

1 Q. In order to provide a record copy of document(s) already provided informally,
2 please provide the list of all external communications during and following the
3 event, including: media alerts/advisory releases, statements, press conferences,
4 interviews, media briefings and advertisements include description of each,
5 audience, media channel, interviewees and timing.

6
7
8 A. Newfoundland and Labrador Hydro (Hydro) provided an extensive amount of
9 information to the public, through various channels, during the supply disruptions
10 of January 2-8, 2014 and in the days following.

11
12 The objectives of communications activities were as follows:

- 13 1. To be transparent and accessible, providing timely information via multiple
14 communications channels;
15 2. To manage expectations regarding electricity service interruptions; and
16 3. To manage the flow of accurate information and correct misinformation where
17 necessary.

18
19 Table 1 provides a list of all public advisories, media interviews, website updates,
20 advertisements and social media posts during, and immediately following the
21 power disruptions.

Table 1: Communications Activities, January 2 – 14, 2014

Tactic	Date	Description	Audience	Spokespeople
Public Advisories (included as PUB-NLH-133 Attachment 1)	Jan 2 – 1:51 p.m.	Advisory – request for conservation	General public – emailed to media and key stakeholders and posted to Hydro website	Dawn Dalley, VP Corporate Relations Media contact: Erin Squires, Senior Communications Advisor, Hydro
	Jan 2 – 9 p.m.	Advisory – update on rotating outages and request for conservation	General public – emailed to media and key stakeholders and posted to Hydro website	Dawn Dalley, VP Corporate Relations Media contact: Erin Squires, Senior Communications Advisor, Hydro
	Jan 3 – 4:30 p.m.	Advisory – update on rotating outages and request for conservation	General public – emailed to media and key stakeholders and posted to Hydro website	Dawn Dalley, VP Corporate Relations Media contact: Erin Squires, Senior Communications Advisor, Hydro
	Jan 4 – 4:40 p.m.	Advisory – update on Sunnyside fire, outages and request for conservation	General public – emailed to media and key stakeholders and posted to Hydro website	No spokesperson quoted Media contact: Erin Squires, Senior Communications Advisor, Hydro
	Jan 5 – 5:30 p.m. ¹	Advisory – listing of Hydro communities to be included in rotating outages and request for conservation	Hydro customers	No spokesperson quoted Media contact: Erin Squires, Senior Communications Advisor, Hydro
Media Briefings	Jan 3 – 2:30 p.m.	Joint media briefing with Newfoundland Power (NP)	General public	Rob Henderson, VP Hydro
	Jan 4 – 2 p.m.	Joint media briefing with NP and Fire and Emergency Services NL (FESNL)	General public	John MacIsaac, VP Project Execution and Technical Services (PETS)
	Jan 4 – 6 p.m.	Joint media briefing with NP and FESNL	General public	John MacIsaac, VP PETS

¹ Public Advisories were no longer issued after outage takeover page was launched. Public notices were posted directly on the outage takeover page.

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Tactic	Date	Description	Audience	Spokespeople
	Jan 5 – 1:30 p.m.	Joint media briefing with NP and Premier	General public	Ed Martin, President and Chief Executive Officer
	Jan 6 – 1:30 p.m.	Joint media briefing with Premier	General public	Ed Martin, President and Chief Executive Officer
	Jan 7 – 1 p.m.	Joint media briefing with NP and Premier	General public	Ed Martin, President and Chief Executive Officer
	Jan 8 – 4:15 p.m.	Joint media briefing with NP and Premier	General public	Ed Martin, President and Chief Executive Officer
Website Updates	Jan 5 – 12 p.m.	Takeover page on website goes live, providing direct links to important outage information and contact numbers	General public and Hydro customers	Media contact: Erin Squires, Senior Communications Advisor, Hydro
	Jan 5 – Jan 14	Updates were provided on the takeover page as information changed	General public and Hydro customers	Media contact: Erin Squires, Senior Communications Advisor, Hydro
Media Interviews	Jan 2	<ul style="list-style-type: none"> • CBC Radio <ul style="list-style-type: none"> ○ On the Go, live in studio • CBC TV <ul style="list-style-type: none"> ○ Here & Now, taped in studio • CBC National <ul style="list-style-type: none"> ○ Taped in studio. • NTV <ul style="list-style-type: none"> ○ Evening Newshour, taped in studio • VOCM <ul style="list-style-type: none"> ○ Telephone • Telegram <ul style="list-style-type: none"> ○ Telephone 	General public	Dawn Dalley, VP Corporate Relations, conducted all interviews

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Tactic	Date	Description	Audience	Spokespeople
	Jan 3	<ul style="list-style-type: none"> • CBC TV <ul style="list-style-type: none"> ○ Here & Now, live in studio ○ Interview at media briefing ○ Update for late-night • CBC radio <ul style="list-style-type: none"> ○ St. John's morning show, live ○ Western morning show, live ○ Interview at media briefing • NTV <ul style="list-style-type: none"> ○ Interview at media briefing • Telegram <ul style="list-style-type: none"> ○ Interview at media briefing • VOCM <ul style="list-style-type: none"> ○ Interview at media briefing ○ Live telephone interview at 6 p.m. 	General public	<p>Dawn Dalley, VP Corporate Relations, conducted all interviews with exception of VOCM</p> <p>Rob Henderson, VP Hydro, spokesperson at media briefing and conducted VOCM live interview</p> <p>Erin Squires, Senior Communications Advisor – provided background information only as required</p>

