

- 1 **Q. Describe Newfoundland Power’s Outage Management, both the processes and all**
2 **software packages used to identify, track, record and report outages on the**
3 **Company’s transmission and distribution systems.**
4
- 5 A. Descriptions of the processes and all software packages used to identify, track, record and
6 report outages is available in the responses to the following Requests for Information:
7
- 8 PUB-NP-095: Processes and options available to customers to report outages and obtain
9 restoration status information.
10
- 11 PUB-NP-103: How ETRs are gathered and updated in the Outage Management System.
12
- 13 PUB-NP-109: A copy of Newfoundland Power’s Customer Contact Centre Outage
14 Management Protocol.
15
- 16 PUB-NP-124: Documentation detailing the design and user operation of the Informer
17 application.
18
- 19 PUB-NP-125: The duties, responsibilities and tasks of the Communications Hub
20
- 21 PUB-NP-154: A list of outage-cause codes and explanation of the method used to report
22 outage causes.
23
- 24 PUB-NP-164: Description of the systems supporting the Outage
25 Management/Restoration process, including vendor, version, recent
26 enhancements, and any plans to replace, upgrade and enhance.
27
- 28 PUB-NP-165: The process used to establish and update estimated restoration times for
29 blue-sky, weather, and equipment-related events, including roles and
30 responsibilities.
31
- 32 PUB-NP-167: The quality assurance process to review Outage Management System
33 closed orders and data following an event.
34
- 35 PUB-NP-168: A summary of responses to Requests for Information relating to the
36 methods, techniques, channels and procedures used to communicate
37 outage restoration progress and status results internally and externally.
38
- 39 PUB-NP-169: Training conducted during 2013 and 2014 related to the operation and use
40 of the Outage Management System.
41
- 42 PUB-NP-190: How equipment damaged by severe storms is recorded.

- 1 PUB-NP-254: The purpose, staffing and location of the Central Dispatch Team,
2 including how the team manages trouble tickets during the day.
3
- 4 PUB-NP-259: How outage tickets are dispatched during normal working hours.
5
- 6 PUB-NP-267: How trouble calls are handled after midnight.
7
- 8 PUB-NP-268: The functions performed during storm emergencies by Technologists,
9 Regional Engineers, Senior Engineers, Supervisors, Superintendents,
10 Regional Managers, Relay Technicians, Meter Technicians, and Grounds
11 Personnel.
12
- 13 PUB-NP-291: How Control Centre Operators determine when power has been restored
14 following major storm events.
15
- 16 PUB-NP-292: How Power Line Technicians responding to outages provide additional
17 details in the computer for follow up repairs and reliability reasons.
18
- 19 PUB-NP-295: Outage Management System vendor, version and recent upgrades.
20
- 21 PUB-NP-297: Which employees have responsibility for maintaining and supporting the
22 Outage Management System.
23
- 24 PUB-NP-299: The functionality of the Outage Management System.
25
- 26 PUB-NP-300: Historic Availability of the Outage Management System.
27
- 28 PUB-NP-301: How often the Outage Management System is unavailable to users.
29
- 30 PUB-NP-302: Newfoundland Power’s training for the Outage Management System.
31
- 32 PUB-NP-303: How initial data is entered in the Outage Management System and how
33 field employees enter data.
34
- 35 PUB-NP-304: Newfoundland Power’s process of developing ETRs.
36
- 37 PUB-NP-307: The roles of the Power System Operators and the Central Dispatch Team
38 with respect to Outage Management during normal weekday hours, during
39 evenings and weekends, and during storm emergencies.