

Undertaking 190
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Re: Liberty's Report on the March 4, 2015 Outage

Undertake to file what changes actually have been made about the notification to customers in the wake of the Liberty recommendation... on the communications piece.

The following processes and changes have been implemented, following the March 4, 2015 power disruptions, in an effort to ensure customers receive timely and accurate information on system events. The development of structured processes helps ensure there is clear guidance on timelines, messaging, and approval processes.

Alignment of On-call Rotations

On-call rotation is now aligned on a Wednesday (12 noon) to Wednesday (12 noon) schedule. The following positions are included in the aligned rotation and a notification is provided each week with names and cell phone numbers noted:

- System Operations on-call
- Communications on-call
- Executive on-call

1. Avalon Capability/Reserves and Notifications

Following the events of March 4, 2015, System operations now provides a daily update at the morning System Meeting on the Avalon reserves and any subsequent notification alerts relating to system operating instruction T-096. Previous to March 4, 2015, only the Island capability was discussed as it related to system operating instruction T-001.

Attendees at the morning System Meeting include representatives from: System Operations, Corporate Communications, Regulatory, Executive, and others as required. Corporate Communications uses the information discussed regarding Avalon capability to inform any decisions regarding public communication. For example, if the 24-hour Avalon reserves are forecast to be less than the impact of the largest system contingency (level 2 of the system operations T-096 protocol), a decision would be made as to whether it is appropriate to issue a Power Watch to customers on the Avalon Peninsula.

2. Updates to the Joint Storm/Outage Communications Plan developed with Newfoundland Power.

The Joint Storm/Outage Communications Plan was developed with Newfoundland Power following the January 2014 supply disruptions. It is to be followed by both utilities during significant system events impacting both utilities – i.e., major weather events, system disruptions of system supply shortfalls. The plan outlines specific communication tactics, timelines, messaging, approval requirements and stakeholders.

On March 4, 2015 all processes outlined in the plan were followed and timelines were met. However, it has become increasingly apparent that customers and other stakeholders expect information to be provided to them as quickly as possible. Therefore, in an effort to get information out to customers more expeditiously, the following changes have been made to the plan:

A. Timelines have been adjusted as follows:

Communication Tactic	Timeline in Original Plan	Revised Timeline
Initial social media acknowledgement	Within 30 minutes of a level 2 or Level 3 event.	Within 15 minutes post a holding statement. Electricity System Notifications, customer requirements and critical information (i.e., conservation tactics) posted as soon as alert level confirmed.
Media holding statement	Within 1 hour of a level 3 event, for level 2 event use discretion.	Within 30 minutes for a Level 3 event brief holding statement information can be released. For Level 2, use discretion.
Website	No specific target identified	Within 15 minutes for a confirmed Level 2 or Level 3 event post a holding statement. Electricity System Notifications, customer requirements and critical information i.e. conservation tactics posted as soon as alert level confirmed.
Internal communication	Within 1 hour for a confirmed level 2 or level 3 event if required.	Within 1 hour for a confirmed level 2 or level 3 event if required.
Media release	Within 1.5 hours of mobilizing the communication team for a level 3 event. For a level 2 event, use discretion.	Within 1 hour of mobilizing the communication team for a level 3 event. For a level 2 event, use discretion.
Media conference (if required)	Before end of business day for a level 3 event. Ideal timing however is prior to noon news (11:00 am) or early afternoon.	No Change.

Communication Tactic	Timeline in Original Plan	Revised Timeline
Formal updates for prolonged events (as required) <ul style="list-style-type: none"> - News releases, internal updates, media conferences, social media 	As new information comes in: <ul style="list-style-type: none"> - Media updates via interviews or media release as substantial information changes are required – use discretion. - Internal updates (as needed). - Social media/website (ongoing). 	No Change.
Stakeholder relations	Minimum twice daily, AM and PM.	No Change.

B. Holding statements have been developed jointly with Newfoundland Power, which allow both utilities to post a high-level statement immediately – before all information and facts on the event are known. The approved holding statements are as follows:

Electricity System Notifications:

Electricity system status **Power Watch** in effect. Watching system closely. Be prepared to conserve. More info weblink.

Electricity system status **Power Warning** in effect. Please conserve electricity. Be prepared for rotating outages. More info weblink.

Electricity system status **Power Emergency** in effect. Currently rotating power outages. Please conserve electricity. More info weblink.

Rotating power outages expected to last approx. 60 min. Thank you for your continued patience. More info weblink.

Newfoundland and Labrador Hydro:

Generation Issue-

@NLHydro is experiencing a generation issue. Approximately xx customers are currently without power. More info NLHydro.com

Transmission Issue -

@NLHydro is experiencing an issue with transmission line feeding the Avalon Peninsula. This has caused outages to approx. xx customers. More info NLHydro.com

Unknown issue –

@NFPower working with @NLHydro to determine the cause of current power outages. More information will be provided as known.