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Tactic	Date	Description	Audience	Spokespeople
	Jan 4	<ul style="list-style-type: none"> • CBC radio <ul style="list-style-type: none"> ○ Telephone interview before noon ○ Media briefings carried live ○ Interviews at both media briefings ○ Telephone interview at approximately 8:30 p.m. • CBC TV <ul style="list-style-type: none"> ○ Interviews at both media briefings • NTV <ul style="list-style-type: none"> ○ Interviews at both media briefings • VOCM <ul style="list-style-type: none"> ○ Media briefings carried live ○ Interviews at both media briefings • Telegram <ul style="list-style-type: none"> ○ Interviews at both media briefings • CTV News Channel <ul style="list-style-type: none"> ○ Telephone interview • Canadian Press, Halifax <ul style="list-style-type: none"> ○ Telephone interview 	General public	<p>Dawn Dalley, VP Corporate Relations, conducted all interviews</p> <p>John MacIssac, VP PETS – spokesperson at media briefings</p> <p>Erin Squires, Senior Communications Advisor – provided background information only as required</p>

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Tactic	Date	Description	Audience	Spokespeople
	Jan 5	<ul style="list-style-type: none"> • CBC Radio <ul style="list-style-type: none"> ○ Interview at briefing ○ Live at 10:15 p.m., immediately following Holyrood trip • CBC TV <ul style="list-style-type: none"> ○ Interview at media briefing • NTV <ul style="list-style-type: none"> ○ Interview at media briefing • Telegram <ul style="list-style-type: none"> ○ Interview at media briefing • VOCM <ul style="list-style-type: none"> ○ Carried media briefing live ○ Live interview with Ed Martin & Paddy Daley at 2 p.m. ○ Live at 10 p.m., immediately following Holyrood trip 	General public	<p>Ed Martin, President and Chief Executive Officer, spokesperson at media briefings, live VOCM afternoon interview</p> <p>Dawn Dalley, VP Corporate Relations, live interviews following Holyrood trip</p> <p>Erin Squires, Senior Communications Advisor – provided background information only as required</p>

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Tactic	Date	Description	Audience	Spokespeople
	Jan 6	<ul style="list-style-type: none"> • CBC Radio <ul style="list-style-type: none"> ○ St. John's morning show, live ○ Central morning show, live ○ Western morning show, live ○ Radio noon, live ○ Interview in Hydro Energy Control Centre (ECC) following media briefing • CBC TV <ul style="list-style-type: none"> ○ Interview in ECC following media briefing • NTV <ul style="list-style-type: none"> ○ Interview in ECC following media briefing • VOCM <ul style="list-style-type: none"> ○ Media briefing carried live ○ Interview in ECC following media briefing ○ Live update at 9:06 p.m. • Telegram <ul style="list-style-type: none"> ○ Interview in ECC following media briefing • Globe & Mail <ul style="list-style-type: none"> ○ Telephone interview 	General public	<p>Ed Martin, President and Chief Executive Officer</p> <p>Dawn Dalley, VP Corporate Relations, CBC Radio noon and Globe & Mail interviews</p> <p>Erin Squires, Senior Communications Advisor – provided background information only as required</p>

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Tactic	Date	Description	Audience	Spokespeople
	Jan 7	<ul style="list-style-type: none"> • CBC Radio <ul style="list-style-type: none"> ○ St. John's morning show ○ On the Go with Ted Blades • CBC National Radio <ul style="list-style-type: none"> ○ Provided information by email • VOCM <ul style="list-style-type: none"> ○ Carried media briefing live ○ Interview at media briefing • CBC TV <ul style="list-style-type: none"> ○ Interview at media briefing • NTV <ul style="list-style-type: none"> ○ Interview at media briefing • Telegram <ul style="list-style-type: none"> ○ Interview at media briefing 	General public	<p>Ed Martin, President and Chief Executive Officer, all interviews</p> <p>Erin Squires, Senior Communications Advisor – provided background information only as required</p>
	Jan 8	<ul style="list-style-type: none"> • CBC Radio <ul style="list-style-type: none"> ○ Interview at media briefing • CBC TV <ul style="list-style-type: none"> ○ Interview at media briefing • NTV <ul style="list-style-type: none"> ○ Interview at media briefing • VOCM <ul style="list-style-type: none"> ○ Open Line, live ○ Carried media briefing, live ○ Interview at media briefing • Telegram <ul style="list-style-type: none"> ○ Interview at media briefing 	General public	<p>Ed Martin, President and Chief Executive Officer, all interviews</p> <p>Erin Squires, Senior Communications Advisor – provided background information only as required</p>

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Tactic	Date	Description	Audience	Spokespeople
	Jan 9	<ul style="list-style-type: none"> • CBC Radio <ul style="list-style-type: none"> ○ St. John's morning show, live ○ On the Go with Ted Blades, live • CBC TV <ul style="list-style-type: none"> ○ Here & Now, live ○ Late night, taped piece • NTV <ul style="list-style-type: none"> ○ Evening News hour, taped interview with Glenn Carter • Telegram <ul style="list-style-type: none"> ○ Sit down interview with Ashley Fitzpatrick and James McLeod 	General public	Ed Martin, President and Chief Executive Officer, all interviews Erin Squires, Senior Communications Advisor – provided background information only as required
	Jan 10	<ul style="list-style-type: none"> • NTV <ul style="list-style-type: none"> ○ Issues & Answers with Mike Connors, taped in studio • CBC (Radio & TV) <ul style="list-style-type: none"> ○ Background information provided to producer 	General public	Ed Martin, President and Chief Executive Officer Erin Squires, Senior Communications Advisor – provided background information only as required
	Jan 13	<ul style="list-style-type: none"> • Telegram <ul style="list-style-type: none"> ○ Sit down interview with James McLeod 	General public	Rob Henderson, VP Hydro
Ads	Jan 6-10	Joint radio and print ads with Government of NL and NP on the subject of energy conservation (Included as PUB-NLH-133 Attachment 2)	General public	
	Jan 11	Full page in the Telegram, a letter from Ed Martin to the people of the province (Included as PUB-NLH-133 Attachment 3)	General public	Ed Martin, President and Chief Executive Officer

