

January 17, 2018

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: Investigation and Hearing into Supply Issues and Power Outages on the Island Interconnected System – Directions further to the Board's Phase One Report - 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 of Commissioners of Public Utilities (the Board) on March 30, 2017, Newfoundland and Labrador Hydro (Hydro) committed to providing an update on the action items listed in the Report. An updated report was submitted to the Board on November 14, 2017 for ten key items, with one complete and nine remaining in progress. In the updated report, Hydro committed to providing the Board with a further update on January 17, 2018.

As of January 17, 2018, the items noted in the November update of the Report have been completed and Hydro will continue the process of identifying Critical Customers and contacting them during planned outages and in the event of a forced outage. Details for each item are included in Table 1.

A meeting was held with Customer Service, Regional Operations, and Corporate Communications on January 8, 2018 to ensure that all groups and responsible individuals are aligned with respect to the procedures in effect for Critical Customers and Hydro's commitment on keeping Critical Customers, as well as customers in general, informed of power interruptions.

Table 1 Revised Improvements Schedule

#	Improvement Task	Group Responsible	Status
1	<p>Creation of communications strategy targeting critical care residential customers.</p> <p>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 	Corporate Communications	Strategy has been completed including the items listed. Hydro will continue to implement and improve the strategy going forward.

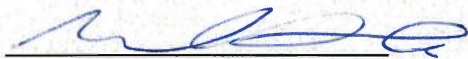
#	Improvement Task	Group Responsible	Status
	<p>posters in regional health care facilities.</p> <ul style="list-style-type: none"> • Sign up form on Newfoundland and Labrador Hydro Website. 		
2	<p>Develop process for recertifying critical care residential customers on a bi-annual basis.</p> <p>Process will include the identification of expiring critical care customers, notification to these customers, and recertification process.</p>	Customer Service	<p>This item is now complete. A formal registration form is available (see item 7) and will be maintained by Customer Service. Registration as a Critical Customer is effective for two years. Customer Service will follow up with the identified Critical Customers prior to the two-year expiration date for recertification.</p>
3	<p>Transfer of critical care residential customer lists to Customer Service.</p>	Regional Offices	<p>This item is complete. All current Critical Customer lists are now maintained by Customer Service.</p>
4	<p>Contact all residential customers on the regional critical care residential customer lists received from regional offices to confirm critical care status.</p>	Customer Service	<p>This item will continue into the future given that lists will be dynamic. Customer Service will maintain contact within the two-year validity period.</p>
5	<p>Develop process for maintaining the critical care residential customer lists on secured storage locations within Customer Service.</p>	Customer Service	<p>A secure storage location has been obtained using a manual process limited to key individuals only. A new storage location will be implemented in the new Enterprise Resource Planning System (JD Edwards) upgraded customer database.</p>
6	<p>Modify the new account registration/activation process to account for critical care residential customers.</p>	Customer Service	<p>Currently, Critical Customer lists are maintained manually. Residential customers and details regarding their needs are stored in a secure file location, however, the new JD Edwards system will be able to store the information in an upgraded customer database and provide access to real-time customer lists during system events with up-to-date contact information should their contact information change.</p>

#	Improvement Task	Group Responsible	Status
7	Create application form for critical care residential customers. Place form on Website and within MyHydro Application.	Corporate Communications Corporate Communications	The Critical Customer Registration form has been completed, and is available at both www.nlhydro.com under Customer Service and on the MyHydro App.
8	Develop process for notifying critical residential customers about upcoming planned outages.	Customer Service	Customer notification timelines for Critical Customers have been established with phone contact by the area offices for all planned and unplanned outages to customers with electrically-operated medical equipment or other sensitive customers ¹ , as well as regular updates as required for outage extensions.
9	Develop process for updating critical care residential customers during extended unplanned outages.	Customer Service	
10	Develop process for notifying critical care residential customers when impacted by rotating outages.	Customer Service	

Should you have any questions, please contact the undersigned.

Yours truly,

NEWFOUNDLAND AND LABRADOR HYDRO



Michael S. Ladha
Legal Counsel and Assistant Corporate Secretary
MSL/skc

cc: Gerard Hayes – Newfoundland Power
Paul Coxworthy – Stewart McKelvey Stirling Scales

Dennis Browne, Q.C. – Consumer Advocate
Danny Dumaresque

ecc. Denis Fleming – Cox & Palmer
Roberta Frampton Benefiel – Grand Riverkeeper® Labrador

Dean Porter – Poole Althouse
Larry Bartlett – Teck Resources Limited

¹ Customers who may have special requirements for being contacted as deemed by Regional Manager and Customer Service Manager.