe Weather Conditions	2014-01-04 09:38 AM	1/4/14 12:00:00.00	0 00:18:11.11		102926
ALLREG	Avalon	Severe Weather Conditions	2014-01-04 09:38 AM	1/4/14 12:00:00.00	0 00:18:11.11		35958
ALLREG	Stephenville	Severe Weather Conditions	2014-01-04 09:38 AM	1/4/14 12:00:00.00	0 00:18:11.11		15762
ALLREG	Bonavista	Severe Weather Conditions	2014-01-04 09:38 AM	1/4/14 12:00:00.00	0 00:18:11.11		16188
ALLREG	Corner Brook	Severe Weather Conditions	2014-01-04 09:38 AM	1/4/14 12:00:00.00	0 00:18:11.11		21740
ALLREG	Burin	Severe Weather Conditions	2014-01-04 09:38 AM	1/4/14 12:00:00.00	0 00:18:11.11		11351
GLN01	Gander	Severe Weather Conditions	2014-01-04 09:42 AM	1/4/14 16:00:00.00	0 04:13:29.29	Further update at 2pm.	716
GLV02	Gander	Severe Weather Conditions	2014-01-04 09:42 AM	1/4/14 16:00:00.00	0 04:12:48.48	Further update at 2pm.	1495
ALLREG	Burin	Severe Weather Conditions	2014-01-04 09:54 AM	1/4/14 12:00:00.00	0 00:04:50.50		11351
ALLREG	Stephenville	Severe Weather Conditions	2014-01-04 09:54 AM	1/4/14 12:00:00.00	0 00:04:50.50		15762
ALLREG	Avalon	Severe Weather Conditions	2014-01-04 09:54 AM	1/4/14 12:00:00.00	0 00:04:50.50		35958
ALLREG	St John's	Severe Weather Conditions	2014-01-04 09:54 AM	1/4/14 12:00:00.00	0 00:04:50.50		102926
ALLREG	Bonavista	Severe Weather Conditions	2014-01-04 09:54 AM	1/4/14 12:00:00.00	0 00:04:50.50		16188
ALLREG	St John's	Severe Weather Conditions	2014-01-04 09:59 AM	1/4/14 14:00:00.00	0 11:46:20.20		102926
ALLREG	Burin	Severe Weather Conditions	2014-01-04 09:59 AM	1/5/14 10:00:00.00	0 20:56:04.04		11351
ALLREG	Stephenville	Severe Weather Conditions	2014-01-04 09:59 AM	1/4/14 12:00:00.00	0 00:15:51.51		15762
ALLREG	Bonavista	Severe Weather Conditions	2014-01-04 09:59 AM	1/5/14 10:00:00.00	0 20:54:18.18		16188
ALLREG	Avalon	Severe Weather Conditions	2014-01-04 10:00 AM	1/4/14 14:00:00.00	0 11:46:52.52		35958

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
BVS04	Corner Brook	Severe Weather Conditions	2014-01-04 10:08 AM	2014-01-04 16:00:00	0 03:42:50.50	Further update at 2pm.	1437
BOT02	Grand Falls	Severe Weather Conditions	2014-01-04 10:09 AM	2014-01-04 12:30:00	0 01:59:55.55		744
BOT03	Grand Falls	Severe Weather Conditions	2014-01-04 10:09 AM	2014-01-04 16:00:00	0 03:46:50.50	Further update at 2pm.	1094
SPR02	Grand Falls	Severe Weather Conditions	2014-01-04 10:10 AM	2014-01-04 12:30:00	0 00:48:18.18		783
COB01	Gander	Severe Weather Conditions	2014-01-04 10:11 AM	2014-01-04 13:00:00	0 02:01:29.29		931
COB03	Gander	Severe Weather Conditions	2014-01-04 10:11 AM	2014-01-04 16:00:00	0 03:43:48.48	Further update at 2pm.	1393
ALLREG	Corner Brook	System Problems	2014-01-04 10:13 AM	2014-01-04 12:30:00	0 00:36:23.23		21740
ALLREG	Stephenville	System Problems	2014-01-04 10:14 AM	2014-01-04 12:30:00	0 00:36:23.23		15762
ABC01	Stephenville	Severe Weather Conditions	2014-01-04 10:50 AM	2014-01-04 13:00:00	0 01:19:37.37		780
ABC02	Stephenville	Severe Weather Conditions	2014-01-04 10:50 AM	2014-01-04 13:00:00	0 01:19:37.37		1023
GAL03	Stephenville	Severe Weather Conditions	2014-01-04 10:50 AM	2014-01-04 16:00:00	0 02:04:18.18	Further update at 2pm.	969
PAB03	Stephenville	Severe Weather Conditions	2014-01-04 10:51 AM	2014-01-04 13:00:00	0 01:18:37.37		530
PAB05	Stephenville	Severe Weather Conditions	2014-01-04 10:51 AM	2014-01-04 13:00:00	0 01:18:37.37		869
BHD01	Stephenville	Severe Weather Conditions	2014-01-04 10:54 AM	2014-01-04 16:00:00	0 07:38:45.45		940
GAL04	Stephenville	Severe Weather Conditions	2014-01-04 11:24 AM	2014-01-04 13:00:00	0 00:45:37.37		1370
HUM04	Corner Brook	Severe Weather Conditions	2014-01-04 11:25 AM	2014-01-04 16:00:00	0 02:13:41.41	Further update at 2pm.	269
WAL05	Corner Brook	Severe Weather Conditions	2014-01-04 11:26 AM	2014-01-04 16:00:00	0 02:12:41.41	Further update at 2pm.	1255
DLK	Corner Brook	Severe Weather Conditions	2014-01-04 12:20 PM	2014-01-04 16:00:00	0 00:52:48.48	Further update at 2pm.	3754
DLK01	Corner Brook	Severe Weather Conditions	2014-01-04 01:11 PM	2014-01-04 16:00:00	0 00:05:44.44	Further update at 2pm.	922
DLK04	Corner Brook	Severe Weather Conditions	2014-01-04 01:11 PM	2014-01-04 16:00:00	0 05:22:44.44		1532
WAL04	Corner Brook	Severe Weather Conditions	2014-01-04 01:55 PM	2014-01-04 16:00:00	0 04:38:44.44		1620
ALLREG	Stephenville	System Problems	2014-01-04 03:39 PM	2014-01-04 18:00:00	0 02:53:45.45		15762
ALLREG	Corner Brook	System Problems	2014-01-04 03:40 PM	2014-01-04 18:00:00	0 02:52:23.23		21740
ALLREG	Grand Falls	System Problems	2014-01-04 03:40 PM	2014-01-04 18:00:00	0 02:52:02.02		21219
ALLREG	Gander	System Problems	2014-01-04 03:40 PM	2014-01-04 18:00:00	0 02:51:39.39		20159
HUM01	Corner Brook	Severe Weather Conditions	2014-01-04 06:32 PM	2014-01-04 21:00:00	0 01:23:46.46		519
HUM04	Corner Brook	Severe Weather Conditions	2014-01-04 06:32 PM	2014-01-04 21:00:00	0 01:23:46.46		269
HUM07	Corner Brook	Severe Weather Conditions	2014-01-04 06:32 PM	2014-01-04 22:30:00	0 02:15:31.31		378
HUM01	Corner Brook	Severe Weather Conditions	2014-01-04 08:09 PM	2014-01-04 22:30:00	0 00:46:41.41		519
HUM04	Corner Brook	Severe Weather Conditions	2014-01-04 08:09 PM	2014-01-04 22:30:00	0 00:38:31.31		269
ALLREG	St John's	Severe Weather Conditions	2014-01-04 09:05 AM	2014-01-04 10:00:00	0 01:57:16.16		102926
ALLREG	Avalon	Severe Weather Conditions	2014-01-04 09:05 AM	2014-01-04 10:00:00	0 02:53:05.05		35958
SUN03	Bonavista	System Problems	2014-01-04 09:00 AM	2014-01-04 09:00:00	1 00:35:06.06		435
GRH01	Burin	System Problems	2014-01-05 06:54 AM	2014-01-05 12:00:00	0 03:41:03.03		706
MSY01	Burin	System Problems	2014-01-05 06:55 AM	2014-01-05 12:00:00	0 03:41:57.57		103
ALLREG	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:00:00	1 03:12:21.21		35958
MOL03	St John's	System Problems	2014-01-05 07:02 AM	2014-01-05 09:30:00	0 00:10:48.48		6
CAR02	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	1 00:39:58.58		1067
COL01	Avalon	Under Investigation	2014-01-04 09:00 AM	2014-01-04 15:30:00	1 06:47:54.54		1017
DUN01	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	1 04:29:03.03		987
HGR01	Avalon	System Problems	2014-01-05 07:06 AM	2014-01-05 09:30:00	0 00:10:18.18		683
HOL01	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	1 01:25:26.26		2156
ISL01	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	1 01:40:09.09		972
OPL01	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	0 23:42:59.59		443
OPL02	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	0 23:42:59.59		853
SPF02	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	1 00:45:55.55		1715
SPF03	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	1 00:39:58.58		329
VIC01	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	1 03:47:40.40		753
WAV	Avalon	System Problems	2014-01-04 09:00 AM	2014-01-04 09:30:00	1 02:30:13.13		1549
MOL03	St John's	System Problems	2014-01-05 07:19 AM	2014-01-05 08:30:00	0 01:09:14.14		6
SJM11	St John's	System Problems	2014-01-05 07:28 AM	2014-01-05 08:30:00	0 00:19:28.28	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1461
GLD02	St John's	System Problems	2014-01-05 07:46 AM	2014-01-05 09:00:00	0 00:23:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1182
BLK01	Avalon	System Problems	2014-01-05 07:50 AM	2014-01-05 09:00:00	0 01:04:42.42	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1649
BRB03	Avalon	System Problems	2014-01-05 07:51 AM	2014-01-05 09:00:00	0 00:52:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1064
HWD04	St John's	System Problems	2014-01-05 08:08 AM	2014-01-05 09:30:00	0 00:26:00.00	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	693
KBR10	St John's	System Problems	2014-01-05 08:16 AM	2014-01-05 09:30:00	0 00:28:23.23	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	942
LAU01	Burin	Under Investigation	2014-01-05 08:17 AM	2014-01-05 12:00:00	0 02:18:03.03		697
KEL01	St John's	System Problems	2014-01-05 08:27 AM	2014-01-05 09:30:00	0 00:28:23.23	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	814
SLA10	St John's	System Problems	2014-01-05 08:30 AM	2014-01-05 09:30:00	0 00:29:12.12	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1940
VIR08	St John's	System Problems	2014-01-05 08:33 AM	2014-01-05 09:30:00	0 00:50:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1110