Island Interconnected System Supply Issues and Power Outages

Tactic	Date	Description	Audience	Spokespeople
Social Media	Jan 2-14	Twitter – More than 350 real-time updates were provided. Included proactive information, and engagement with the public and Hydro customers throughout and following the events (A full list of tweets is included as PUB-NLH-133 Attachment 4)	General public, and Hydro customers	<p>Social media led by:</p> <p>Erin Squires, Senior Communications Advisor, Hydro</p> <p>Karen O’Neill, Senior Communications Advisor, Lower Churchill Project (LCP)</p> <p>Cara Pike, Senior Communications Advisor, Oil & Gas/ Business Development</p>
		Facebook – More than 60 real-time updates were provided. Included proactive information, and engagement with the public and Hydro customers throughout and following the events (A full list of tweets is included as PUB-NLH-133 Attachment 5)	General public, and Hydro customers	<p>Social media led by:</p> <p>Erin Squires, Senior Communications Advisor, Hydro</p> <p>Karen O’Neill, Senior Communications Advisor, LCP</p> <p>Cara Pike, Senior Communications Advisor, Oil & Gas/ Business Development</p>



Public Advisory – Island Interconnected Customers

January 2, 2014 – Due to unseasonably cold conditions and very high load forecasts for the next 24 hours, Newfoundland and Labrador Hydro (Hydro) is requesting that customers on the island take steps to conserve electricity where possible.

Given the extreme cold conditions, Hydro is forecasting a very high peak load this evening and tomorrow morning. “We are asking customers to assist us by reducing, where they can, their electricity usage during peak times,” said Dawn Dalley, Vice President Corporate Relations, Nalcor Energy.

To ensure we can meet the high customer demands, homes and businesses on the island are asked to avoid unnecessary electricity usage and reduce their consumption as much as possible from 4:00 p.m. to 8:00 p.m. Thursday, January 2, 2014 and from 7:00 a.m. to 10:00 a.m. Friday, January 3, 2014.

Customers can assist by doing the following:

1. Reducing electric heat by a few degrees
2. Conserving hot water by not running dishwashers, washers and showers
3. Avoid using clothes dryers
4. Turning off Christmas lights

Hydro thanks customers for their support and cooperation at this time.

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Media Contact:

Erin Squires, Senior Communications Advisor

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ErinSquires@nlh.nl.ca



Public Advisory – Island Interconnected Customers (UPDATED)

January 2, 2014, 9:00 p.m. - Newfoundland and Labrador Hydro (Hydro) reports the Island Interconnected System has been experiencing electricity loads this evening that are significantly higher than anticipated. As a result, there have been rotating outages for pockets of customers across the island and those outages are expected to continue into this evening at least to midnight. The outages also may be longer than anticipated for some customers.

Temperatures and winds for tomorrow morning are forecast to result in colder weather than this evening, so rotating outages are highly likely for the peak period from 7:00 a.m. to 10:00 a.m. and possibly later.

Customers on the island are asked to avoid unnecessary electricity usage and reduce consumption as much as possible. "All conservation efforts assist us," said Dawn Dalley, VP Corporate Relations, NL Hydro. "In particular when we are rotating customers on and off the grid, it is most helpful when people turn down their heat and lights because it assists with system stability."

A reminder that customers can assist in conserving electricity by:

1. Reducing electric heat by a few degrees
2. Conserving hot water by not running dishwashers, washers and showers
3. Avoiding the use of clothes dryers
4. Turning off Christmas lights

Updates will be provided as required and NL Hydro thanks all customers for their patience and support.

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Public Advisory – Island Interconnected Customers (UPDATED)

January 3, 2014, 4:30 p.m. - Newfoundland and Labrador Hydro (Hydro) is continuing to experience very high electricity loads on the Island Interconnected System. This, in combination with our reduced generation availability from ongoing repairs, means rotating outages will continue tonight and tomorrow.

“We experienced a new record load last evening – reaching approximately 1550 megawatts (MW), which is about 400MW higher than we have previously experienced,” said Dawn Dalley, Vice President Corporate Relations, Nalcor Energy. “Temperatures are still very cold and the storm ongoing for parts of the province will also likely increase electricity demand.”

Hydro is urging both residential and businesses customers on the island to avoid unnecessary electricity usage and reduce consumption as much as possible over the weekend. In particular, it is very important for customers to turn off lights, electrical appliances, and turn down thermostats when power is off – to avoid a large surge to the system when power is restored.

Customers can assist in conserving electricity by:

1. Reducing electric heat by a few degrees
2. Conserving hot water by not running dishwashers, washers and showers
3. Avoiding the use of clothes dryers
4. Turning off Christmas lights

With the loss of load on the system, Hydro and Newfoundland Power have been rotating outages for customers. Outages are between 30 and 60 minutes in duration. Rotating outages may be experience into Saturday or until weather conditions improve.

