

1 **Q. Describe which Newfoundland Power employees enter initial data into the Outage**
2 **Management System, and how. Please describe how field employees enter data,**
3 **including all hardware devices and communications tools, both during normal**
4 **operations and storm emergencies.**

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6 A. When a customer calls to report an outage or other trouble with the electrical system
7 during normal working hours, initial data is manually entered into the Outage
8 Management System by Customer Contact Centre (“CCC”) agents. After normal
9 working hours, Power System Operators at the System Control Centre (“SCC”) enter
10 initial data into the system.¹ Customers are also able to report an outage on the
11 Company’s website and mobile site. In this case, data provided by the customer is
12 automatically entered into the Outage Management System (“OMS”).

13
14 An outage ticket is manually created within the OMS by first retrieving the customer’s
15 account information. Information from the customer’s account such as name, phone
16 number and location is automatically populated on the outage ticket from the Customer
17 Service System and verified with the customer. The outage location and details are then
18 accepted from the customer and entered into the system. When all necessary information
19 has been entered, the outage ticket is saved and enters a queue to be dispatched.²

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21 All line crew vehicles are equipped with ruggedized laptops and cellular modems that
22 have access to Newfoundland Power’s private network. This allows outage tickets to be
23 dispatched electronically to line crews in the field. When an outage ticket is dispatched,
24 the line crew will review the outage ticket, acknowledge receipt of the ticket, and enter an
25 expected arrival time for addressing the outage ticket.³ Once the line crew has completed
26 the work associated with the outage ticket, the line crew will update the outage ticket
27 with completion information.⁴

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29 At times, particularly during storms, field assessments may be required prior to an outage
30 ticket being dispatched to a line crew for repairs. These assessments are typically
31 completed by technologists or other qualified employees. These employees will update
32 the outage ticket with additional information using mobile devices or call-in procedures.

¹ During major storms or electrical system events, the CCC may continue to operate after normal working hours if warranted. In these situations, the CCC will continue to enter initial data into the Outage Management System while the SCC focuses on the restoration of the electrical system.

² See the response to Request for Information PUB-NP-307 for a description of how outage tickets are dispatched to Newfoundland Power line crews.

³ When a line crew ‘acknowledges’ an outage ticket, a visible indication is available to the Central Dispatch Team and Power System Operators. This indicates that the line crew has both reviewed and assumed responsibility for the outage ticket.

⁴ See the response to Request for Information PUB-NP-292 for additional details and screenshots of how Newfoundland Power line crews enter completion information in outage tickets.