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
GDL04	St John's	System Problems	2014-01-05 08:37 AM	1/5/14 10:00:00.00	0 01:10:23.23	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1306
HWD01	St John's	System Problems	2014-01-05 08:43 AM	1/5/14 10:00:00.00	0 02:02:33.33	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	334
KBR09	St John's	System Problems	2014-01-05 08:47 AM	1/5/14 10:00:00.00	0 00:33:51.51	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	960
GRH03	Burin	Under Investigation	2014-01-05 08:49 AM	1/5/14 12:00:00.00	0 01:46:03.03		798
PUL01	St John's	System Problems	2014-01-05 08:54 AM	1/5/14 10:00:00.00	0 00:57:24.24	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1681
SJM13	St John's	System Problems	2014-01-05 08:54 AM	1/5/14 10:00:00.00	0 00:59:07.07	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	894
MOL02	St John's	System Problems	2014-01-05 08:58 AM	1/5/14 10:00:00.00	0 00:55:07.07	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1087
PEP02	St John's	System Problems	2014-01-05 08:58 AM	1/5/14 10:00:00.00	0 00:56:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	851
HUM09	Corner Brook	System Problems	2014-01-05 09:06 AM	1/5/14 10:00:00.00	0 00:56:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	575
GAM01	Gander	System Problems	2014-01-05 09:07 AM	1/5/14 10:00:00.00	0 00:58:26.26	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1142
COB03	Gander	System Problems	2014-01-05 09:08 AM	1/5/14 10:00:00.00	0 00:53:57.57	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1393
GAR01	Burin	System Problems	2014-01-05 09:09 AM	1/5/14 10:30:00.00	0 01:27:16.16	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	460
KEL02	St John's	System Problems	2014-01-05 09:18 AM	1/5/14 10:30:00.00	0 01:15:09.09	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1216
MOL01	St John's	System Problems	2014-01-05 09:22 AM	1/5/14 10:30:00.00	0 01:40:56.56	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	595
BLK02	Avalon	System Problems	2014-01-05 09:23 AM	1/5/14 10:30:00.00	0 01:22:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1657
MOB02	St John's	System Problems	2014-01-05 09:23 AM	1/5/14 10:30:00.00	0 01:10:09.09	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	696
VIR03	St John's	System Problems	2014-01-05 09:28 AM	1/5/14 10:30:00.00	0 01:34:56.56	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	732
SLA12	St John's	System Problems	2014-01-05 09:28 AM	1/5/14 10:30:00.00	0 01:34:56.56	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1069
CAR02	Avalon	Under Investigation	2014-01-05 09:44 AM	1/5/14 10:30:00.00	0 00:29:00.00		1067
GDL06	St John's	System Problems	2014-01-05 09:48 AM	1/5/14 11:00:00.00	0 01:14:56.56	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	908
MOL06	St John's	System Problems	2014-01-05 09:48 AM	1/5/14 11:00:00.00	0 01:19:58.58	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1366
SJM04	St John's	System Problems	2014-01-05 09:48 AM	1/5/14 11:00:00.00	0 01:41:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	769
VIR05	St John's	System Problems	2014-01-05 09:48 AM	1/5/14 11:00:00.00	0 01:19:58.58	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1323
KBR11	St John's	System Problems	2014-01-05 09:48 AM	1/5/14 11:00:00.00	0 01:19:58.58	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	712
WAL02	Corner Brook	System Problems	2014-01-05 10:03 AM	1/5/14 11:00:00.00	0 01:16:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1369
WAL04	Corner Brook	System Problems	2014-01-05 10:03 AM	1/5/14 11:00:00.00	0 01:16:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1620
TWG01	Gander	System Problems	2014-01-05 10:04 AM	1/5/14 11:30:00.00	0 01:27:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	710
GLV01	Gander	System Problems	2014-01-05 10:05 AM	1/5/14 11:30:00.00	0 01:28:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1105
VIR06	St John's	System Problems	2014-01-05 10:13 AM	1/5/14 11:30:00.00	0 01:16:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1133
OXP01	St John's	System Problems	2014-01-05 10:17 AM	1/5/14 11:30:00.00	0 01:12:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1346
BCV04	St John's	System Problems	2014-01-05 10:23 AM	1/5/14 11:30:00.00	0 01:06:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1135
CAR02	Avalon	Under Investigation	2014-01-05 10:24 AM	1/5/14 11:30:00.00	0 02:23:40.40		1067
LLK03	Burin	Under Investigation	2014-01-05 10:33 AM	1/5/14 11:30:00.00	0 02:57:55.55		225
GRH02	Burin	System Problems	2014-01-05 10:36 AM	1/5/14 15:00:00.00	0 03:16:18.18	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	822
GAR01	Burin	System Problems	2014-01-05 10:38 AM	1/5/14 15:00:00.00	0 03:14:18.18	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	460
GOU01	St John's	System Problems	2014-01-05 10:40 AM	1/5/14 12:00:00.00	0 00:59:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1669
SCT01	Avalon	Under Investigation	2014-01-05 10:56 AM	1/5/14 12:00:00.00	0 00:34:13.13		689
GDL05	St John's	System Problems	2014-01-05 11:01 AM	1/5/14 12:00:00.00	0 00:46:49.49	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1633
GDL02	St John's	System Problems	2014-01-05 11:14 AM	1/5/14 12:30:00.00	0 00:33:49.49	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1182
VIR08	St John's	System Problems	2014-01-05 11:15 AM	1/5/14 13:00:00.00	0 00:34:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1110
HWD01	St John's	System Problems	2014-01-05 11:15 AM	1/5/14 12:30:00.00	0 00:53:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	334
BCV01	St John's	System Problems	2014-01-05 11:16 AM	1/5/14 12:30:00.00	0 00:52:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	947
KEN01	St John's	System Problems	2014-01-05 11:16 AM	1/5/14 12:30:00.00	0 00:27:15.15	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1861
PUL01	St John's	System Problems	2014-01-05 11:19 AM	1/5/14 12:30:00.00	0 00:56:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1681
KEN02	St John's	System Problems	2014-01-05 11:20 AM	1/5/14 12:30:00.00	0 00:55:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	679
WAV02	Avalon	Under Investigation	2014-01-05 09:00 AM	1/5/14 15:30:00.00	0 06:47:54.54		248
SJM06	St John's	System Problems	2014-01-05 11:31 AM	1/5/14 12:30:00.00	0 00:44:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	493
SJM08	St John's	System Problems	2014-01-05 11:32 AM	1/5/14 12:30:00.00	0 00:43:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	184
KBR	St John's	System Problems	2014-01-05 11:32 AM	1/5/14 12:30:00.00	0 01:55:49.49	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	5639
CHA01	St John's	Under Investigation	2014-01-05 11:37 AM	1/5/14 16:00:00.00	0 03:55:55.55		2445
HWD04	St John's	System Problems	2014-01-05 11:42 AM	1/5/14 13:00:00.00	0 01:15:35.35	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	693
RRD07	St John's	System Problems	2014-01-05 11:45 AM	1/5/14 13:00:00.00	0 01:12:35.35	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	588
RRD09	St John's	System Problems	2014-01-05 11:45 AM	1/5/14 13:00:00.00	0 01:27:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1893
GDL03	St John's	System Problems	2014-01-05 11:54 AM	1/5/14 13:00:00.00	0 01:23:30.30	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	553
VIR02	St John's	System Problems	2014-01-05 11:58 AM	1/5/14 13:00:00.00	0 00:44:33.33	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	497
CHA03	St John's	System Problems	2014-01-05 11:59 AM	1/5/14 13:00:00.00	0 00:32:10.10	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2330
HWD02	St John's	System Problems	2014-01-05 12:15 PM	1/5/14 14:00:00.00	0 01:07:08.08	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1134
KEN03	St John's	System Problems	2014-01-05 12:19 PM	1/5/14 13:30:00.00	0 00:38:35.35	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2718
HWD07	St John's	System Problems	2014-01-05 12:30 PM	1/5/14 13:30:00.00	0 00:40:18.18	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2584
BCV	St John's	Under Investigation	2014-01-05 12:30 PM	1/5/14 15:00:00.00	0 00:51:02.02		4810

