

1 Q. **Reference: Project 25: Distribution Equipment SCADA Additions – Phase I (2027–2028)**

2 Does Hydro intend to implement any operational changes to reduce the delays in outage
3 restoration time to customers as a result of improved remote operating and monitoring
4 capability?

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7 A. Newfoundland and Labrador Hydro (“Hydro”) has implemented a number of technology
8 improvements that support faster response to operational issues and, where applicable, service
9 restoration. These improvements reduce the time required to access operational systems,
10 diagnose issues, support field personnel, and obtain asset-condition information.

11 Increased integration of distribution equipment with Hydro’s Supervisory Control and Data
12 Acquisition (“SCADA”) system, including remote monitoring and operation of equipment such as
13 reclosers, can reduce outage duration while also reducing the need for certain site visits,
14 improving the utilization of field resources, and providing additional operational and system
15 information.

16 The implementation of new technology inherently results in operational changes that enable
17 more efficient system monitoring, faster decision-making, and improved outage response, and
18 includes:

- 19 • **Secure Remote Access** – Allows technologists to remote into Operational Technology
20 systems and complete repairs without travelling to site, provides 24/7 access during
21 storms and other disruptions, and enables remote support to diesel plant operators
22 when problems arise.
- 23 • **SCADA Network Upgrade** – The SCADA network upgrade strengthened Hydro’s secure
24 remote access capability by upgrading hardware and moving to higher-bandwidth
25 circuits, which allowed the secure remote access solution to be expanded to remote
26 sites. This has the potential to reduce outage duration by enabling remote operation of
27 downstream devices, such as reclosers, while also reducing the need for crew dispatch.

- 1 • **Thunderstorm Management Cloud Service** – Better visibility during storm-related
2 events can support quicker response coordination.
- 3 • **Station Annunciation** – Improves the granularity of information available to the Energy
4 Control Centre (“ECC”) during system events. This allows the ECC to provide more
5 detailed information to field personnel to be able to respond more appropriately.
- 6 • **System Protection Upgrades** – Electromechanical and older solid-state types lack
7 features such as data storage and event recording capability are replaced with modern
8 digital multifunction relays, as they have increased setting flexibility, fault disturbance
9 monitoring, communications capability, and metering functionality and offer greater
10 dependability and security, enhancing system reliability.