Newfoundland Power:

Currently experiencing widespread outages due to loss of power supply from NL Hydro. We'll share more info as available. Updates at: weblink

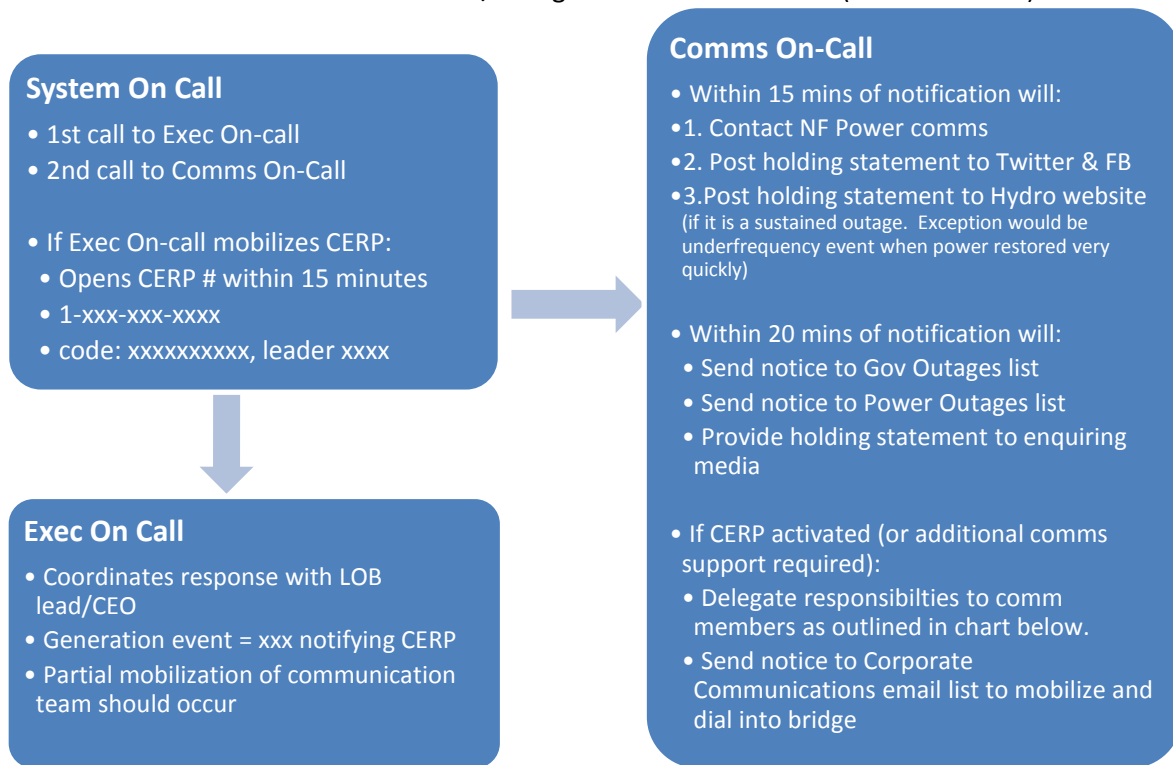
Widespread outages due to loss of power supply from NL Hydro. Info at Weblink /18004745711. Thanks for your patience as cause investigated.

Approx. XX.XXX @NFPower customers are currently without power due to loss of power supply from @NLHydro. For updates on affected areas, visit weblink.

@NFPower working with @NLHydro to begin restoring power to customers as generation becomes available. Thanks for your patience. More info weblink.

3. Stakeholder Communication Process for Major System Events

To help ensure information flows appropriately, in a timely fashion to the people within Hydro who require it urgently, this process outlines the responsibilities and timelines during a major system event of the system operations on-call representative, the executive on-call representative and the communications on-call representative. The timelines identified for communications on-call align with the timelines outlined in the Joint Storm/Outage Communication Plan (detailed above).



4. Equipment Advisory Protocol

The Equipment Advisory Protocol was developed following the March 4, 2015 event and outlines both corporate communications and systems operations activities required during significant equipment outages – both generation and transmission related. The intent of issuing equipment advisories for major pieces of generation and transmission equipment is to both help customers have a better understanding of the electricity system and the work that happens on equipment, and to provide any important information when an equipment outage may increase system vulnerability. For example, in the event that an emergency repair is required on TL 202 (which is one of two lines servicing the Avalon Peninsula) during February when load on the system is high – messaging in the advisory would include information on how to prepare for and stay safe during outages and when to expect additional updates.