

- 1 **Q. (Reference Application, 6.1 Outage Management System Upgrade, pages 2**
2 **and 3) It is stated "Information from the field is then updated in the OMS to**
3 **inform planning and prioritization efforts. Resources, such as vegetation**
4 **management, pole setting and line crews, are effectively dispatched to**
5 **minimize outage durations and maximize restoration effectiveness." Footnote**
6 **7 states "There has been an improvement of 25% from 2023 vs 2018.**
7 **Unplanned CAIDI: 2018 = 2.25 and 2023 = 1.68. $(1.68-2.25)/2.25 = 25\%$."**
8 **a) Please confirm that the OMS is a cost associated with reliability.**
9 **b) What costs has NP been able to reduce or avoid as a result of the OMS?**
10 **c) Is the 25% improvement entirely attributable to the OMS?**
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- 12 A. a) Newfoundland Power's Outage Management System ("OMS") is the cornerstone of
13 the Company's reliability management and plays a critical role in outage assessment,
14 outage response and customer communications. OMS improves efficiency and
15 customer service in several ways, such as reduced patrol and response time, and
16 improved availability and timeliness of information for customers affected by
17 outages. The data collected by OMS also helps Newfoundland Power better focus
18 capital investments by identifying poorly performing areas. See the response to
19 Request for Information CA-NP-015 for information related to how Newfoundland
20 Power views the relationship between cost and reliability.
21
- 22 b) The OMS predicts fault locations based on customer calls received. This coordination
23 reduces the time required to patrol lines as field crews are dispatched directly to the
24 predicted fault location. This improves the Company's efficiency and reduces labour
25 costs. This also improves the accuracy of information about the status of outages,
26 which is then made available to customers via various communication channels.
27 This, in turn reduces the number of enquiries to the customer contact center related
28 to outages.
29
- 30 c) No, the improvement in CAIDI cannot be entirely attributed to OMS. Reliability
31 results are impacted by many factors including design and construction standards,
32 asset management practices, improved distribution automation and field response
33 performance among other factors. OMS affects reliability performance by reducing
34 patrol times, thereby minimizing outage durations. For more information, see the
35 response to Request for Information CA-NP-015.