



NEWFOUNDLAND AND LABRADOR
BOARD OF COMMISSIONERS OF PUBLIC UTILITIES
120 Torbay Road, P.O. Box 21040, St. John's, Newfoundland and Labrador, Canada, A1A 5B2

E-mail: ghayes@newfoundlandpower.com

2014-01-24

Mr. Gerard Hayes
Newfoundland Power Inc.
55 Kenmount Road
P.O. Box 8910
St. John's, NL A1B 3P6

Dear Sirs:

Re: The Board's Investigation and Hearing into Supply Issues and Power Outages on the Island Interconnected System - Requests for Information

Enclosed are Information Requests PUB-NP-1 to PUB-NP-37 regarding the above-noted matter. The deadline for filing the responses to the Requests for Information is Monday, February 3, 2014.

If you have any questions, please do not hesitate to contact the Board's Legal Counsel, Ms. Jacqui Glynn, via jgylmn@pub.nl.ca or (709) 726-6781.

Yours truly,


Cheryl Blundon
Board Secretary

/bds

1 **IN THE MATTER OF**

2 the *Electrical Power Control Act, 1994*,
3 SNL 1994, Chapter E-5.1 (the "*EPCA*")
4 and the *Public Utilities Act*, RSNL 1990,
5 Chapter P-47 (the "*Act*"), as amended; and
6

7 **IN THE MATTER** of the Board's Investigation
8 and Hearing into Supply Issues and Power Outages
9 on the Island Interconnected system.

**PUBLIC UTILITIES BOARD
REQUESTS FOR INFORMATION**

PUB-NP-1 to PUB-NP-37

Issued: January 24, 2014

- 1 **PUB-NP-1** Provide Newfoundland Power's generation capacity that was available to
2 supply customers in December 2013 and January 2014. In the reply state
3 whether the capacity is hydro or thermal and whether it was unavailable at
4 anytime during this period, why it was unavailable and its operational
5 status as of January 24, 2014.
6
- 7 **PUB-NP-2** Provide a detailed explanation of the communication and coordination that
8 occurs with Newfoundland and Labrador Hydro regarding the Island
9 Interconnected system demand and availability of generation, including
10 Newfoundland Power's, to meet the Island Interconnected system load,
11 both on a long term planning basis and on a short term operations basis.
12
- 13 **PUB-NP-3** State the specific date Newfoundland Power became aware that there
14 could be difficulty in supplying its customers in December 2013 and the
15 winter of 2014. Provide details, including how it became aware of the
16 anticipated deficit, its understanding of the anticipated deficit and the
17 action, immediate and long-term, taken when it became aware of a
18 potential inability to meet customers' load requirements.
19
- 20 **PUB-NP-4** Provide a detailed explanation of the coordination with Newfoundland and
21 Labrador Hydro that occurred on the operation of the Island
22 Interconnected system and communication with customers when it became
23 evident that there could be problems supplying customers' load in
24 December 2013 and January 2014.
25
- 26 **PUB-NP-5** How many times in the period 2004 to 2013 has Newfoundland Power
27 been unable to supply customers due to the unavailability of its
28 transmission and terminal station capacity, excluding distribution? List
29 each time and identify whether the cause was due to transmission or
30 terminal station capacity problems, weather conditions, planned
31 maintenance, equipment failure or other conditions.
32
- 33 **PUB-NP-6** Explain in detail how Newfoundland Power prepares its forecast for the
34 winter peak on its system each year.
35
- 36 **PUB-NP-7** Provide a detailed explanation of the communication and coordination
37 with Newfoundland and Labrador Hydro that occurs with respect to
38 Newfoundland Power's forecast winter peak and availability of system
39 capacity to meet the peak.
40
- 41 **PUB-NP-8** Provide the forecast and actual peak demand for Newfoundland Power's
42 system for each month in the winter period in each year from 2004 to 2013
43 and the winter peak forecast for each month for each year for 2014 to
44 2017.

- 1 **PUB-NP-9** Has Newfoundland Power revised its forecast of its winter peak for 2014
2 to 2017 since the events of December 2013 and January 2014? If yes,
3 provide details of the change. If no, why not?
4
- 5 **PUB-NP-10** What factors contributed, in Newfoundland Power's opinion, to the
6 December 2013 and the January 2014 peaks on the Island Interconnected
7 system and explain if these factors could have been forecast?
8
- 9 **PUB-NP-11** Has Newfoundland Power undertaken a review of its load forecasting
10 methodology, given the December 2013 and January 2014 peak loads? If
11 yes, provide the scope of the review and the date of completion. If not,
12 why not?
13
- 14 **PUB-NP-12** When did Newfoundland Power last undertake a review of its load
15 forecasting methodology prior to January 2014? Provide details on the
16 review that was completed.
17
- 18 **PUB-NP-13** Explain the circumstances that led to Newfoundland Power's decision to
19 issue a conservation request to customers on January 2, 2014.
20
- 21 **PUB-NP-14** List the customer conservation initiatives that were initiated by
22 Newfoundland Power in December 2013 and January 2014 and describe
23 whether these resulted in reductions in load, stating the reduction achieved
24 each day.
25
- 26 **PUB-NP-15** In Newfoundland Power's opinion should customer conservation
27 initiatives, in addition to its regular conservation program, be continued
28 throughout the 2014 winter period? If yes, explain what initiatives should
29 be implemented. If no, why not?
30
- 31 **PUB-NP-16** Has Newfoundland Power reviewed its customer conservation program
32 efforts of December 2013/early January 2014 and have any areas for
33 improvements been identified? If yes, describe the review and
34 improvements identified. If no review has been initiated, why not?
35
- 36 **PUB-NP-17** Is Newfoundland Power of the opinion that its existing seasonal and time-
37 of-use rates assist in conservation initiatives and should customers be
38 encouraged to avail of these rates?
39
- 40 **PUB-NP-18** Is Newfoundland Power of the opinion that the existing seasonal and time-
41 of-use rates should be reviewed to determine changes to encourage more
42 conservation? If yes, describe the process for such review. If not, why not?
43
- 44 **PUB-NP-19** Provide a detailed explanation of the coordination between Newfoundland
45 Power and Newfoundland and Labrador Hydro that occurred relating to
46 the rotating power outages from January 2, 2014 to January 8, 2014,