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
MOL	St John's	Under Investigation	2014-01-05 12:34 PM	1/5/14 15:00:00.00	0 00:08:33.33		8723
GRH03	Burin	System Problems	2014-01-05 12:45 PM	1/5/14 14:00:00.00	0 00:45:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	798
MSY01	Burin	System Problems	2014-01-05 12:45 PM	1/5/14 14:00:00.00	0 01:07:18.18	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	103
LLK01	Burin	System Problems	2014-01-05 12:45 PM	1/5/14 14:00:00.00	0 00:45:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	3
KEL03	St John's	System Problems	2014-01-05 01:00 PM	1/5/14 14:00:00.00	0 00:49:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1314
MOL05	St John's	System Problems	2014-01-05 01:03 PM	1/5/14 14:00:00.00	0 00:07:18.18	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1362
MOL04	St John's	System Problems	2014-01-05 01:07 PM	1/5/14 14:30:00.00	0 01:12:08.08	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1211
PEP01	St John's	System Problems	2014-01-05 01:08 PM	1/5/14 14:30:00.00	0 01:11:08.08	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1198
PEP04	St John's	System Problems	2014-01-05 01:09 PM	1/5/14 14:30:00.00	0 01:16:41.41	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	493
SJM11	St John's	System Problems	2014-01-05 01:14 PM	1/5/14 14:30:00.00	0 01:13:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1461
BCV01	St John's	Under Investigation	2014-01-05 12:30 PM	1/5/14 14:30:00.00	0 01:49:08.08		947
BCV04	St John's	Under Investigation	2014-01-05 12:30 PM	1/5/14 14:30:00.00	0 01:11:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1135
KBR03	St John's	Under Investigation	2014-01-05 11:30 AM	1/5/14 15:30:00.00	0 01:58:38.38		314
KBR04	St John's	Under Investigation	2014-01-05 11:30 AM	1/5/14 15:30:00.00	0 01:57:49.49		276
KBR05	St John's	Under Investigation	2014-01-05 11:30 AM	1/5/14 15:30:00.00	0 01:58:38.38		446
MSY02	Burin	System Problems	2014-01-05 01:29 PM	1/5/14 14:30:00.00	0 01:13:09.09	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	853
KEL01	St John's	System Problems	2014-01-05 01:45 PM	1/5/14 15:00:00.00	0 00:58:58.58	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	814
RRD05	St John's	System Problems	2014-01-05 01:46 PM	1/5/14 15:00:00.00	0 00:05:57.57	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	49
RRD08	St John's	Under Investigation	2014-01-05 01:48 PM	1/5/14 16:00:00.00	0 01:44:55.55		412
KBR12	St John's	Under Investigation	2014-01-05 01:00 PM	1/5/14 15:00:00.00	0 01:25:41.41		26
GAR01	Burin	Under Investigation	2014-01-05 02:04 PM	1/5/14 16:30:00.00	0 02:28:15.15		460
HWD03	St John's	System Problems	2014-01-05 02:17 PM	1/5/14 15:30:00.00	0 00:26:58.58	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1190
PUL03	St John's	System Problems	2014-01-05 02:17 PM	1/5/14 15:30:00.00	0 00:41:18.18	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	946
VIR01	St John's	System Problems	2014-01-05 02:17 PM	1/5/14 15:30:00.00	0 00:41:18.18		1119
GDL02	St John's	System Problems	2014-01-05 02:24 PM	1/5/14 15:30:00.00	0 00:48:22.22	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1182
SJM13	St John's	System Problems	2014-01-05 02:27 PM	1/5/14 15:30:00.00	0 00:45:22.22	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	894
HWD02	St John's	System Problems	2014-01-05 02:32 PM	1/5/14 15:30:00.00	0 00:40:22.22	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1134
MSY01	Burin	Under Investigation	2014-01-05 02:39 PM	1/5/14 16:00:00.00	0 01:13:21.21		103
KBR10	St John's	System Problems	2014-01-05 02:42 PM	1/5/14 16:00:00.00	0 00:30:22.22	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	942
KBR11	St John's	System Problems	2014-01-05 02:43 PM	1/5/14 16:00:00.00	0 00:29:22.22	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	712
RRD02	St John's	System Problems	2014-01-05 02:49 PM	1/5/14 16:00:00.00	0 00:43:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	408
RRD04	St John's	System Problems	2014-01-05 02:50 PM	1/5/14 16:00:00.00	0 00:42:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	557
BRB01	Avalon	System Problems	2014-01-05 02:50 PM	1/5/14 16:00:00.00	0 00:57:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	556
BRB02	Avalon	System Problems	2014-01-05 02:50 PM	1/5/14 16:00:00.00	0 00:57:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	488
BLK01	Avalon	System Problems	2014-01-05 02:50 PM	1/5/14 16:00:00.00	0 00:57:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1649
KEL02	St John's	System Problems	2014-01-05 03:09 PM	1/5/14 16:30:00.00	0 01:00:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1216
MOB02	St John's	System Problems	2014-01-05 03:10 PM	1/5/14 16:30:00.00	0 00:59:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	696
MOL02	St John's	System Problems	2014-01-05 03:10 PM	1/5/14 16:30:00.00	0 00:59:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1087
SLA10	St John's	System Problems	2014-01-05 03:10 PM	1/5/14 16:30:00.00	0 00:40:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1940
GDL04	St John's	System Problems	2014-01-05 03:10 PM	1/5/14 16:30:00.00	0 00:59:55.55	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1306
BRB05	Avalon	System Problems	2014-01-05 03:33 PM	1/5/14 17:00:00.00	0 00:57:17.17	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	735
GDL06	St John's	System Problems	2014-01-05 03:33 PM	1/5/14 17:00:00.00	0 00:56:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	908
HOL02	St John's	System Problems	2014-01-05 03:42 PM	1/5/14 17:00:00.00	0 00:08:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	560
BIG02	St John's	System Problems	2014-01-05 03:42 PM	1/5/14 17:00:00.00	0 00:53:58.58	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1125
CLK02	Avalon	System Problems	2014-01-05 03:44 PM	1/5/14 17:00:00.00	0 00:49:23.23	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	408
CLK04	Avalon	System Problems	2014-01-05 03:44 PM	1/5/14 17:00:00.00	0 00:52:34.34	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	91
PEP02	St John's	System Problems	2014-01-05 03:46 PM	1/5/14 17:00:00.00	0 00:49:58.58	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	851
MOL01	St John's	System Problems	2014-01-05 03:49 PM	1/5/14 17:00:00.00	0 01:09:03.03	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	595
CHA01	St John's	Under Investigation	2014-01-05 04:03 PM	1/5/14 18:30:00.00	0 00:55:03.03		500
MOL06	St John's	System Problems	2014-01-05 04:08 PM	1/5/14 17:30:00.00	0 01:03:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1366
VIR03	St John's	System Problems	2014-01-05 04:08 PM	1/5/14 17:30:00.00	0 01:03:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	732
VIR05	St John's	System Problems	2014-01-05 04:09 PM	1/5/14 17:30:00.00	0 01:02:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1323
SLA02	St John's	System Problems	2014-01-05 04:22 PM	1/5/14 17:30:00.00	0 00:49:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	735
SJM07	St John's	System Problems	2014-01-05 04:23 PM	1/5/14 17:30:00.00	0 00:05:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	91
KBR12	St John's	System Problems	2014-01-05 04:23 PM	1/5/14 18:30:00.00	0 02:12:03.03	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	26
VIR04	St John's	System Problems	2014-01-05 04:23 PM	1/5/14 17:30:00.00	0 00:35:03.03	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	731
KEN01	St John's	System Problems	2014-01-05 04:25 PM	1/5/14 17:30:00.00	0 00:38:31.31	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1861
SLA07	St John's	System Problems	2014-01-05 04:27 PM	1/5/14 17:30:00.00	0 00:44:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	441
PUL02	St John's	System Problems	2014-01-05 04:28 PM	1/5/14 17:30:00.00	0 01:03:26.26	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1669
WAV01	Avalon	Under Investigation	2014-01-05 11:30 AM	1/5/14 18:30:00.00	0 05:05:00.00		200

