

1 **Q. Please describe the purpose, staffing, and location of the Central Dispatch Team. To**
2 **whom does the team report? When did Newfoundland Power implement the**
3 **Central Dispatch Team? Does this team use the Outage Management System to**
4 **dispatch trouble tickets during the day?**
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6 A. The purpose of the Central Dispatch Team is to ensure work is scheduled efficiently and
7 with a focus on customer service. The team is responsible for scheduling and dispatching
8 service work jobs to service crews in all operating areas of the Company.¹ The team also
9 dispatches line work jobs such as capital and maintenance projects.²

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11 The Central Dispatch Team utilizes a combination of technologies including Click
12 scheduling software, automated vehicle location, and GIS mapping tools to create
13 optimized work schedules.³ The team also monitors job progress and vehicle locations
14 daily to maximize response time to unplanned work such as customer outage tickets.
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16 The Central Dispatch Team is located at the Company's regional operations building on
17 Duffy Place in St. John's. The team consists of one Team Lead, Central Dispatch and
18 five Operations Coordinators. The team currently reports to the Director, Operations
19 Technology.⁴
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21 The Company implemented the Central Dispatch Team in April 2013. Between April
22 2013 and March 2014 the scope of responsibility for the team expanded from the St.
23 John's area to all of the Company's 8 operating areas.
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25 In July 2014 the Central Dispatch Team began using the Outage Management System to
26 dispatch trouble tickets during regular hours.⁵

¹ Service work typically refers to short duration jobs such as new service and streetlight connections, streetlight repairs, cover-up requests, and disconnects/reconnects.

² Line work refers to longer duration construction jobs, which may require multiple trucks and/or multiple days to complete. Dispatching of line work is done by the Central Dispatch Team in consultation with local Line Supervisors.

³ See the responses to Requests for Information PUB-NP-164 and PUB-NP-253 for a description of software tools used by the Central Dispatch Team.

⁴ See the response to Request for Information PUB-NP-260, Attachment B for an organization chart of the Central Dispatch Team.

⁵ Prior to July 2014 trouble tickets were dispatched by Power System Operators at the System Control Centre.