Updates will be provided as required and Hydro thanks all customers for their patience and support.

For information on outages please visit Hydro’s website at www.nlh.nl.ca and Newfoundland Power at www.newfoundlandpower.com.

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Media Contact:

Erin Squires, Senior Communications Advisor



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**Public Advisory – Island Interconnected Customers
(Updated Saturday, January 04, 2014 at 4:40 PM)**

Saturday, January 4, 2014 – At 9:00 am NST there was a fire on a transformer at Newfoundland and Labrador Hydro's (Hydro) Sunnyside Terminal Station. The fire resulted in the loss of generation to customers across the island electricity system. Crews were promptly onsite at Sunnyside and contained the fire and damaged transformer.

All available resources are working towards restoration of power to customers. Hydro is working closely with Newfoundland Power to restore customers as generation becomes available. As we restore customers, heavy and cold loads may increase the possibility of system interruptions. Customers with power may continue to have periodic power interruptions.

Hydro is urging customers to continue their conservation efforts and avoid unnecessary electricity usage. In particular, customers can do the following to avoid a large surge to the system when power is restored:

- Turn off unnecessary thermostats and lights
- Turn off the hot water breaker
- Unplug electrical appliances
- Slowly turn up heat once power is restored to your home.

Hydro and Newfoundland Power will hold a media briefing at 6:00 pm NST at Hydro - Place.

For information on outages please visit call Hydro's Customer Service Centre at 1-888-737-1296 or visit the website at www.nlh.nl.ca. Newfoundland Power can be reached at 1-800-474-5711 or visit www.newfoundlandpower.com.

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Media Contact:

Erin Squires, Senior Communications Advisor

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**Public Advisory – Island Interconnected Customers
(Updated Sunday, January 05, 2014 at 5:30 PM)**

Sunday, January 5, 2014 – In an effort to assist with increasing load on the system, Hydro will begin rotating customers for outages lasting approximately 60 minutes.

Outages will occur in the following order:

1. Plum Point and Bear Cove
2. Wiltondale and Rocky Harbour
3. St. Alban's
4. Roddickton and South Brook areas

All available resources are working towards restoration of power to customers. Hydro is working closely with Newfoundland Power to restore customers as generation becomes available.

As we restore customers, heavy and cold loads may increase the possibility of system interruptions. Customers with power may continue to have periodic power interruptions.

Hydro is urging customers to continue their conservation efforts and avoid unnecessary electricity usage. In particular, customers can do the following to avoid a large surge to the system when power is restored:

- Turn off unnecessary thermostats and lights
- Turn off the hot water breaker
- Unplug electrical appliances
- Slowly turn up heat once power is restored to your home.

For information on outages please visit call Hydro's Customer Service Centre at 1-888-737-1296 or visit the website at www.nlh.nl.ca.

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Media Contact:

Erin Squires, Senior Communications Advisor

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ErinSquires@nlh.nl.ca

Attention all residents and business owners.

Our work continues to maintain power supply across the island. Conserving power is essential and your ongoing efforts can impact the power available in homes and communities.

- **Turn down thermostats a few degrees**
- **Reduce hot water usage**
- **Unplug unnecessary appliances**
- **Turn off lights when not needed**

Visit gov.nl.ca for more conservation tips.

Every effort to conserve power counts.



@NFPower | @NLHydro | @GovNL | #ConserveNL

Radio script for conservation request – January 2014

Attention all residents and business owners. Our work continues to maintain power supply across the island. Conserving power is essential and your efforts can impact the power available in homes and communities. Turn down thermostats a few degrees, turn off lights, reduce hot water usage and unplug unnecessary appliances.

Visit gov.nl.ca for more conservation tips. Every effort to conserve power counts.

A message from the Provincial Government, Newfoundland and Labrador Hydro, and Newfoundland Power.

A Message from Newfoundland and Labrador Hydro

Newfoundland and Labrador Hydro would like to report that following the power interruptions that have taken place, the power generation system on the island is now back to normal operations, providing reliable power for the people of Newfoundland and Labrador.

We do however, recognize fully that during the power interruptions many people faced uncomfortable, and in some cases very difficult situations. Hydro prides itself on providing safe and reliable service and we apologize that in this instance we did not meet your expectations.

Hydro wishes to thank the people of the province, our industrial and corporate customers, our schools, university and colleges for helping us with conservation efforts. Your contributions made a significant difference.

Thank you to our Hydro crews for your commitment and dedication and we would also like to thank our utility colleagues at Newfoundland Power. Their crews, alongside Hydro's crews, worked long and hard during these outages in poor weather conditions to restore power to customers.

We cannot promise that there will never be another unplanned power interruption as all utilities can encounter problems during the normal course of operations. But we can promise that we are conducting a full and thorough investigation and we will support other efforts to find out what worked and what didn't work. Our commitment is to provide you with that information and fix what needs to be fixed.

Again to all the people of the province, we thank you for your patience and appreciate your support.



