



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: ghayes@newfoundlandpower.com

2014-06-10

Mr. Gerard Hayes
Newfoundland Power Inc.
55 Kenmount Road
P.O. Box 8910
St. John's, NL A1B 3P6

Dear Sirs:

Re: The Board's Investigation and Hearing into Supply Issues and Power Outages on the Island Interconnected System - Requests for Information

Enclosed are Information Requests PUB-NP-135 to PUB-NP-169 regarding the above-noted matter. The deadline for filing the responses to the Requests for Information is Friday, June 20, 2014.

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

Yours truly,

Cheryl Blundon
Board Secretary

/bds
Encl.

ecc. Newfoundland Power Inc.
Ian Kelly, QC, E-mail: ikelly@curtislaw.com
Newfoundland and Labrador Hydro
Geoffrey Young, E-mail: gyoung@nlh.nl.ca
Consumer Advocate
Mr. Thomas Johnson, E-mail: tjohnson@odeaearle.ca
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Mr. Paul Coxworthy, E-mail: pcoxworthy@stewartmckelvey.com
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Mr. Danny Dumaesque, E-mail: danny.liberal@gmail.com
Grand Riverkeeper Labrador Inc.
Ms. Roberta Frampton Benefiel, E-Mail: rebnfl@gmail.com

1 **IN THE MATTER OF**

2 the *Electrical Power Control Act, 1994*,
3 SNL 1994, Chapter E-5.1 (the "*EPCA*")
4 and the *Public Utilities Act*, RSNL 1990,
5 Chapter P-47 (the "*Act*"), as amended; and
6

7 **IN THE MATTER** of the Board's Investigation
8 and Hearing into Supply Issues and Power Outages
9 on the Island Interconnected System.

**PUBLIC UTILITIES BOARD
REQUESTS FOR INFORMATION**

PUB-NP-135 to PUB-NP-169

Issued: June 10, 2014

- 1 **PUB-NP-135** Please provide asset management organization charts related to
2 transmission, substation, subtransmission, and distribution equipment
3 asset management (maintenance). Explain how the asset management
4 organization and personnel have changed since 2009.
5
- 6 **PUB-NP-136** Explain in detail how asset management personnel monitor, in general, the
7 completions by field maintenance and construction operations of various
8 inspections, PMs, and CMs, and reliability enhancement work.
9
- 10 **PUB-NP-137** Does Newfoundland Power have future staffing and succession plans for
11 the asset management personnel, the maintenance operations management
12 personnel and the field personnel who inspect, maintain, and repair the
13 equipment for the transmission, terminal station, substation,
14 subtransmission, and distribution systems equipment? If so, please
15 describe those staffing and succession plans and provide copies of them.
16
- 17 **PUB-NP-138** Have transmission lines inspection and maintenance (CM and PM)
18 practices changed since 2009? Are there any changes beginning in 2014?
19 Please describe in detail any changes in transmission lines inspections and
20 maintenance, including any changes beginning in 2014.
21
- 22 **PUB-NP-139** Have substation inspection, repair (CM), and preventive maintenance
23 (PM) practices changed since 2009? Are there any changes beginning in
24 2014? Please describe in detail any changes in terminal station/substation
25 inspection and maintenance practices including changes beginning in
26 2014.
27
- 28 **PUB-NP-140** Have subtransmission and distribution inspection, repair (CM), and
29 preventive maintenance (PM) practices changed since 2009? Are there any
30 changes beginning in 2014? Please describe in detail any changes in the
31 inspection and maintenance practices, including any changes beginning in
32 2014.
33
- 34 **PUB-NP-141** Please describe Newfoundland Power's transmission line inspections and
35 transmission pole inspection and treatments policies and practices. In the
36 response include who completes the inspection and whether
37 Newfoundland Power has a formal policy stating the number of
38 inspections to be completed each year and the expected inspection
39 completion rate, how the inspections are tracked, the top level of
40 management who monitors the completions consistent with policy and/or
41 schedules and the title of the person held accountable for the completion
42 of the inspection work consistent with the policy and the schedule. If
43 transmission pole inspections are conducted, state the percent of poles
44 inspected which have been rejected each year and replaced each year for
45 2011, 2012, and 2013.

