



January 6, 2014

Board of Commissioners of Public Utilities  
120 Torbay Road, P.O. Box 12040  
St. John's, NL A1A 5B2

**Attention: Mr. Andy Wells, Chairman**

Dear Mr. Chairman:

**Re: Recent Power Outages on Island Interconnected System**

I write in my capacity as Consumer Advocate for general and domestic electricity customers of Newfoundland and Labrador Hydro and Newfoundland Power Inc.

The rotating blackouts and widespread outages that have been experienced on the island interconnected system have caused inconvenience and, in some cases, real hardship to customers. Thousands of customers have been experiencing extended outages which, given the very cold weather that the province has been experiencing, is of major concern.

Given these circumstances, I believe that there are many customers who have had their confidence shaken that their basic electricity needs can be met now and on an ongoing basis in the winter period. This, I believe, is quite understandable given these recent events. At this juncture the focus must remain on the immediate task that is ongoing by Hydro and Newfoundland Power personnel to restore electricity to all concerned. However, once stability to the system has returned it is my view that it will be necessary for the recent events to be inquired into by the Board in conjunction with the interested parties so that findings can be made available to the public as to what transpired, whether the events giving rise to the outages could reasonably have been avoided and whether, most importantly, there are other measures or procedures that need to be taken or implemented in order to reasonably ensure that the system can safely and adequately meet the needs of customers.

The Consumer Advocate is, of course, aware that in the usual course the Board as part of its regulatory role will obtain reports from the utilities in relation to outages and significant incidents. However, in the circumstances of these recent serious events that have shaken customer confidence, the Consumer Advocate would request that at the earliest suitable opportunity that an



appropriate process be established in conjunction with the interested parties in furtherance of the above request.

Yours very truly,

O'DEA, EARLE

A handwritten signature in blue ink, appearing to read 'Thomas Johnson'.

THOMAS JOHNSON  
TJ/cel

cc: Newfoundland Power Inc.  
Mr. Gerard Hayes

Newfoundland and Labrador Hydro  
Mr. Geoffrey Young

Board of Commissioners of Public Utilities  
Ms. Cheryl Blundon, Board Secretary