

- 1 **Q. Describe Newfoundland Power’s “quality assurance” process to review Outage**
2 **Management System outage data for completeness and obvious input errors. Which**
3 **job titles, in which departments are responsible for the reviews? Please describe**
4 **how errors or missing information is corrected.**
5
- 6 A. The quality assurance process for ensuring the completeness of and for identifying any
7 obvious input errors in outage data is the responsibility of the engineering staff in each
8 operating area.
9
- 10 Newfoundland Power’s service territory is divided into eight operating areas. On a
11 monthly basis the Superintendent of Area Operations in each operating area reviews the
12 outage data for their respective service territory. The Superintendent has full access to
13 the Outage Management System and can correct the outage data as required.¹
14
- 15 Following the review of the outage data by each Area Superintendent, a Senior Engineer
16 and the appropriate Manager of Regional Operations completes a final review all of the
17 month’s data making corrections where necessary prior to the data being finalized and
18 released.

¹ Typical corrections would include where necessary the adjusting of start and end times for customer outages, correcting customer counts for customers affected by the outage, removing duplicate records, and entry of missing data from outage records.