

- 1 **Q. Please describe methods, techniques, channels, and procedures used to communicate**
2 **outage restoration progress and status results internally and externally. Include**
3 **examples of recent internal and external communications, reports and summaries.**
4
- 5 A. Methods, techniques, channels and procedures used to communicate outage restoration
6 progress and status results internally and externally are addressed in the following
7 responses to Requests for Information:
8
- 9 PUB-NP-097: List of external communications from Newfoundland Power
10 during and following the January 2-8, 2014 electrical system
11 events.
12
- 13 PUB-NP-098: Description of communications channels used by Newfoundland
14 Power before, during and after the January 2-8, 2014 electrical
15 system events.
16
- 17 PUB-NP-103: Description of how Newfoundland Power gathers and updates
18 outage information including estimated times and restoration status
19 updates.
20
- 21 PUB-NP-109: Newfoundland Power's Customer Contact Centre Outage
22 Management Protocol.
23
- 24 PUB-NP-110: Description and samples of Newfoundland Power's Customer
25 Relations Outage Dashboard System.
26
- 27 PUB-NP-111: Diagram showing Newfoundland Power's Customer
28 Communications – Contact Centre & Technology Improvements.
29
- 30 PUB-NP-125: Duties, responsibilities, and tasks of Newfoundland Power's
31 Communications Hub.