

1 **Q. In order to provide a record copy of document(s) already provided informally,**
2 **please provide the description of how outage information, including estimated times**
3 **of restoration (“ETRs”) and restoration status updates, was gathered and updated**
4 **in the outage system. Please specify who would have been responsible for restoration**
5 **status/ETR update and outage ticket completion. Please explain the process for**
6 **assigning global, area and town specific ETRs and progress updates.**

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8 A. There are two systems used by the Company for recording and updating outage
9 information. The Company’s Outage Management System (“OMS”) is used to log
10 outage information reported by customers via telephone or website.¹ This system is also
11 used to dispatch outage tickets to crews in the field electronically.² Outage tickets
12 dispatched through OMS are then completed electronically by crews in the field.³

13
14 Newfoundland Power’s Informer Application (“Informer”) provides the Company with
15 the ability to communicate outage information to customers.⁴ Outages are recorded in the
16 Informer system with details such as the locations affected, estimated restoration time,
17 reason for the outage, and other relevant information. Customers can view this
18 information on the Company’s website in a list or map format. Customers can also listen
19 to a recorded message with the same outage information by calling the Company’s
20 Customer Contact Centre.

21
22 During normal system operations, the Informer system is typically updated by staff at the
23 System Control Center (“SCC”). This responsibility is transferred to the
24 Communications Hub during large storms or system events, such as those on January 2-8,
25 2014.⁵

26
27 The typical process for updating Informer with outage information is as follows:

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- 30 • When the Company becomes aware of an outage, either through indication at
31 the SCC, reports from operational staff, or through customer calls, the outage
32 will be added to the Informer system.
 - 33 • If the cause and ETR are unknown, the outage will initially be listed as “Under
34 Investigation” until the required information is provided by field staff
35 responding to the outage. For the rotating outages during January 2-8, 2014,
ETRs were typically listed as 1 hour.

¹ The OMS is used to log customer reported calls for no power, part power, wire down, tree on wire, safety alerts, as well as streetlight outages.

² Tickets may be individual in nature, or associated to a larger outage, in which case they are grouped and dispatched as a single ticket.

³ For more detail on outage reporting, see the response to Request for Information PUB-NP-095.

⁴ The Company typically does not update the Informer system for individual customer outage reports.

⁵ For more information on the Communications Hub, refer to the response to Request for Information PUB-NP-125.

- Field staff provide updates to the SCC and regional operations regarding ETRs or changes to the locations affected, etc. This information is updated in the Informer system as information becomes available.
- The SCC or Communications Hub will also monitor the outages listed on Informer, and proactively seek updates from field staff regarding ETR status.
- When an outage ends, the SCC or Communications Hub remove it from the Informer system.

The process for assigning ETRs and progress updates is the same regardless of whether the outage is global, area, or town specific.

Figures 1 and 2 show examples of the Informer outage information appearing on the Company’s website in list and map format, respectively.

Figure 1: Example of Outages Listed on Newfoundland Power’s Website

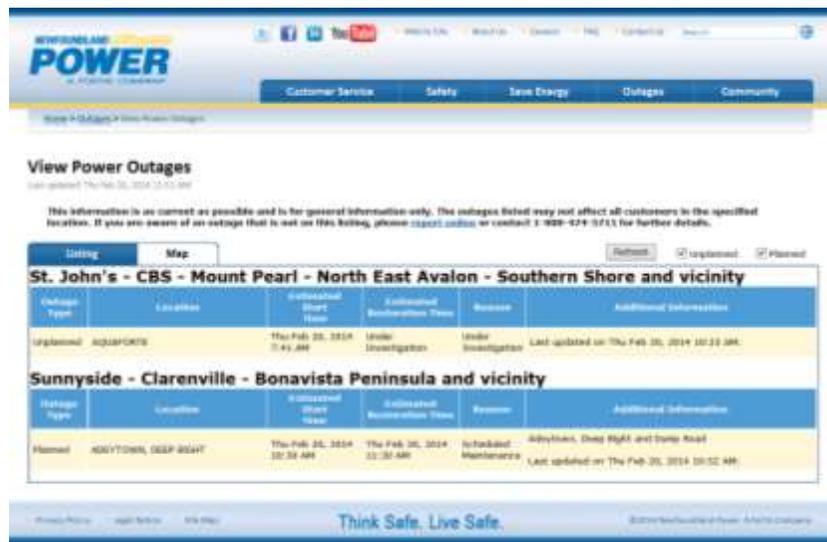


Figure 2: Example of Outages Shown on a Map on Newfoundland Power’s Website