- 1 **PUB-NP-142** Please describe Newfoundland Power's subtransmission line inspections
2 and pole treatments policies and practices. In the response include who
3 conducts the inspections, how the inspections and the resulting repairs are
4 tracked, whether the inspectors use paper forms or laptop computers,
5 whether there is a formal policy indicating the number of inspections to be
6 completed each year and the expected inspection completion rate, the level
7 of management who monitors the completions consistent with policy
8 and/or schedules and the title of the person held accountable for the
9 completion of the inspection work consistent with the policy and schedule.
10
- 11 **PUB-NP-143** Please describe Newfoundland Power's terminal station and substation
12 inspections policies and practices. In the response include the inspections
13 and the resulting repairs tracked, whether the inspectors use paper forms
14 or handheld computers, whether there is a formal policy indicating the
15 number of inspections to be completed each year and the expected
16 inspection and repair (CM) completion rates, the level of management
17 who monitors the completions consistent with policy and/or schedules and
18 the title of the person held accountable for the completion of the
19 inspection work consistent with the policy and schedule.
20
- 21 **PUB-NP-144** Please describe Newfoundland Power's distribution line and pole
22 inspections and treatment policies and practices. In the response include
23 how the inspections and the resulting repairs are tracked, whether there is
24 a formal policy indicating the number of inspections to be completed each
25 year and the expected inspection and repair (CM) completion rates, the
26 level of management who monitors the inspection and repair completions
27 consistent with policy and/or schedules and the title of the person held
28 accountable for the completion of the inspection work consistent with the
29 policy and the schedule.
30
- 31 **PUB-NP-145** Please provide Newfoundland Power's transmission system, terminal
32 station, substation, subtransmission system, and distribution system design
33 criteria. These criteria should include system contingencies and line and
34 equipment normal and allowed emergency loading limitations. The
35 response should state where Newfoundland Power's Transmission and
36 Distribution system is not consistent with these criteria (because the
37 criteria may have changed over the years).
38
- 39 **PUB-NP-146** Please provide tables or lists stating Newfoundland Power's Transmission
40 and Distribution conductor ratings and explain the bases for those ratings.
41
- 42 **PUB-NP-147** List the various transmission system studies conducted by Newfoundland
43 Power or its consultants and whether these studies are periodic or driven
44 by changes in the system.


- 1 **PUB-NP-148** Does Newfoundland Power conduct coordination and fault duty studies on
2 its subtransmission and distribution systems? If yes, are these studies
3 periodic or driven by changes in the systems?
4
- 5 **PUB-NP-149** To what extent does Newfoundland Power provide automatic and/or
6 remote controlled sectionalizing of its subtransmission circuits and
7 distribution feeders? In the response include the extent the taps on the
8 feeders are fused and the extent that the subtransmission and distribution
9 feeder breakers are SCADA controlled.
10
- 11 **PUB-NP-150** Please state the numbers and titles of personnel responsible for
12 Transmission System Operations, including personnel who provide
13 technical assistance. Describe the type of previous experience System
14 Operations personnel typically have before becoming Operators and state
15 if Newfoundland Power has a System Operations staffing succession plan.
16
- 17 **PUB-NP-151** Please state the numbers and titles of personnel responsible for
18 Subtransmission and Distribution Operations and Dispatching, including
19 personnel who provide technical assistance. Describe the type of previous
20 experience System Operations personnel typically have before becoming
21 Distribution Operators and Dispatchers and state if Newfoundland Power
22 has a Distribution System Operations and Dispatching staffing succession
23 plan.
24
- 25 **PUB-NP-152** Please state the number and titles of personnel (troublemen) who respond
26 to distribution outages for the Distribution System Operators/Dispatchers.
27
- 28 **PUB-NP-153** Please state the number and titles of personnel who respond to
29 transmission outages for the Transmission System Operators.
30
- 31 **PUB-NP-154** Provide Newfoundland Power's list of outage-cause codes and describe
32 how troublemen are managed and trained to properly use the codes.
33 Explain the method used to report outage causes.
34
- 35 **PUB-NP-155** Please describe Newfoundland Power's transmission system planning
36 policy, criterion and process. Include in the response the numbers and
37 titles of personnel involved with the transmission planning process.
38
- 39 **PUB-NP-156** Please describe Newfoundland Power's subtransmission system planning
40 policy, criterion and process. Include in the response the numbers and
41 titles of personnel involved with the subtransmission planning process.
42
- 43 **PUB-NP-157** Please describe Newfoundland Power's distribution system planning
44 policy, criterion and process. Include in the response the numbers and
45 titles of personnel involved with the distribution planning process.

