



Hydro Place, 500 Columbus Drive,
P.O. Box 12400, St. John's, NL
Canada A1B 4K7
t. 709.737.1400 f. 709.737.1800
www.nlh.nl.ca

November 14, 2017

The Board of Commissioners of Public Utilities
Prince Charles Building
120 Torbay Road, P.O. Box 21040
St. John's, NL A1A 5B2

Attention: Ms. Cheryl Blundon
Director Corporate Services & Board Secretary

Dear Ms. Blundon:

Re: Update on Improving the Transparency of the Designation of Critical Customers

In the report, *Improving the Transparency of Critical Customers* (the Report), submitted to the Board March 30, 2017, Hydro committed to providing an update on the actions items listed in the Report. Hydro is behind the scheduled timeframe outlined in the Improvement Schedule (Section 5.5 of the Report), but believes that all action items will be completed by December 31, 2017, and commits to providing a second update in January 2018.

Customer Service has received the lists of critical customers, sorted by feeder and community, from the Regional Operations Offices. The next steps are to have these lists audited, to ensure consistency. The separate lists will also be compiled into a single, centralized list (the Centralized List) for future use by all stakeholders. Stakeholders include Customer Service, Communications, and Regional Operations staff that will manage the critical customer processes of identification and communication. Customer Service will own the Centralized List, however, designated Hydro Regional Operations Employees will have access to view and edit accordingly. Auditing the lists is the next milestone to be completed and is expected to be completed on November 15, 2017. Customer Service is in the process of reviewing and editing the lists. The Centralized List will then be placed on a secured file share, with access granted to the appropriate stakeholders. The final tasks, including security and permissions, of the file share are being actioned and this task is scheduled to be completed on November 15, 2017.

Nalcor's Business Systems Transformation Program, of which Hydro is a client, will provide enhanced functionality and processes for Hydro's operations. One of the main projects under this Program is the upgrading of JD Edwards, the organization's current Enterprise Resource Planning System. This new system provides a means for designating critical customers. Once operational in 2018, the Centralized List will be replaced by running a real-time report from the new JD Edwards, showing the current list of customers on the Centralized List. This workflow is preferred as it links to current customer information,

eliminating any situations where a call could be placed to a critical residential customer no longer at that address.

Customer Service has also started creating the process for notifying critical customers during outage events. This process will have separate workflows for planned interruptions, unplanned outages, and rotating power events. The process for contacting critical customers will detail which Hydro department contacts the customer, the medium to be used for communication, and what information to include in the message. These processes are scheduled for completion on November 15, 2017.

Once the Centralized List has been updated, stored on a secured file share, and the notification workflow has been finalized, Customer Service will meet with the Regional Operations Staff to review the workflows, roles and responsibilities, and expectations of each stakeholder. The critical customer workflow will also be added to the Corporate Communication department's annual communication plan regarding expectations for outage communications during an upcoming winter season. A meeting will be held with Customer Service, Regional Operations, and Corporate Communications to ensure that all are aligned with respect to keeping customers informed of power interruptions. These tasks are scheduled for completion on December 1, 2017.

Corporate Communications will finalize the communications strategy, targeting residential customers, once Customer Service confirms the notification process. The communications strategy is expected to be completed by December 1, 2017.

Customer Service is also investigating the use of a "robocalling" service that can be used in the future to notify customers of outages. This has worked well at other utilities. Radio can have negative connotations, reaches a broader audience than was intended, and never guarantees that everyone who needs to hear the message actually does. In addition, the robocalling service costs less than radio air time.

Table 1 summarizes the actions that Hydro will take to improve the transparency of the designation of critical customers listed in this report. It also includes the group responsible, current status of item, and revised completion date for each action.

Table 1 Revised Improvements Schedule

#	Improvement Task	Group Responsible	Status	Revised Planned Completion Date
1	<p>Creation of communications strategy targeting critical care residential customers. Strategy to include:</p> <ul style="list-style-type: none"> • Creation and inclusion of mail-outs in customer bills. • Website, social media and digital communications tactics. • Creation and placement of posters in regional health care facilities. • Sign up form on Newfoundland and Labrador Hydro Website. 	Communications	In Progress	December 1, 2017
2	<p>Develop process for recertifying critical care residential customers on a bi-annual basis.</p> <p>Process will include the identification of expiring critical care customers, notification to these customers and recertification process.</p>	Customer Service	In Progress	November 15, 2017
3	Transfer of critical care residential customer lists to Customer Service.	Regional Offices	Complete	N/A
4	Contact all residential customers on the regional critical care residential customer lists received from regional offices to confirm critical care status.	Customer Service	In Progress	November 15, 2017

#	Improvement Task	Group Responsible	Status	Revised Planned Completion Date
5	Develop process for maintaining the critical care residential customer lists on secured storage locations within customer service.	Customer Service	In Progress	November 15, 2017
6	Modify the new account registration/activation process to account for critical care residential customers.	Customer Service	In Progress	November 24, 2017
7	Create application form for critical care residential customers. Place form on Website and within MyHydro Application.	Communications Communications	In Progress	November 24, 2017
8	Develop process for notifying critical residential customers about upcoming planned outages.	Customer Service	In Progress	December 1, 2017
9	Develop process for updating critical care residential customers during extended unplanned outages.	Customer Service	In Progress	December 1, 2017
10	Develop process for notifying critical care residential customers when impacted by rotating outages.	Customer Service	In Progress	December 1, 2017
11	Updated status report to the Board.	Regulatory Affairs	N/A	January 17, 2017

Should you have any questions, please contact the undersigned.

Yours truly,

NEWFOUNDLAND AND LABRADOR HYDRO



Michael Ladha
Legal Counsel and Assistant Corporate Secretary
ML/skc

Encl.

cc:	Gerard Hayes – Newfoundland Power	Dennis Browne, Q.C. – Consumer Advocate
	Paul Coxworthy – Stewart McKelvey Stirling Scales	Danny Dumaresque
ecc.	Roberta Frampton Benefiel – Grand Riverkeeper® Labrador	
	Denis Fleming – Cox & Palmer	Larry Bartlett – Teck Resources Limited