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
PEP03	St John's	System Problems	2014-01-05 04:31 PM	1/5/14 17:30:00.00	0 01:00:26.26	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	372
KEN04	St John's	System Problems	2014-01-05 04:30 PM	1/5/14 17:30:00.00	0 00:41:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2570
GOU03	St John's	Under Investigation	2014-01-05 04:35 PM	1/5/14 19:00:00.00	0 02:31:10.10		300
GAR01	Burin	System Problems	2014-01-05 04:35 PM	1/5/14 19:00:00.00	0 02:17:59.59		150
WAV01	Avalon	System Problems	2014-01-05 04:37 PM	1/5/14 17:30:00.00	0 00:42:21.21		100
BLK02	Avalon	Under Investigation	2014-01-05 04:43 PM	1/5/14 19:00:00.00	0 02:09:38.38		100
VIR02	St John's	System Problems	2014-01-05 04:56 PM	1/5/14 18:00:00.00	0 00:54:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	497
HWD07	St John's	System Problems	2014-01-05 04:56 PM	1/5/14 18:00:00.00	0 00:54:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2584
VIR06	St John's	System Problems	2014-01-05 04:57 PM	1/5/14 18:00:00.00	0 00:53:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1133
VIR08	St John's	System Problems	2014-01-05 05:00 PM	1/5/14 18:00:00.00	0 00:50:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1110
RRD03	St John's	System Problems	2014-01-05 05:00 PM	1/5/14 18:00:00.00	0 01:07:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	369
GOU01	St John's	System Problems	2014-01-05 05:00 PM	1/5/14 18:30:00.00	0 01:07:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1669
SCV01	St John's	System Problems	2014-01-05 05:03 PM	1/5/14 18:30:00.00	0 01:17:52.52	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1706
GDL03	St John's	System Problems	2014-01-05 05:11 PM	1/5/14 18:30:00.00	0 00:56:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	553
GDL05	St John's	System Problems	2014-01-05 05:11 PM	1/5/14 18:30:00.00	0 00:56:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1633
KEN02	St John's	System Problems	2014-01-05 05:12 PM	1/5/14 18:30:00.00	0 00:38:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	679
HWD01	St John's	System Problems	2014-01-05 05:23 PM	1/5/14 18:30:00.00	0 00:57:52.52	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	334
OXPO1	St John's	System Problems	2014-01-05 05:24 PM	1/5/14 18:30:00.00	0 00:56:52.52	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1346
HWD08	St John's	System Problems	2014-01-05 05:50 PM	1/5/14 19:00:00.00	0 00:09:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2749
HWD04	St John's	System Problems	2014-01-05 05:50 PM	1/5/14 19:00:00.00	0 00:45:04.04	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	693
BCV03	St John's	System Problems	2014-01-05 05:50 PM	1/5/14 19:00:00.00	0 00:45:03.03	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1175
PUL01	St John's	System Problems	2014-01-05 05:52 PM	1/5/14 19:00:00.00	0 00:43:04.04	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1681
GOU02	St John's	System Problems	2014-01-05 05:53 PM	1/5/14 19:00:00.00	0 00:42:04.04	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1701
MOL09	St John's	System Problems	2014-01-05 05:57 PM	1/5/14 19:00:00.00	0 00:46:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1931
PEP01	St John's	System Problems	2014-01-05 05:59 PM	1/5/14 19:00:00.00	0 00:59:45.45	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1198
SLA03	St John's	System Problems	2014-01-05 06:07 PM	1/5/14 19:30:00.00	0 00:51:45.45	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	169
KEN03	St John's	System Problems	2014-01-05 06:19 PM	1/5/14 19:30:00.00	0 00:39:45.45	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2718
KBR02	St John's	System Problems	2014-01-05 06:19 PM	1/5/14 19:30:00.00	0 00:32:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	499
KBR04	St John's	System Problems	2014-01-05 06:19 PM	1/5/14 19:30:00.00	0 00:32:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	276
KBR06	St John's	System Problems	2014-01-05 06:19 PM	1/5/14 19:30:00.00	0 00:32:44.44	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	588
BRB03	Avalon	System Problems	2014-01-05 06:20 PM	1/5/14 19:30:00.00	0 00:39:14.14	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1064
PUL03	St John's	System Problems	2014-01-05 06:33 PM	1/5/14 19:30:00.00	0 00:59:24.24	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	946
RRD07	St John's	System Problems	2014-01-05 06:34 PM	1/5/14 19:30:00.00	0 01:10:08.08	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	588
RRD10	St John's	System Problems	2014-01-05 06:34 PM	1/5/14 19:30:00.00	0 01:10:08.08	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	461
SJM06	St John's	System Problems	2014-01-05 06:36 PM	1/5/14 19:30:00.00	0 00:56:24.24	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	493
SJM08	St John's	System Problems	2014-01-05 06:36 PM	1/5/14 19:30:00.00	0 00:56:24.24	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	184
CHA03	St John's	System Problems	2014-01-05 06:42 PM	1/5/14 19:30:00.00	0 01:53:04.04	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2330
KBR03	St John's	System Problems	2014-01-05 06:48 PM	1/5/14 20:00:00.00	0 00:56:08.08	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	314
KBR05	St John's	System Problems	2014-01-05 06:48 PM	1/5/14 20:00:00.00	0 00:56:08.08	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	446
KBR08	St John's	System Problems	2014-01-05 06:49 PM	1/5/14 20:00:00.00	0 00:55:08.08	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	270
KEL03	St John's	System Problems	2014-01-05 06:49 PM	1/5/14 20:00:00.00	0 00:52:34.34	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1314
BCV01	St John's	System Problems	2014-01-05 07:31 PM	1/5/14 20:30:00.00	0 00:37:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	947
HWD03	St John's	System Problems	2014-01-05 07:42 PM	1/5/14 20:30:00.00	0 00:21:14.14	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1190
HWD06	St John's	System Problems	2014-01-05 07:42 PM	1/5/14 20:30:00.00	0 00:21:14.14	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	815
RRD02	St John's	System Problems	2014-01-05 07:42 PM	1/5/14 20:30:00.00	0 00:42:43.43	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	408
RRD04	St John's	System Problems	2014-01-05 07:43 PM	1/5/14 20:30:00.00	0 00:42:56.56	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	557
RRD08	St John's	System Problems	2014-01-05 07:43 PM	1/5/14 20:30:00.00	0 00:38:07.07	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	412
MOL04	St John's	System Problems	2014-01-05 07:49 PM	1/5/14 21:00:00.00	0 00:19:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1211
SLA03	St John's	System Problems	2014-01-05 08:20 PM	1/5/14 21:30:00.00	0 00:13:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	169
SLA06	St John's	System Problems	2014-01-05 08:24 PM	1/5/14 21:30:00.00	0 00:09:38.38	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	571
GOU01	St John's	System Problems	2014-01-05 08:53 PM	1/5/14 23:00:00.00	0 02:03:26.26	Balfad Subdivision	100
BLK02	Avalon	System Problems	2014-01-05 09:01 PM	1/5/14 23:00:00.00	0 00:02:27.27		50
ALLREG	Burin	Under Investigation	2014-01-05 09:28 PM	1/5/14 23:00:00.00	0 01:31:03.03		11351
ALLREG	Bonavista	Under Investigation	2014-01-05 09:28 PM	1/5/14 23:00:00.00	0 01:31:03.03		16188
ALLREG	Gander	Under Investigation	2014-01-05 09:28 PM	1/5/14 23:00:00.00	0 01:31:03.03		20159
ALLREG	St John's	Under Investigation	2014-01-05 09:28 PM	1/5/14 23:00:00.00	0 01:31:03.03		102926
ALLREG	Corner Brook	Under Investigation	2014-01-05 09:28 PM	1/5/14 23:00:00.00	0 01:31:03.03		21740
ALLREG	Stephenville	Under Investigation	2014-01-05 09:28 PM	1/5/14 23:00:00.00	0 01:31:03.03		15762
ALLREG	Avalon	Under Investigation	2014-01-05 09:28 PM	1/5/14 23:00:00.00	0 01:31:03.03		35958
ALLREG	Grand Falls	Under Investigation	2014-01-05 09:28 PM	1/5/14 23:00:00.00	0 01:31:03.03		21219

