

1 **Q. Provide a detailed explanation of the coordination with Newfoundland and**  
2 **Labrador Hydro that occurred on the operation of the Island Interconnected system**  
3 **and communication with customers when it became evident that there could be**  
4 **problems supplying customers' load in December 2013 and January 2014.**  
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6 **A. 1. January 2<sup>nd</sup>, 2014**  
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8 Following the morning peak on January 2<sup>nd</sup>, 2014, Newfoundland Power informed  
9 Newfoundland and Labrador Hydro ("Hydro") that its evening peak load could reach  
10 or exceed 1,375 MW. Hydro advised Newfoundland Power that in light of this  
11 information, there was a likelihood that there would be insufficient generation  
12 available to meet the peak on the Island Interconnected System.  
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14 The timing of a public advisory was the subject of due consideration by the utilities.  
15 Since any advisory would be a response to a forecast generation capacity shortfall on  
16 Hydro's system, it was agreed that Hydro should take the lead on any public advisory.  
17 An advisory early in the day would increase the opportunity for customers to hear the  
18 message and make individual arrangements to conserve energy in advance of the  
19 expected evening peak. On the other hand, issuing an early advisory in circumstances  
20 where the forecast shortfall did not materialize could have the effect of undermining  
21 public confidence in the electrical system. Ultimately, Hydro issued the public  
22 advisory to the media at approximately 2:30 pm on January 2<sup>nd</sup>, 2014.  
23

24 Hydro requested Newfoundland Power to commence rotating power outages shortly  
25 after 4pm on January 2<sup>nd</sup>, 2014. Rotating outages commenced immediately; however,  
26 planned rotating outages were complicated when Hydro's Granite Canal generating  
27 station went out of service shortly thereafter. Throughout the remainder of January  
28 2<sup>nd</sup>, personnel at Newfoundland Power's System Control Centre worked closely with  
29 those at Hydro's Energy Control Centre to keep as many customers connected to the  
30 electrical system as possible at all points in time.<sup>1</sup>  
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32 **2. January 3-8, 2014**  
33

34 During the period January 3-8, 2014, there was ongoing coordination and frequent  
35 communication between Newfoundland Power and Hydro.<sup>2</sup> Rotating power outages  
36 were carried out throughout the day on January 3<sup>rd</sup> and 5<sup>th</sup>, 2014, and throughout the  
37 morning and afternoon of January 6<sup>th</sup> and 8<sup>th</sup>, 2014 respectively.  
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39 On January 3<sup>rd</sup>, 2014, the second day of rotating power outages, an opportunity was  
40 recognized to improve the coordination process between Newfoundland Power and

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<sup>1</sup> For detailed information on the feeder rotation process, see the response to Request for Information PUB-NP-022.

<sup>2</sup> For detailed information on communication and coordination between Newfoundland Power and Hydro, see the response to Request for Information PUB-NP-002.

*Requests for Information*

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1 Hydro that shortened customer outages. This also reduced cold load pickup and  
2 ensured more customers were served by the available generation capacity.<sup>3</sup>  
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4 On the morning of January 4<sup>th</sup>, 2014, a major system disruption occurred when Hydro  
5 experienced a substation transformer fault at Sunnyside Terminal Station. This  
6 resulted in a system-wide outage affecting approximately 190,000 of Newfoundland  
7 Power’s customers. At that point, Newfoundland Power implemented its normal  
8 electrical system restoration procedures, which included communication and  
9 coordination with Hydro as generation was brought back online and was available for  
10 distribution.<sup>4</sup>  
11  
12 Throughout this period, there was ongoing coordination between the utilities  
13 respecting communications with broadcast and print media, and to coordinate public  
14 appeals to conserve energy through all forms of communications media.<sup>5</sup>

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<sup>3</sup> See the response to Request for Information PUB-NP-020.

<sup>4</sup> This was one in a series of electrical system events not directly related to the shortage of supply which served to complicate Newfoundland Power’s plan for rotating power outages. See the response to Request for Information PUB-NP-022.

<sup>5</sup> For detailed information on Newfoundland Power’s communication with its customers, refer to the response to Request for Information PUB-NP-025.