Ed Martin
President and CEO



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@nlhydro

www.nlh.nl.ca



newfoundland labrador

hydro

a nalcor energy company

PUB-NLH-133, Attachment 4
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Thx for following us for info over past week - to update - All Units at Holyrood online & operating at normal capacity to meet system load.	1	11	3
14 Jan 2014, 10:45 AM Pacific time			
@markr_walters The site has been updated with communities affected. Visit callcenter.nlh.nl.ca/Outage 684 clicks for details.	0	0	0
14 Jan 2014, 4:28 AM Pacific time			
@linds134NL working on it. We'll provide an update on the fan motor repairs on the unit as soon as we have the final status update. Tks.	0	0	1
12 Jan 2014, 3:47 PM Pacific time			
During this work, we had a trip. There was a fairly short outage to some customers. Customers have been restored. 2/2	2	6	2
12 Jan 2014, 2:12 PM Pacific time			
While Holyrood unit 3 is running at a low load, we're working on fan motor fix to bring the unit to its full capacity. 1/2	0	6	2
12 Jan 2014, 2:12 PM Pacific time			
Our error. There was a trip on HRD unit 3. It was at low load & customers being restored. Will provide details once we have more info.	3	27	8
12 Jan 2014, 1:49 PM Pacific time			
4× normal reach			
@programmerchick @HarryTucker hello Terri-Lynn if you are having ongoing outages best to call @NFPower to report it 18004745711. Tks	0	0	1
12 Jan 2014, 1:00 PM Pacific time			
@Labradorian4lif @VOCMNEWS @CochraneCBCNL #darknl best to check with @NFPower as their website has updates on outages. Our gen is all online	0	1	0
12 Jan 2014, 8:10 AM Pacific time			
@Krystalpye this is @NFPower area. Info on their website says overhead line damage. Their website is newfoundlandpower.com 175 clicks for more info.	1	0	0
12 Jan 2014, 8:04 AM Pacific time			
@BairdTom @dannydumaresque @dawnndalley @GilbertBennett 1454MW is Hydro sys forecast peak. 1632MW is total island forecast peak	0	3	1
12 Jan 2014, 7:25 AM Pacific time			
@BairdTom @dannydumaresque @dawnndalley @GilbertBennett you're comparing info from NLH owned/operated gen assets to total island gen assets	1	1	1
12 Jan 2014, 7:24 AM Pacific time			
@CBCNL Thank you for retweeting and for your help in keeping people informed.	3	1	0
11 Jan 2014, 5:18 AM Pacific time			
@StJohnsTelegram Thanks for retweets and helping us keep people informed. Unit 2 back last night and gen capacity back in normal range.	0	5	0
11 Jan 2014, 5:14 AM Pacific time			
@VOCMNEWS Unit 2 was restored last night and generation back to normal range. Big thanks for helping us keep people informed!	0	4	2
11 Jan 2014, 5:10 AM Pacific time			
@hillyard_paul Holyrood is back at 80% capacity, where it was on Fri before issue with Unit 2. Fan in Unit 3 is still under repair.	0	1	0
11 Jan 2014, 4:33 AM Pacific time			
We are now generating within normal range and have no issues meeting demand.	5	22	3
11 Jan 2014, 3:45 AM Pacific time			
5× normal reach			
Holyrood unit 2 was brought back online last night after problem was identified with a compressor motor.	0	12	1
11 Jan 2014, 3:42 AM Pacific time			
Crews have been called into investigate and we will provide more information when we know the status of Unit 2.	2	15	4
10 Jan 2014, 4:50 PM Pacific time			
We have about 1365MW avail. not incl. wind generation. Enough to meet our short term forecast for the next few days.	0	19	16
10 Jan 2014, 4:33 PM Pacific time			
Power is being provided through our various generation sources and we can continue to meet current demand levels.	0	16	8
10 Jan 2014, 4:12 PM Pacific time			
5× normal reach			
Unit 2 is still offline and problem being investigated. However, we currently have enough gen avail. from other sources to provide power.	1	38	12
10 Jan 2014, 3:32 PM Pacific time			
6× normal reach			
All customers now have power restored. We had enough reserve generation to begin restoration efforts immediately.	5	24	9
10 Jan 2014, 3:16 PM Pacific time			
6× normal reach			
Customers being brought back online now. We have available reserve generation.	6	41	5
10 Jan 2014, 2:46 PM Pacific time			
11× normal reach			
We experienced a trip on Holyrood Unit 2. Looking into cause. Will advise as soon as more details are known.	6	104	13