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
ALLREG	St John's	Supply Loss	2014-01-05 10:55 PM	1/6/14 05:00:00.00	0 08:03:24.24		102926
ALLREG	Avalon	Supply Loss	2014-01-05 10:55 PM	1/6/14 05:00:00.00	0 08:03:24.24		35958
ALLREG	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:00:00.00	0 14:23:41.41		35958
ALLREG	St John's	System Problems	2014-01-05 09:30 PM	1/7/14 09:00:00.00	0 12:17:46.46	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	102922
CAR04	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 10:00:00.00	0 12:16:55.55		226
DUN02	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 10:07:52.52		908
COL01	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 11:53:20.20		1017
COL02	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 11:53:20.20		357
HGR02	Avalon	System Problems	2014-01-05 09:30 AM	1/7/14 09:30:00.00	0 23:56:34.34		543
HGR03	Avalon	System Problems	2014-01-05 09:30 AM	1/7/14 09:30:00.00	0 22:30:44.44		504
HOL01	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 13:44:35.35		2156
NCH01	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 12:16:55.55		254
NCH02	Avalon	System Problems	2014-01-05 09:30 AM	1/7/14 09:30:00.00	1 00:16:55.55		663
NCH03	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 13:22:15.15		2
OPL01	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 14:17:12.12		443
OPL02	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 11:24:16.16		853
OPL03	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 11:24:16.16		397
SPF01	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 12:16:55.55		1079
SPF02	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 12:59:24.24		1715
SPF03	Avalon	System Problems	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 12:16:55.55		329
GDL02	St John's	System Problems	2014-01-06 07:19 AM	1/6/14 08:30:00.00	0 00:35:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1182
GDL03	St John's	Under Investigation	2014-01-06 07:22 AM	1/6/14 12:00:00.00	0 01:55:58.58		553
KEL03	St John's	System Problems	2014-01-06 07:22 AM	1/6/14 08:30:00.00	0 00:32:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1314
MOL03	St John's	System Problems	2014-01-06 07:23 AM	1/6/14 08:30:00.00	0 00:52:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	6
PEP04	St John's	System Problems	2014-01-06 07:24 AM	1/6/14 08:30:00.00	0 00:30:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	493
PUL03	St John's	System Problems	2014-01-06 07:24 AM	1/6/14 08:30:00.00	0 00:10:11.11	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	946
RRD02	St John's	System Problems	2014-01-06 07:25 AM	1/6/14 09:00:00.00	0 01:11:25.25	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	408
RRD04	St John's	System Problems	2014-01-06 07:25 AM	1/6/14 08:30:00.00	0 00:29:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	557
RRD09	St John's	Under Investigation	2014-01-06 07:26 AM	1/6/14 12:00:00.00	0 04:19:32.32		1893
SLA10	St John's	Under Investigation	2014-01-06 07:26 AM	1/6/14 12:00:00.00	0 01:51:58.58		1940
VIR04	St John's	System Problems	2014-01-06 07:27 AM	1/6/14 08:30:00.00	0 00:27:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	731
VIR05	St John's	System Problems	2014-01-06 07:27 AM	1/6/14 08:30:00.00	0 00:31:31.31	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1323
VIR08	St John's	System Problems	2014-01-06 07:28 AM	1/6/14 09:00:00.00	0 01:00:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1110
GOU01	St John's	System Problems	2014-01-06 07:29 AM	1/6/14 08:30:00.00	0 00:28:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1669
HWD01	St John's	System Problems	2014-01-06 07:30 AM	1/6/14 08:30:00.00	0 00:27:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	334
BCV03	St John's	System Problems	2014-01-06 07:33 AM	1/6/14 09:00:00.00	0 00:55:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1175
CLK02	Avalon	System Problems	2014-01-06 07:36 AM	1/6/14 10:00:00.00	0 01:47:20.20	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	408
CLK04	Avalon	System Problems	2014-01-06 07:37 AM	1/6/14 10:00:00.00	0 01:46:20.20	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	91
KBR11	St John's	System Problems	2014-01-06 07:54 AM	1/6/14 10:00:00.00	0 01:14:29.29	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	712
HWD04	St John's	System Problems	2014-01-06 07:56 AM	1/6/14 10:00:00.00	0 01:12:29.29	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	693
MOL01	St John's	System Problems	2014-01-06 07:57 AM	1/6/14 10:00:00.00	0 01:28:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	595
PEP02	St John's	System Problems	2014-01-06 07:57 AM	1/6/14 10:00:00.00	0 01:28:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	851
HGR01	Avalon	System Problems	2014-01-06 08:00 AM	1/6/14 10:00:00.00	0 01:26:34.34	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	683
RRD04	St John's	Under Investigation	2014-01-06 08:11 AM	1/6/14 10:30:00.00	0 00:25:25.25	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	557
KBR02	St John's	System Problems	2014-01-06 08:14 AM	1/6/14 10:00:00.00	0 01:11:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	499
KBR03	St John's	System Problems	2014-01-06 08:15 AM	1/6/14 10:00:00.00	0 01:10:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	314
KBR04	St John's	System Problems	2014-01-06 08:34 AM	1/6/14 10:00:00.00	0 00:51:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	276
SLA12	St John's	System Problems	2014-01-06 08:35 AM	1/6/14 10:00:00.00	0 00:50:36.36	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1069
BCV01	St John's	System Problems	2014-01-06 09:07 AM	1/6/14 11:00:00.00	0 00:39:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	947
MOL02	St John's	System Problems	2014-01-06 09:07 AM	1/6/14 11:00:00.00	0 00:39:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1087
KBR05	St John's	System Problems	2014-01-06 09:13 AM	1/6/14 11:00:00.00	0 00:33:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	446
KBR06	St John's	System Problems	2014-01-06 09:14 AM	1/6/14 11:00:00.00	0 00:32:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	588
KBR08	St John's	System Problems	2014-01-06 09:15 AM	1/6/14 11:00:00.00	0 00:31:02.02	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	270
PUL01	St John's	System Problems	2014-01-06 09:15 AM	1/6/14 11:00:00.00	0 00:38:11.11	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1681
HWD06	St John's	System Problems	2014-01-06 09:16 AM	1/6/14 11:00:00.00	0 00:39:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	815
OPL02	Avalon	System Problems	2014-01-06 09:18 AM	1/6/14 11:00:00.00	0 02:02:15.15	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	853
OPL03	Avalon	System Problems	2014-01-06 09:18 AM	1/6/14 11:00:00.00	0 01:15:26.26	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	397
VIC01	Avalon	Under Investigation	2014-01-05 09:30 PM	1/7/14 09:30:00.00	0 12:46:29.29		753
VIC02	Avalon	Under Investigation	2014-01-05 09:30 AM	1/7/14 09:30:00.00	1 01:44:35.35		1295
SPF01	Avalon	Under Investigation	2014-01-06 09:50 AM	1/6/14 12:00:00.00	0 00:26:29.29		1079