- 1 **PUB-NP-158** Please provide a copy of the customer research strategy, plans, schedule,
2 and a description of programs in place or planned for 2014 and 2015.
3
- 4 **PUB-NP-159** Please provide budget/actuals details supporting customer research and
5 customer satisfaction measurement efforts, including all primary research
6 efforts conducted to-date and planned for the current and upcoming budget
7 years. Include 2013, 2014YTD for budget/actuals and budgeted for 2015.
8
- 9 **PUB-NP-160** Please provide staffing levels supporting customer research and customer
10 satisfaction efforts, including any management, supervisory and support
11 personnel. Provide the number of staff for 2013, 2014YTD, and budgeted
12 2015.
13
- 14 **PUB-NP-161** Please describe the internal organization responsible for customer research
15 and customer satisfaction measurement, detailing roles and
16 responsibilities. Include in the response details on any vendors, that
17 provide service relating to customer research and customer satisfaction
18 measurement and the services provided.
19
- 20 **PUB-NP-162** Please describe methods, techniques, channels, and procedures used to
21 communicate customer research and customer satisfaction results
22 internally and externally. Include examples of recent internal and external
23 communications, reports and summaries.
24
- 25 **PUB-NP-163** Please provide copies of customer research or customer satisfaction
26 surveys or data collection materials and resulting reports, presentations
27 and communications for all research conducted in 2013 and 2014 YTD.
28
- 29 **PUB-NP-164** Please describe the system(s) supporting the Outage Management/
30 Restoration process, detailing user roles (including second-role),
31 functionality, system interfaces, and use of the system in blue-sky,
32 weather, and equipment-related events. Also specify vendor, version,
33 recent enhancements, and any plans to replace, upgrade and enhance.
34
- 35 **PUB-NP-165** Please detail the process to establish and update estimated restoration
36 times for blue-sky, weather, and equipment-related events, including roles
37 and responsibilities for establishing, updating, closing and communicating.
38
- 39 **PUB-NP-166** Please provide copies of outage history reports and statistics from recent
40 events and storms, including any analysis or comparison of ETR
41 performance (estimated vs actual restoration times) and restoration time.
42
- 43 **PUB-NP-167** Please describe the quality assurance process to review Outage
44 Management System closed orders and data following an event and
45 procedures for editing and cleaning-up data.

- 1 **PUB-NP-168** Please describe methods, techniques, channels, and procedures used to
2 communicate outage restoration progress and status results internally and
3 externally. Include examples of recent internal and external
4 communications, reports and summaries.
5
6 **PUB-NP-169** Please describe training conducted during 2013 and 2014 relating to the
7 operation and use of the Outage Management System. Please specify job
8 titles and the number of employees participating in this training.

DATED at St. John's, Newfoundland this 10th day of June 2014.

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

Per 
Cheryl Blundon
Board Secretary