



NEWFOUNDLAND AND LABRADOR
BOARD OF COMMISSIONERS OF PUBLIC UTILITIES
120 Torbay Road, P.O. Box 21040, St. John's, Newfoundland and Labrador, Canada, A1A 5B2

E-mail: gyoung@nlh.nl.ca

2014-02-28

Mr. Geoffrey Young
Newfoundland and Labrador Hydro
P.O. Box 12400
St. John's, NL A1B 4K7

Dear Mr. Young:

**Re: Supply Issues and Power Outages Investigation and Hearing –
Newfoundland and Labrador Hydro's Requirements for March 24, 2014 Report**

Attached is a list of the issues which must be addressed in the report to be filed by Newfoundland and Labrador Hydro on March 24, 2014, in accordance with Order No. P.U. 3(2014). The list sets out five general areas of discussion and is not intended to be inclusive. It is expected that, in addition to the information specifically requested, the report should provide any other available information relevant to the supply issues and outages of December 2013 and January 2014.

The Board asks that your report address each issue in the fullest possible way given the time available. To the extent that an issue is not fully addressed, the Board expects that a full explanation will be provided along with an indication of when the outstanding information will be provided.

If you have any questions, please do not hesitate to contact the Board's Legal Counsel, Ms. Jacqui Glynn, via jgylmn@pub.nl.ca or (709) 726-6781.

Yours truly,

Cheryl Blundon
Board Secretary

/epj
Encl.

e.c.c. **Newfoundland Power Inc.**
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Supply Issues and Power Outages Investigation and Hearing Requirements for the March 24, 2014 Report

1. The Events

A clear explanation of the events of and leading to the supply issues and power outages of December 2013 - January 2014. This explanation should include, but not be limited to:

- a detailed timeline including all relevant actions and occurrences before and after each system perturbation;
- a detailed description of major sub-events, such as a transformer or breaker failure, operator errors, or relaying inadequacies;
- operating, equipment, procedural, or other problems encountered during the event or in the recovery efforts;
- availability of generating units for the winter season;
- results of root cause analyses completed;
- discussion of any 2014 problems that were similar to or common to the January 2013 events, including failures of the same or similar equipment and similar failures of protective schemes, any remedial actions taken in 2013, and how such actions mitigated or otherwise affected the 2014 events; and
- copies of any reports describing the January 2013 event, including material as requested above.

2. Response

A clear description of plans, procedures and processes relating to the response to the supply issues and power outages of December 2013 - January 2014 as anticipated and as executed, including, identification of gaps, lessons learned, and improvement opportunities regarding:

- rotating outage process, execution, prioritization, and notice;
- communications with industrial, commercial, and domestic customers;
- communication and coordination between the utilities; and
- outage response plans.

3. Adequacy and Reliability

To the extent possible, provide assurances regarding the adequacy and reliability of the Island Interconnected system for the period 2014-2016. This should include but not be limited to:

- discussion of system readiness;
- evaluation of the adequacy of supply to meet the 2014-2016 winter peak;
- actions that have been taken to ensure reliability in 2014-2016; and
- explanation of available alternatives and actions planned in the months ahead to ensure adequacy and reliability over 2014-2016, including cost, timetable, and expected impact on reliability.

4. Risks and Vulnerabilities

Provide any areas of exposure regarding reliability over 2014-2016. This should include but not be limited to:

- potential risks that could lead to significant outages; and
- actions planned and available to mitigate such events.

5. Ongoing Analysis

Report on all current and future planned activities and alternatives aimed at further investigating the supply issues and power outages of December 2013 - January 2014. Include the name or organization managing the study, its current status and forecasted completion.

6. Customer Input

Provide the results of any customer surveys or other efforts to determine perceptions and opinions regarding the events of January 2014 or subsequent utility performance.