Location	Region Name	Cause Name	Outage Start Date	Expected Restoration Date	Elapsed Time	Additional Text	Estimate of Customers Affected
VIR01	St John's	System Problems	2014-01-06 10:02 AM	1/6/14 11:00:00.00	0 00:19:42.42	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1119
PUL02	St John's	System Problems	2014-01-06 10:03 AM	1/6/14 11:00:00.00	0 00:18:42.42	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1669
GDL06	St John's	System Problems	2014-01-06 10:04 AM	1/6/14 11:00:00.00	0 00:48:52.52	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	908
KEN01	St John's	System Problems	2014-01-06 10:04 AM	1/6/14 11:00:00.00	0 00:30:23.23	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1861
BRB05	Avalon	System Problems	2014-01-06 10:14 AM	1/6/14 11:30:00.00	0 00:36:39.39	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	735
BRB03	Avalon	System Problems	2014-01-06 10:15 AM	1/6/14 11:30:00.00	0 00:35:39.39	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1064
VIC01	Avalon	Under Investigation	2014-01-06 10:19 AM	1/6/14 11:30:00.00	0 01:02:09.09		753
SPF01	Avalon	Under Investigation	2014-01-06 09:30 AM	1/6/14 12:30:00.00	0 01:04:47.47		1079
HWD03	St John's	System Problems	2014-01-06 10:33 AM	1/6/14 11:30:00.00	0 00:18:19.19	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1190
ISL01	Avalon	System Problems	2014-01-06 11:12 AM	1/6/14 13:30:00.00	0 01:38:48.48		972
HOL01	Avalon	System Problems	2014-01-05 09:30 PM	1/6/14 14:30:00.00	0 16:26:22.22		400
11	St John's	Under Investigation	2014-01-05 09:30 PM	1/6/14 23:30:00.00	0 21:24:37.37	We are responding to isolated outages. If you have not previously reported your outage, please	3000
21	Avalon	Under Investigation	2014-01-05 09:30 PM	1/6/14 23:30:00.00	0 21:32:53.53	We are responding to isolated outages. If you have not previously reported your outage, please	2000
COL01	Avalon	Equipment Problems	2014-01-06 02:54 PM	1/6/14 22:00:00.00	0 00:09:20.20		50
COL02	Avalon	Equipment Problems	2014-01-06 03:00 PM	1/7/14 12:00:00.00	0 13:58:48.48		50
SPF	Avalon	Under Investigation	2014-01-06 03:00 PM	1/6/14 18:00:00.00	0 04:52:55.55	crew on site	200
HOL01	Avalon	Overhead Line Damage	2014-01-06 07:17 PM	1/6/14 23:30:00.00	0 09:41:48.48		51
CHA01	St John's	Overhead Line Damage	2014-01-07 09:31 AM	1/7/14 12:00:00.00	0 01:24:27.27		500
MOL01	St John's	Pole Fire	2014-01-07 02:14 PM	1/7/14 16:00:00.00	0 01:17:13.13		595
MOL01	St John's	Overhead Line Damage	2014-01-08 12:35 AM	1/8/14 05:30:00.00	0 04:47:17.17		596
BFS01	Grand Falls	Scheduled Maintenance	2014-01-08 01:00 PM	1/8/14 14:30:00.00	0 01:32:34.34		65
PEP01	St John's	System Problems	2014-01-08 03:25 PM	1/8/14 16:30:00.00	0 00:14:33.33	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1198
PEP03	St John's	System Problems	2014-01-08 03:25 PM	1/8/14 16:30:00.00	0 00:29:22.22	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	372
BCV04	St John's	System Problems	2014-01-08 03:26 PM	1/8/14 16:30:00.00	0 00:28:22.22	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1135
GDL05	St John's	System Problems	2014-01-08 03:39 PM	1/8/14 16:30:00.00	0 00:30:13.13	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1633
KEL02	St John's	System Problems	2014-01-08 03:40 PM	1/8/14 16:30:00.00	0 00:29:13.13	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1216
VIR03	St John's	System Problems	2014-01-08 03:40 PM	1/8/14 16:30:00.00	0 00:02:47.47	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	732
MOL04	St John's	System Problems	2014-01-08 03:53 PM	1/8/14 17:00:00.00	0 00:25:34.34	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1211
PUL03	St John's	System Problems	2014-01-08 03:53 PM	1/8/14 17:00:00.00	0 00:25:34.34	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	946
RRD08	St John's	System Problems	2014-01-08 04:03 PM	1/8/14 17:00:00.00	0 00:31:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	412
VIR03	St John's	System Problems	2014-01-08 04:04 PM	1/8/14 17:00:00.00	0 00:22:52.52	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	732
RRD04	St John's	System Problems	2014-01-08 04:05 PM	1/8/14 17:00:00.00	0 00:29:01.01	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	557
KEL03	St John's	System Problems	2014-01-08 04:07 PM	1/8/14 17:00:00.00	0 00:21:58.58	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1314
GOU01	St John's	System Problems	2014-01-08 04:08 PM	1/8/14 17:00:00.00	0 00:27:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1669
GDL03	St John's	System Problems	2014-01-08 04:10 PM	1/8/14 17:00:00.00	0 00:26:53.53	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	553
GDL04	St John's	System Problems	2014-01-08 04:10 PM	1/8/14 17:00:00.00	0 00:26:53.53	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1306
ILC02	Avalon	System Problems	2014-01-08 04:24 PM	1/8/14 17:30:00.00	0 00:21:05.05	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1117
SPF02	Avalon	System Problems	2014-01-08 04:26 PM	1/8/14 17:30:00.00	0 00:37:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1715
SJM06	St John's	System Problems	2014-01-08 04:28 PM	1/8/14 17:30:00.00	0 00:27:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	493
BCV01	St John's	System Problems	2014-01-08 04:29 PM	1/8/14 17:30:00.00	0 00:28:06.06	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	947
RRD07	St John's	System Problems	2014-01-08 04:33 PM	1/8/14 17:30:00.00	0 00:25:57.57	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	588
HWD03	St John's	System Problems	2014-01-08 04:34 PM	1/8/14 17:30:00.00	0 00:30:54.54	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1190
VIR01	St John's	System Problems	2014-01-08 04:36 PM	1/8/14 17:30:00.00	0 00:36:51.51	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1119
BRB05	Avalon	System Problems	2014-01-08 04:39 PM	1/8/14 17:30:00.00	0 00:34:12.12	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	735
KEN04	St John's	System Problems	2014-01-08 04:42 PM	1/8/14 17:30:00.00	0 00:24:10.10	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	2569
ILC01	Avalon	System Problems	2014-01-08 04:44 PM	1/8/14 17:30:00.00	0 00:32:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	895
SJM13	St John's	System Problems	2014-01-08 04:52 PM	1/8/14 18:00:00.00	0 00:29:32.32	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	894
MOL02	St John's	System Problems	2014-01-08 04:54 PM	1/8/14 18:00:00.00	0 00:28:26.26	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1087
PEP02	St John's	System Problems	2014-01-08 04:56 PM	1/8/14 18:00:00.00	0 00:28:57.57	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	851
RRD10	St John's	System Problems	2014-01-08 04:58 PM	1/8/14 18:00:00.00	0 00:30:33.33	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	463
HGR01	Avalon	System Problems	2014-01-08 05:02 PM	1/8/14 18:00:00.00	0 00:30:21.21	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	683
PUL04	St John's	System Problems	2014-01-08 05:04 PM	1/8/14 18:00:00.00	0 00:32:10.10	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	524
PUL02	St John's	System Problems	2014-01-08 05:06 PM	1/8/14 18:00:00.00	0 00:28:17.17	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1669
BRB03	Avalon	System Problems	2014-01-08 05:12 PM	1/8/14 18:00:00.00	0 00:32:59.59	Rotating outages to manage electricity demand due to NL Hydro power supply limitations	1064
ALLREG	Avalon	System Problems	2014-01-08 05:48 PM	1/8/14 20:00:00.00	0 00:36:31.31		35958
VIC	Avalon	System Problems	2014-01-08 06:24 PM	1/8/14 20:30:00.00	0 00:03:48.48		2048
OPL	Avalon	System Problems	2014-01-08 06:27 PM	1/8/14 20:30:00.00	0 00:24:13.13		1693
NCH03	Avalon	System Problems	2014-01-08 06:43 PM	1/8/14 21:00:00.00	0 00:08:50.50		2

**Internal CAR Blog 01022014 to 01082014**

## Customer Relations Outage Blog Post – January 2<sup>nd</sup> to January 8<sup>th</sup>, 2014

The follow messages were posted to our internal Customer Relations Outage Blog. The purpose of these messages was to relay information to complement our Outage Management System and Outage listings to our Customer Account Representatives (CARs) in order respond to customer inquiries. As messages became outdated or irrelevant, they were made inactive and not viewable to the CARs.

