



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

2014-02-13

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-38 to PUB-NP-56 regarding the above-noted matter. The deadline for filing the responses to the Requests for Information is Friday, February 21, 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
Encl.

ecc. Newfoundland and Labrador Hydro
Geoffrey Young, E-mail: gyoung@nlh.nl.ca

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-38 to PUB-NP-56

Issued: February 13, 2014

- 1 **PUB-NP-38** Further to the response to PUB-NP-001, explain why the company's
2 mobile gas turbine was made available at Whitbourne on November 26,
3 2013 and how long it was there.
4
- 5 **PUB-NP-39** Further to the response to PUB-NP-001, explain why the Wesleyville gas
6 turbine was out of service from January 5-22, 2014.
7
- 8 **PUB-NP-40** Further to the response to PUB-NP-002, provide the terms of reference
9 and the committee composition for the Inter-Utility System Planning and
10 Reliability Committee.
11
- 12 **PUB-NP-41** Further to the responses to PUB-NP-002 and PUB-NP-003, provide details
13 in relation to the status of the Stephenville and Hardwoods gas turbines
14 and actions being taken and anticipated timelines as discussed at the
15 November 2013 meeting of the Inter-Utility System Planning and
16 Reliability Committee.
17
- 18 **PUB-NP-42** Further to the responses to PUB-NP-002, footnotes 18 and 19, and PUB-
19 NP-036, how does the fact that Newfoundland Power does not have
20 information on the Island Interconnected system electrical demand on a
21 real time basis or the reserve margins available affect Newfoundland
22 Power's ability to manage its system and delivery of power to its
23 customers?
24
- 25 **PUB-NP-43** Further to the response to PUB-NP-004, explain Newfoundland Power's
26 role in the decision to issue a customer conservation request on January 2,
27 2014, including whether Newfoundland Power agreed with the timing of
28 the initial request and why the request was not issued earlier than 2:30
29 p.m. on January 2, 2014.
30
- 31 **PUB-NP-44** Further to the response to PUB-NP-006, what is Newfoundland Power's
32 view of the statement of Manitoba Hydro International referred to in the
33 response to PUB-NLH-010 that "*Best utility practices would incorporate*
34 *end-use modeling techniques into the forecasting process so that electrical*
35 *growth can be quantified for all major domestic end-users*"?
36
- 37 **PUB-NP-45** Further to the response to PUB-NP-010, explain if and how actual winter
38 peaks are incorporated or reflected in future load forecasts.
39
- 40 **PUB-NP-46** Further to the response to PUB-NP-014, even though it may not be
41 possible to estimate with reasonable accuracy, is there any available
42 information on the effectiveness of the customer conservation requests?
43
- 44 **PUB-NP-47** Further to the response to PUB-NP-020, does Newfoundland Power intend
45 to initiate further analysis of the co-ordination with Newfoundland and
46 Labrador Hydro on the rotating power outages that occurred in January

2014 in addition to the preliminary analysis referred to in the response? If yes, when is it anticipated to be completed? If no, why not?

PUB-NP-48

Further to the response to PUB-NP-22, provide information in relation to the possible alternative approach discussed at page 6, setting out the number of additional customers that would be off the system and any technical concerns that would need to be addressed.

PUB-NP-49

Further to the response to PUB-NP-22, what opportunities are available to minimize the impact on customers of rotating power interruptions which may be necessary in the future and what operational and physical changes, if any, would be required to make these changes?

PUB-NP-50

Further to the response to PUB-NP-22, provide any information Newfoundland Power has as to other approaches that have been taken by utilities in other jurisdictions to minimize the impact on customers of rotating power interruptions.

PUB-NP-51

Further to the response to PUB-NP-026, in which Newfoundland Power states it does not "*formally track customer's complaints*", describe the process Newfoundland Power has in place to record a customer problem or complaint and the steps taken to address that complaint.

PUB-NP-52

Further to the response to PUB-NP-032, provide further information in relation to the 138kV-66kV transformer and transmission line 41L taken out of service, setting out reasons, impacts and timing.

PUB-NP-53

Further to the response to PUB-NP-036, list each review or investigation being undertaken by Newfoundland Power and include the scope of the review and the anticipated completion date, including those reviews specifically referred to in responses as follows:

- (i) Customer energy conservation activities (response to PUB-NP-016);
- (ii) Customer communications performance (response to PUB-NP-025);
- (iii) Performance of Newfoundland Power's electricity systems (response to PUB-NP-027), including those issues specifically referred to in the response to PUB-NP-036;
- (iv) Performance of Newfoundland Power's customer service system (response to PUB-NP-027), including those issues specifically referred to in the response to PUB-NP-036; and
- (v) Operation of Newfoundland Power generation (response to PUB-NP-036).

PUB-NP-54

Further to the response PUB-NP-036, provide further justification in relation to the conclusion at page 4 "*...that no substantial modification is required in relation to (i) customer energy and demand forecasting, (ii) transmission and distribution standards and maintenance, (iii) emergency preparedness planning, or (iv) current energy conservation programming appear justified by the events of January 2-8, 2014*".

PUB-NP-55

Further to the response to PUB-NP-036, provide the number of times each year, including dates and duration, Newfoundland and Labrador Hydro has requested Newfoundland Power to run its generation in the period 2009 to 2013, inclusive and in January 2014.

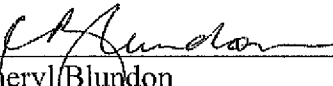
PUB-NP-56

Further to the response to PUB-NP-036, explain in detail the implications of Newfoundland Power having to run its generation more frequently in the future than the past to meet the Island Interconnected system load.

DATED at St. John's, Newfoundland this 13th day of February 2014.

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

Per


Cheryl Blundon
Board Secretary