including the amount of notice to Newfoundland Power before outages had to be implemented and the information provided on the capacity that was unavailable and the duration of such unavailability.

PUB-NP-20

Further to PUB-NP-19 has Newfoundland Power undertaken a review of the coordination process with Newfoundland and Labrador Hydro on the rotating power outages that occurred? If yes, when is it anticipated to be completed? If no, why not?

PUB-NP-21

Further to PUB-NP-19 explain in detail any improvements Newfoundland Power has identified to date in the coordination process on rotating power outages that should be implemented.

PUB-NP-22

What criteria is used by Newfoundland Power to determine where and when there will be a rotating power outage? Include in the answer whether any priority is given to any particular class of customer, such as hospitals, personal care homes and retail malls.

PUB-NP-23

Is it possible to give affected customers in an area advance notice of a rotating power outage that will affect that area? If yes, how much notice can be given? If not, why not?

PUB-NP-24

Describe in detail any problems Newfoundland Power experienced in implementing rotating power outages in December 2013 and January 2014, including difficulties experienced with switching equipment not operating properly and any other technical difficulty experienced.

PUB-NP-25

Provide a detailed explanation of the communications that occurred with customers on the rotating power outages that occurred in December 2013 and January 2014. Include in the reply the number of customer inquiries to Newfoundland Power's customer contact center, website and social media.

PUB-NP-26

Did Newfoundland Power receive complaints from customers about the rotating outage process? If yes, how many were received, what were the nature of the complaints and what is the status of the review of the complaints?

PUB-NP-27

Is Newfoundland Power undertaking a review of the rotating outage process used in December 2013 and January 2014? If yes, identify the scope of the review and anticipated date of completion. If not, why not?

PUB-NP-28

Provide a detailed explanation of the operational plans followed prior to December 15, 2013 that Newfoundland Power implemented when a severe weather event was forecast or there was a system problem affecting its ability to meet its load. In the response identify the changes from routine operations with respect to the deployment of workers, operation of units

such as gas turbines, changes in equipment operations and any other change implemented from routine operations.

PUB-NP-29

Further to PUB-NP-28 did Newfoundland Power implement any change in its operational plans after December 15, 2013? If yes, describe the changes in detail.

PUB-NP-30

Has Newfoundland Power undertaken a review of its operational plans since the events of December 2013 and January 2014 to deal with severe storm forecasts and system problems to identify any necessary improvements? If not, why not? If yes, have any improvements been identified to date?

PUB-NP-31

Provide a detailed explanation of Newfoundland Power's emergency preparedness plan if different than the plan described in PUB-NP-28.

PUB-NP-32

List all Newfoundland Power's transmission equipment that was not available for operations in December 2013 and January 2014 and why such was not available. Include in the answer the status of each on January 24, 2014.

PUB-NP-33

Has Newfoundland Power identified all critical spares for key generation, transmission, terminal station and other equipment and are such spares currently available in the Province? When was the determination and availability of such spares last reviewed?

PUB-NP-34

List all investigations/analyses undertaken or to be undertaken by Newfoundland Power's internal or external resources on the power outages and system events that occurred in December 2013 and in January 2014. Include in the answer the purpose, scope, anticipated date of completion of the analysis/investigation and the party completing each.

PUB-NP-35

Describe the process, if any, Newfoundland Power has put in place to oversee and coordinate its investigations on the power outages and system events that occurred in December 2013 and January 2014.

PUB-NP-36

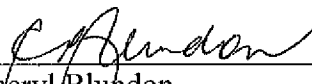
What lessons and required changes has Newfoundland Power identified to date from its experience in December 2013 and January 2014 including those relating to system operations, equipment maintenance, emergency preparedness, coordination with Newfoundland and Labrador Hydro, communication with customers, required conservation initiatives, its planning process and its load forecasting process? Include in the answer whether Newfoundland Power has yet started to implement any initiative and the status of any identified lessons and required changes.

1 **PUB-NP-37** Describe, if any, the damage that occurred to Newfoundland Power's
2 system as a result of the storm that occurred on January 5, 2014, including
3 an estimate of the cost to repair the damage.

DATED at St. John's, Newfoundland this 24th day of January 2014.

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

Per


Cheryl Blundon
Board Secretary