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### Title- not viewable | Time Updated | Message

Sensitive  
Customer List 1/2/2014 6:15 PM

Sensitive customers expressing concerns about medical equipment and if they can expect their power to be taken off should be advised to take actions they feel necessary to ensure safety. They can call us back in a couple hours for an update.

**We can not guarantee supply or restoration at this point.**

Rotating  
Outages  
Implemented 1/3/2014 7:40 PM

**Rotating outages have ended for this evening**

**We will be monitoring loads throughout the night and provide updates in the morning**

**\*\*\*There are no rotating outages in effect at the moment. Any outage calls should be logged as tickets in outage management.\*\*\***

**Rotating Outages expected to continue throughout the day**

**\*Rotating Outage Notifications on Informer and Whiteboard MAY have a 10 to 15 min delay. If acustomer has been off for more than 15 mins and nothing is on Whiteboard, please follow normal screening procedures.**

**\*While we take key customers such as Hospitals and Healthcare facilities into consideration, we can not guarantee they will not be impacted by these or other unexpected outages.**

**\*Please do not direct customers to Hydro for further updates**

Informer/Whiteboard are being updated with the most current information

\*Please take note of reasons, Anything other than NLH System issues is not part of rotations.

\*Schedules are not available, feeders are being taken off according to required load to be reduced

Rotating outage occurrences are expected to last **60 Minutes or less. We should advise customers to call us back if they are out more than 90 minutes**

Business Calls have been suspended until further notice

Creating  
Tickets 1/4/2014 7:30 AM

**Creating Outage Tickets**

Please ensure you are screening tickets according to regular screening procedures.

**For Rotating Outages:**

- Impacted feeders are listed on Whiteboard as "NLH SYSTEM PROBLEMS"
- If power has been lost for less then 90 mins, please do not create a ticket.

Jan 4th 1/4/2014 8:00 AM

Good Morning!

Calls have been switched over from the SCC to the Contact Centre.

**At this point we are NOT conducting Rotating Outages.**

We're expecting the load to peak a little later this morning (approx 9) and a decision will be made regarding rotating outage requirements.

Continue to check Informer and Whiteboard for updates.

We currently have an outage listed on Informer/Whiteboard for the Old Perlican area. Crews are in the area.

Further updates to come.

Communications Hub Team (CHT)

**WARMING CENTERS**

\*From vocm website @ <http://vocm.com/newsarticle.asp?mn=2&id=42130&latest=1>

<b>St. John's - Foran Room at City Hall</b>	<b>Mount Pearl - Reid Community Centre</b>	<b>Conception Bay South - West end fire hall</b>
<b>Paradise - Rotary Youth and Community Centre</b>	<b>Holyrood - Municipal Building on Salmonier Line and the Fire Hall</b>	<b>Deer Lake - Elwood High School</b>
<b>Pouch Cove - Town Hall</b>	<b>Bay de Verde - Town Hall (4-8pm this evening) For travel assistance 587-2780)</b>	<b>Bay Roberts - Search and Resuce Building (786-5444) and Fire Hall</b>
<b>Harbour Grace - Firemen's social building</b>	<b>Carbonear - Multi Purpose Room at Carbonear Swimming Pool</b>	<b>Torbay - Fire Station</b>
<b>Heart's Delight - Islington - Town Hall (588-2708)</b>	<b>Bauline Call 335-2325 - Residents with generators have offered up their homes to serve as warming locations.</b>	<b>Bonavista - Salvation Army - Youth Centre</b>
<b>Heart's Content - Rec centre. Call Mayor or Councillors for a ride</b>	<b>Sunnyside - Lions Club</b>	<b>Burin - Cafeteria of Burin Peninsula Healthcare Centre</b>
<b>St. Lawrence - Call Fire Dept.</b>	<b>Old Perlican - Town Hall (For Transportation call 587-2266)</b>	<b>Pouch Cove - Town Hall</b>
<b>Little Catalina - Fire Hall</b>	<b>Catalina - Fire Hall</b>	<b>Colliers - Town Hall</b>
<b>Norman's Cove - Fire Hall</b>	<b>Arnold's Cove - Lion's Club</b>	

The following Feeders are online as of 5:45 AM

St. John's	Avalon	Burin	Bonavista
BCV-01	BRB-01	BLA-01	BVA-01
BCV-02	BRB-02	GAR-01	BVA-02
BCV-03	BRB-03	GBE-01	BVA-03
BCV-04	BRB-04	GRH-01	CAT-01
BIG-01	BRB-05	GRH-02	CAT-02
BIG-02	BLK-01	GRH-03	CAT-03
CAB-01	BLK-02	LAU-01	CLV-01
CHA-01	CAR-01	LLK-01	CLV-02
CHA-02	CAR-03	LLK-03	CLV-03
CHA-03	CAR-04	MKS-01	LET-01
FER-01	CLK-02	MKS-02	LOK-01
GDL-01	CLK-03	MSY-02	MIL-01
GDL-02	CLK-04	MSY-03	MIL-02
GDL-03	COL-02	MSY-04	NM/B-01
GDL-04	DUN-02	SPO-01	NM/B-02
GDL-05	HCT-01	SPO-02	PBD-01
GDL-06	HGR-02	SPO-03	SMV-01
GOU-01	HGR-03	WBC-01	SUN-01
GOU-02 (section off)	HOL-02		
GOU-03 (section off)	ILC-01		
HOL-02	ILC-02		
HWD-01	KEL-03		
HWD-02	NCH-01		
HWD-03	NCH-02		
HWD-04	NHR-01		
HWD-07	NHR-02		
HWD-08	OPL-03		
KBR-01	RVH-01		
KBR-02	RVH-02		
KBR-03	SCT-01		
KBR-04	SCT-02		
KBR-05	SPF-01		
KBR-06	TRP-01		
KBR-07	TRP-02		
KBR-08	VIC-02		
KBR-09			
KBR-10			
KBR-11			
KBR-12			
KEL-01			
KEL-02			
KEL-03			
KEN-01			
KEN-02			
KEN-03 (section off)			
KEN-04 (section off)			
MOB-01			
MOB-02			
MOL-01			
MOL-02			
MOL-03			
MOL-04			
MOL-05			
MOL-06			
MOL-07			
MOL-08			
MOL-09			
OKP-01			
PEP-01			
PEP-02			
PEP-03			
PEP-04			
PHR-01			
PUL-01			
PUL-02			
PUL-03			
PUL-04			
RRD-02			
RRD-03			
RRD-04			
RRD-05			
RRD-07			
RRD-08			
RRD-09			
RRD-10			
SCV-01			
SCV-02			
SLA-02			
SLA-03			
SLA-05			
SLA-06			
SLA-07			
SLA-08			
SLA-09			
SLA-10			
SLA-11			
SLA-12			
SIM-02			
SIM-03			
SIM-06			
SIM-07			
SIM-08			
SIM-09			
SIM-10			
SIM-11			

SJM-12			
SJM-14			
VIR-01			
VIR-03			
VIR-04			
VIR-05			
VIR-06			
VIR-07			
VIR-08			

*\*Note that this list was building from when it was first created on the morning of 01/04/2014 through to 01/05/2014*

Outage

1/5/2014 6:00 AM

## Widespread Outage affecting the Island

**Approximately 25,000 customers remain without power.**

**Rotating outages are expected to begin shortly.**

Local damage related to the storm is affecting some feeders and may delay restoration for some customers. Most undamaged feeders are energized.

Crews are working through the night. Restoration efforts are likely to continue into Monday or Tuesday for some customers. As soon as we have specific restoration times they will be posted. Crews from our sister company, Maritime Electric, are expected to arrive on Monday.

Note: all feeders are on in STV, CRB, GFW and GAN areas. These are being supplied by generation on the south and west coast.

### **GANDER/GRAND FALLS/CORNER BROOK/STEPHENVILLE**

Please reference Whiteboard for outages

### **ST.JOHN'S/AVALON/BONAVISTA/BURIN**

Outages not on Whiteboard as too many feeders are impact.

Please reference list below for Feeders that are on.

A list of Warming Centres is below (updated Sat evening).

Feeders off as  
of 6:00 am  
January 5

1/5/2014 6:30 AM

### FEEDERS OFF AS OF 6:00 AM JANUARY 5

SJN:

VIR-02

MOL-03

AVALON:

CAR-02

COL-01

DUN-01

HGR-01

HOL-01

ISL-01

OPL-01 & 02

SPF-02 & 03

VIC-01

WAV-01, 02 & 03

BURIN:

GRH-01

MSY-01

BONAVISTA:

SUN-03

## Sunday January 5th, 2014

**Items should be referred to Blair or Linda for this evening rather than Jeff Churchill.**

**Communications hub back up and running. We are assessing the problem and will get you an update as soon as possible. Stay Tuned!!**

Feeder Rotations have stopped for the night.