PUB-NLH-133, Attachment 4
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10 Jan 2014, 2:39 PM Pacific time			
15× normal reach			
View Hydro's Jan. 8th presentation to the PUB on our website at nlh.nl.ca 1,861 clicks			
9 Jan 2014, 11:58 AM Pacific time	0	9	2
5× normal reach			
@DickerDean77 if she's a Hydro customer she can discuss elec use with our Cust. Ser Reps @1-888-764-9376 & if there's a meter problem.	0	0	1
9 Jan 2014, 6:01 AM Pacific time			
"We learn from our mistakes & we learn from the things we do well." Martin added.			
9 Jan 2014, 3:36 AM Pacific time	2	5	2
4× normal reach			
Martins says he takes accountability for what has happened. Says we'll do a full investigation & report & and share that publically.	2	5	3
9 Jan 2014, 3:35 AM Pacific time			
Martin said that "I really know how difficult its been for people & the hardships they've gone thru. We apologize to people for that."	1	4	1
9 Jan 2014, 3:33 AM Pacific time			
Martin says our focus now turns to getting Holyrood unit #3 to full capacity. Equip needed for repairs is ready and in YYT.	0	2	0
9 Jan 2014, 3:31 AM Pacific time			
Ed Martin on @CBCNL this am. Says he's confident in holyrood & unit 1 is at a level we need it to be.	0	8	1
9 Jan 2014, 3:30 AM Pacific time			
4× normal reach			
@VaughnMunden it's hard sometimes to explain all this stuff in less than 140 characters! Thanks for your understanding.	0	0	0
8 Jan 2014, 4:36 PM Pacific time			
@VaughnMunden we have been using all available gen on the island to meet customer demand.	0	0	3
8 Jan 2014, 3:45 PM Pacific time			
@ChadWorthman sorry I thought you were asking about unit#1. Total plant now is 367MW but there's more gen available if we need it.	0	1	0
8 Jan 2014, 3:38 PM Pacific time			
@ChadWorthman we are currently generating 156 MW but it has the ability to generation around 172/175MW if we need to call upon it.	0	0	0
8 Jan 2014, 3:32 PM Pacific time			
We know this has been tough on ppl & we regret the hardships ppl are going thru. Tks to everyone for your support during this difficult time	13	21	7
8 Jan 2014, 3:29 PM Pacific time			
4× normal reach			
Holyrood unit #1 now fully in service. While we have enough generation to meet demand, conservation still an important measure #conserveNL .	13	48	9
8 Jan 2014, 3:27 PM Pacific time			
11× normal reach			
All rotating outages on system are over. Gen. on Holyrood unit continues to grow. Thanks to customers for all your help over the last week.	7	53	19
8 Jan 2014, 1:21 PM Pacific time			
9× normal reach			
Rotating outages for Hydro customers have ended. Customers are reminded to continue conserving energy.	5	30	5
8 Jan 2014, 12:26 PM Pacific time			
4× normal reach			
It's still imp to conserve energy during peak tonight & upcoming cold spells. Conservation is a good thing to do every day.	0	5	3
8 Jan 2014, 11:53 AM Pacific time			
We had a choice b/t rushing to put Holyrood online or starting short term rotating outages. The prudent choice was to take our time on HYRD	0	8	5
8 Jan 2014, 11:51 AM Pacific time			
3× normal reach			
Martin "I'm confident we will return to system stability overnight tonight as more generation is added to the grid."	4	11	2
8 Jan 2014, 11:46 AM Pacific time			
3× normal reach			
Conservation is still extremely important as we slowly have the Holyrood unit added to the grid over the evening.	1	5	0
8 Jan 2014, 11:45 AM Pacific time			
The Holyrood unit is online, things are progressing, the unit is slowly starting to pick up some load. We are closely monitoring the unit.	3	12	1
8 Jan 2014, 11:44 AM Pacific time			
3× normal reach			
The prudent thing to do today with load growing we to start some small rolling outages on Northern Pen & Avalon pen.	1	3	2
8 Jan 2014, 11:43 AM Pacific time			
Martin says most imp topic was Holyrood. We started to bring unit online. This takes about 5 hrs to do it. This is going well.	3	9	0
8 Jan 2014, 11:42 AM Pacific time			
3× normal reach			

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Demand increased today, tks to those who continued to conserve. 8 Jan 2014, 11:41 AM Pacific time	1	0	0
Premier said schools will open tomorrow morning. 8 Jan 2014, 11:41 AM Pacific time	1	26	3
Premier Dunderdale, Ed Martin & Earl Ludlow starting briefing to provide update on elec. system. 8 Jan 2014, 11:40 AM Pacific time	0	1	1
Hydro will also have rotating outages for our customers. Please visit nlh.nl.ca 2,631 clicks for a list of communities & times. 8 Jan 2014, 11:01 AM Pacific time	2	41	11
4× normal reach			
Today we're seeing much higher demand on sys & this has been the case the entire day, rather than just during the normal morning peak. 8 Jan 2014, 10:57 AM Pacific time	1	25	6
3× normal reach			
Due to extremely cold temperatures today & demand going up we're now facing rotating outages on the Avalon for the 1st time since Mon. 8 Jan 2014, 10:55 AM Pacific time	3	90	10
7× normal reach			
@JayLaw1 @dawnalley Synchronous condensers are used to improve power system stability and maintain voltage at acceptable levels. 8 Jan 2014, 9:25 AM Pacific time	0	0	1
Curious about where power comes from? We have lots of great information at poweryourknowledge.com 305 clicks 8 Jan 2014, 7:58 AM Pacific time	2	7	1
@Roger C Green we put gen on sys to meet demand. Tues it was warmer & demand lower so we put less gen on sys. Today higher demand=more gen. 8 Jan 2014, 7:40 AM Pacific time	0	0	1
@TelegramJames Avail. capacity is approx. 1360MW gen avail. Demand will determine if rotations req'd. Asking folks to cont. conservation. 8 Jan 2014, 7:26 AM Pacific time	2	12	7
2× normal reach			
We've reached a new peak load today of 1339MW - still rising since morning peak. Please conserve wherever you can, it cont's to be v. imp. 8 Jan 2014, 7:17 AM Pacific time	5	72	13
8× normal reach			
@NLInsider @NFPower @dawnalley Latest update tweeted at 10:30 a.m. Visit nlh.nl.ca 1,861 clicks for latest info. 8 Jan 2014, 7:11 AM Pacific time	0	0	3
@ChadWorthman To view incentives/rebate programs visit takechargenl.ca 3 clicks 8 Jan 2014, 6:38 AM Pacific time	0	0	0
We've updated our outage information page. Please visit nlh.nl.ca 1,861 clicks for the latest information. 8 Jan 2014, 6:31 AM Pacific time	1	8	1
3× normal reach			
@kurtbsullivan77 Thanks. We'll send out a new tweet with the correct link. 8 Jan 2014, 6:27 AM Pacific time	0	1	0
@takyaik Unit 1 at Holyrood & generation from Hardwoods. Unit 3 at Holyrood operating at ~30% capacity. Working on repairs for this unit. 8 Jan 2014, 6:10 AM Pacific time	0	0	0
@ChadWorthman would help but not signif drop w/out lg heating change (2/2) 8 Jan 2014, 6:06 AM Pacific time	0	0	0
@ChadWorthman TOD rates great for movable tasks; heat is bulk of peak & hard to move heat timing to aft 10pm (1/2) 8 Jan 2014, 6:05 AM Pacific time	0	0	1
@H3Brandon that should have been about 1360MW gen available. 8 Jan 2014, 5:35 AM Pacific time	0	0	0
@linds134NL @Fred Hutton @VOCMNEWS this was about being prepared for any emergency. Great info on bit.ly/1a0sMqb 246 clicks Good to be ready 8 Jan 2014, 5:15 AM Pacific time	0	0	0
Just heard @Fred Hutton on @VOCMNEWS talk about imp of emergency pred. kit. For tips on what to put in kit visit: bit.ly/1a0sMqb 246 clicks 8 Jan 2014, 4:00 AM Pacific time	6	12	4
3× normal reach			
There is potential for rotating outages today as the load grows. your conservation efforts will help, so please keep it up. 8 Jan 2014, 2:35 AM Pacific time	7	52	2
5× normal reach			
As temps dip, please continue your conservation efforts this morning. We will cont to closely monitor the system. 8 Jan 2014, 2:26 AM Pacific time	1	9	0
2× normal reach			

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While @NFPower has no rotating outages planned tonight conservation still imp. For tips visit gov.nl.ca 66 clicks #conserveNL 7 Jan 2014, 12:54 PM Pacific time	2	7	1
Demand is starting to rise. Conservation efforts extremely imp tonight b/t 4:00-8:00pm #conserveNL 7 Jan 2014, 12:07 PM Pacific time	3	20	6
Thanks for your patience & conservation efforts. It's truly noticeable and very important. So many examples of ppl helping & we're grateful! 7 Jan 2014, 11:54 AM Pacific time	1	8	0
Our crews have now isolated the section of the line causing outage in St. Lunaine-Griquet. Power expected to be restored within 2-3 hrs. 7 Jan 2014, 10:36 AM Pacific time	0	5	0
Martin confirms system is reliable. We experienced a series of events - unplanned repairs, extreme weather - working through these issues. 7 Jan 2014, 8:59 AM Pacific time	0	4	3
Martin giving update on gen units: currently bringing Hardwoods plant to a running state to attempt to put it on the system to provide gen. 7 Jan 2014, 8:57 AM Pacific time	0	2	0
Reviewing last piece of switch yard work, getting full report and if favourable will attempt to bring on Unit one at Holyrood. 7 Jan 2014, 8:56 AM Pacific time	0	4	0
Martin says we fully understand what customers have gone thru over last 6 days & we regret that these circumstances have happened. 7 Jan 2014, 8:56 AM Pacific time	0	2	0
With ice build up on power lines, and temps rising - please be cautious of falling ice. Stay safe! 7 Jan 2014, 5:37 AM Pacific time	0	2	3
@lindajoyce555 The issue at Sunnyside was isolated and the Term. Station was brought back online Saturday. We are cont. to work on repairs. 7 Jan 2014, 5:00 AM Pacific time	2	1	1
S. Lab. customers restored. Ice & wind still an issue w/ pockets of outages on N. Pen. Check outage pg for updates callcenter.nlh.nl.ca/outage 120 clicks 7 Jan 2014, 4:32 AM Pacific time	0	6	0
2× normal reach Coughlan from @NFPower says they are watching the load growth closely. Conservation is extremely imp during this mornings peak. 7 Jan 2014, 3:19 AM Pacific time	1	10	0
3× normal reach Michele Coughlan @NFPower on CBC says no planned rotating power outage this morning. Conservation & weather conditions are helping this am. 7 Jan 2014, 3:18 AM Pacific time	3	9	0
Currently no rotating outages. We're into the morning peak. Conservation very imp. Pls try to keep the heat & lights down where possible. 7 Jan 2014, 3:01 AM Pacific time	1	9	2
2× normal reach Crews continuing to work on switchyard problem at Holyrood. We need to finish this work before we can bring back the final unit at the plant 7 Jan 2014, 2:58 AM Pacific time	1	9	3
We have some customers in S. Lab area due to ice & high winds. Crews are on the way. This is the L'anse au Loup area. 7 Jan 2014, 2:54 AM Pacific time	0	2	0
Severe weather in many parts of prov. Parts of S.Labrador exp power outage due to ice on the lines. Crews are on-site now. 7 Jan 2014, 2:21 AM Pacific time	0	3	2
@waltharding @daniellebarron @Fred_Hutton the peak would have been higher w/out these efforts. e.g. Hydro's 2013 peak was 1501MW on Dec 14 6 Jan 2014, 5:03 PM Pacific time	0	4	1
@townside99 @daniellebarron here's a link to our website that lists all our generation assets & their gen capacity bit.ly/1egKzZF 50 clicks 6 Jan 2014, 4:49 PM Pacific time	0	0	1
@VaughnMunden yes it would. There are some repairs to generating units that are happening now. These units will be back in the coming weeks. 6 Jan 2014, 3:47 PM Pacific time	0	0	3
Conservation continues to be important, and above all - stay safe! For outage safety information head to hydrosafety.ca 96 clicks. 6 Jan 2014, 3:44 PM Pacific time	2	9	0
Staff on stand-by in all areas with transp. avail, extra fuel avail., call centre ready to respond to Q's & will be closely monit. system. 6 Jan 2014, 3:42 PM Pacific time	4	7	2
We have been prepping for the stormy weather which is forecast for many parts of the province for tonight and tomorrow. 6 Jan 2014, 3:39 PM Pacific time	3	9	4
Thanks everyone for your patience over the last few days. We know it's been very difficult & frustrating to be without power in the cold.	5	9	2