We are presently completing outgoing calls to customers who we believe have power restored.

If you receive call backs, on an existing outage ticket, please update or close-out the ticket. If you don't know how to do so, please check with one of the senior CARS.

Thank you very much for your continued support during this difficult time.

### **School Updates**

All K-12 Schools and post secondary schools (MUN, CONA) will be closed on Monday and Tuesday.

### **Escalation Protocol**

Our Operations War Room has been opened. No one should contact dispatch or the War Room directly. Jeff Churchill will be taking escalations from the Call Centre and feeding them to the Communications Hub who have a direct contact with the War Room.

### **Restoration Efforts**

Rotating Outages will continue into the evening - ramping up for peak period. Sensitive customers may be affected.

Rotating Outages are implemented in addition to existing outages. The notes section on both Whiteboard/Informer will indicate rotations.

**NOTE:** Rotations are expected to last about 60 mins. On Informer we are providing an hour restoration, however 90 mins will be listed on Whiteboard as we should not open tickets on these feeders before 90 mins, except emergency situations. During Peak times rotations are lasting close to or more than 60 minutes.

We are attempting to focus on restoring feeders that have been off since yesterday morning on the Avalon. This has become a priority but no guarantees at this point.

\*Please make sure you are reading the notes on the Whiteboard listings, there is key info being added in that section.

### **Creating Tickets**

[Click here](#) for outage screen tips.

Please reference Whiteboard/Informer for most current outage information prior to creating tickets. Rotations are being added to Informer and Whiteboard as soon as they are available (usually within 5 mins)

*Please ensure you screen your calls accordingly (i.e. Are you neighbors out?, etc)* If you identify what you believe to be isolated trouble on a feeder currently impacted by rotating outages, please ensure you are adding the note "Not part of Rotating Outage" so that your tickets are not screened out.

-

### **Other Notes**

We are currently conducting customer call backs to confirm power restoration. We are leaving voicemails for customers we are unable to reach. If you receive a call from one of these customers, please check outage management for updates.

Phone wait times are up slightly, customers may hear ringing for a couple of minutes before reaching our service center.

Warm centres can be found here: <http://vocm.com/newsarticle.asp?mn=2&id=42130&latest=1>

Supervisors  
Oncall

1/6/2014 7:55 AM

## Management On Call Monday Jan 6th

### Director

1:00 PM to 9:00 PM	Mel Osmond
9:00 PM to 5:00 AM	Kevin Green

### Team Leads

Time	Scheduling	Escalations
12PM to 5 PM	Anne Ball (5390)	Jeff Churchill (3732) Bert Hickey (2098)
5PM to 12PM	Anne Ball (5390)	Linda Moores (2098)

Creating A  
ticket

1/6/2014 8:00 AM

## Creating an Outage Ticket

\*currently we are working on isolated issues only. It is critical that if you receive a call from a customer stating that they do not have power, that you ensure we are aware of the issue - either with existing tickets in OMS or a listing on Whiteboard. If we are not aware of an issue, please create a ticket.

<b>Power out since 9:30PM Jan 6th, 2014</b>	No ticket required if listed on Whiteboard
<b>Power out before 9:30PM Jan 6th, 2014</b>	Check Outage Management for ticket and add notes accordingly. If no ticket exist please create one.
<b>Part of Rotating Power Outage</b>	Do Not Create Ticket: Check Whiteboard

For Outage Screen Tips [Click Here](#)

### Customer Calls Backs

Customer call backs continue to confirm power restoration. We are leaving voicemails for customers we are unable to reach. If you receive a call from one of these customers please add a note to the outage ticket with the status of their power and close the ticket if it has been restored.

Day 5 - Jan 6th 1/6/2014 8:30 AM

## January 6th, 2014

Welcome to Day 5! It was quite the eventful night last night. An issue at the Holyrood Generating Station Switchyard caused us to lose generation from NL Hydro at about 9:30 PM. This resulted in temporary Widespread Outages across the Island. Eastern and Western were impacted by an underfrequency trip and brought back online promptly. Customers on the Avalon and within St. John's continued to experience widespread issues throughout the night.

### **Where are we this morning?**

We are making great progress this morning restoring those who have been out overnight.

Rotating Outages HAVE been implemented to help manage peak load.

Whiteboard and Informer are updated with the current feeders that are out.

There are still pockets of Customers who have been impacted since the issues first began. If you receive calls from these customers please make sure tickets are logged in Outage Management.

Jan 6th - 2 1/6/2014 5:30 PM

## **January 6th, 2014**

### **Rotations are not in effect.**

We will continue to monitor the electricity system demand. If rotations start, they will be added to Whiteboard and Informer.

Reducing energy consumption at home and at work remains extremely important.

**Our latest tweet:** "As long as generation from @nlhydro remains stable there should be no need to rotate outages this evening. Stay warm and safe."

Follow us here @NFPOWER

Thank you 1/7/2014 8:00 AM

**Amazing job by everyone over the past few days, we all pulled together to provide exceptional customer service.**

**THANK YOU THANK YOU THANK YOU**

Jan 7th, 2013 1/7/2014 10:00 AM

## Tuesday Jan 7th, 2013

We are not rotating power this morning. However conservation remains paramount. We are continuing to monitor the system load and the possibility of rotations remains for this evening and beyond until NL Hydro generation issues are resolved.

Crews are responding to trouble throughout the Island, please refer to Whiteboard and Outage Management for details.

[Click here](#) for Damage Claim Guidelines

Conservation Message 1/8/2014 9:00 AM

**Rotating power outages are in effect for the Avalon Peninsula lasting approx 60 mins or less.**

**Check Whiteboard and Informer for details**

Conservation remains paramount throughout the day, but particularly during the morning and evening peak.

We are continuing to monitor the system load and the possibility of rotations remains until NL Hydro generation issues are resolved.

The Government of Newfoundland and Labrador has added some information to their website regarding energy conservation. You can check it out yourself as well as direct customers here:

[http://www.gov.nl.ca/conservation\\_safety.html](http://www.gov.nl.ca/conservation_safety.html)

Jan 8th 2014 1/8/2014 5:00 PM

**Rotating power outages have ended for this evening.**

There are three NL Hydro generating units at Holyrood

Generator 1: 100%  
Generator 2: 100%  
Generator 3: at max output of 35% - ongoing maintenance

Jan 9th, 2014 1/9/2014 9:00 AM

### UPDATE - JANUARY 9th, 2014

Rotating power outages concluded at 5:43 PM yesterday evening, and were not necessary to manage this morning's peak load.

NL Hydro has stabilized generation on the Avalon Peninsula. The status of generation at Holyrood is as follows:

Generator 1: 100%  
Generator 2: 100%  
Generator 3: at max output of 35% - ongoing maintenance

While rotating power outages are not required at this time to manage the system load, our conservation message is the same today as it should be everyday, "Conserve, Conserve, Conserve."

Thank you again for your ongoing support throughout this entire period. The long hours everyone worked to provide exceptional service to our customers must have been trying at times. However, the feedback received from our customers was overwhelmingly positive and a direct result of your hard work.

**THANK YOU.**

**NLH Conservation Call January 2, 2014**



## Public Advisory – Island Interconnected Customers

January 2, 2014 – Due to unseasonably cold conditions and very high load forecasts for the next 24 hours, Newfoundland and Labrador Hydro (Hydro) is requesting that customers on the island take steps to conserve electricity where possible.

Given the extreme cold conditions, Hydro is forecasting a very high peak load this evening and tomorrow morning. “We are asking customers to assist us by reducing, where they can, their electricity usage during peak times,” said Dawn Dalley, Vice President Corporate Relations, Nalcor Energy.

To ensure we can meet the high customer demands, homes and businesses on the island are asked to avoid unnecessary electricity usage and reduce their consumption as much as possible from 4:00 p.m. to 8:00 p.m. Thursday, January 2, 2014 and from 7:00 a.m. to 10:00 a.m. Friday, January 3, 2014.

Customers can assist by doing the following:

1. Reducing electric heat by a few degrees
2. Conserving hot water by not running dishwashers, washers and showers
3. Avoid using clothes dryers
4. Turning off Christmas lights

Hydro thanks customers for their support and cooperation at this time.

-30-

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