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6 Jan 2014, 3:35 PM Pacific time			
Conservation tip at home: cooking tonight? Save energy by not preheating your oven. Just put your food right in the oven to cook #conserveNL	3	9	10
6 Jan 2014, 2:49 PM Pacific time			
3x normal reach			
While @NFPower has no rotating outages planned tonight conservation still imp. Here's a tip: wait til after 10pm to wash clothes #conserveNL	7	54	10
6 Jan 2014, 2:04 PM Pacific time			
@iMatt right now no rotating outages. Pls check newfoundlandpower.com 175 clicks for list of rotating outages. Tks #conserveNL	1	0	0
6 Jan 2014, 1:56 PM Pacific time			
Just stopped by my local grocery store. Nice to see the sign on the front of their building is turned off. Nice work! #conserveNL . ^KON	5	8	4
6 Jan 2014, 1:38 PM Pacific time			
@JeffJackson27 yes Jeff home construction & demand growth is factored into our regular load forecasts. This info is sent to the PUB annually	0	0	1
6 Jan 2014, 12:41 PM Pacific time			
Demand is starting to rise. Conservation efforts extremely imp tonight b/t 4:00-8:00pm. For tips visit gov.nl.ca 66 clicks #conserveNL	1	31	0
6 Jan 2014, 12:16 PM Pacific time			
The review of what has happened during the sys outages will go thru the regular PUB regulatory review.	0	3	1
6 Jan 2014, 9:37 AM Pacific time			
Premier said we need to find the balance b/t sys inv., costs to rate payers & reliability to safely meet elec. demand of customers.	0	4	3
6 Jan 2014, 9:36 AM Pacific time			
Premier says she has absolute confidence in Nalcor & their operation of the system.	0	0	3
6 Jan 2014, 9:26 AM Pacific time			
There's a process with PUB for reg review. Any incident where there's a loss of power a report is completed & sent to PUB for review.	0	1	1
6 Jan 2014, 9:25 AM Pacific time			
The demand we hit in Dec is 35-40% higher than the last 5yr average that we've experienced explained Martin	1	4	8
6 Jan 2014, 9:21 AM Pacific time			
Martin explains that we anticipated the peak loads this year & based on history this was for Feb. not Dec as we've seen this year.	1	2	3
6 Jan 2014, 9:20 AM Pacific time			
Premier says we are using all available power on the island & this is being used all across the island from the west coast to the Avalon.	2	4	2
6 Jan 2014, 9:18 AM Pacific time			
We plan our sys with some redundancy of gen on the sys. Martin	0	2	1
6 Jan 2014, 9:17 AM Pacific time			
Martin says we haven't delayed repairs & investments in Holyrood. We have a detailed asset management plan. Annual & 20yr capital plans.	0	2	3
6 Jan 2014, 9:15 AM Pacific time			
Following the trip crews worked safely & diligently to get units back online. Holyrood units back on this morning. Still working on Unit#1.	0	2	0
6 Jan 2014, 9:13 AM Pacific time			
Martin explains what happened at Holyrood last night. Our protection sys operated as it should. The plant tripped to protect itself.	1	10	3
6 Jan 2014, 9:12 AM Pacific time			
The ECC is the nerve centre for the control of our generation and system across the island. Run by very qualified & competent people ~Martin	0	2	0
6 Jan 2014, 9:11 AM Pacific time			
Martin explaining what the Energy Control Centre (ECC) does, how it operators & what the operators do 24/7.	0	1	0
6 Jan 2014, 9:10 AM Pacific time			
Premier Dunderdale & Ed Martin start media briefing at Hydro Place to talk about Hydro's generation system.	0	2	3
6 Jan 2014, 9:08 AM Pacific time			
Tks for your conservation efforts. Hydro currently has system gen to meet demand. For isolated outage info visit newfoundlandpower.com 12 clicks	0	9	2
6 Jan 2014, 8:30 AM Pacific time			
Businesses can also help conserve: keep heat down, turn off unnecessary lights, signs & equipment, open blinds to let sunlight in.	3	7	1
6 Jan 2014, 7:01 AM Pacific time			
As crews work to restore power, please stay safe and conserve where possible. Thank you for your continued patience.	2	3	3
6 Jan 2014, 6:40 AM Pacific time			
Conservation tip: use the sun to heat your house/office. Open curtains/blinds/shades to let the sun in. Close them tonight to keep heat in.	3	28	13
6 Jan 2014, 4:07 AM Pacific time			
Power continues to be restored, but please remember that energy conservation is very important. Thank you for your continued patience.	0	9	3
6 Jan 2014, 4:04 AM Pacific time			

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Correction: one unit at Holyrood online, working to get 2nd unit back & hope to have it online later this morning. Tks 6 Jan 2014, 3:21 AM Pacific time	3	10	0
Capital investment has doubled - spent approx 100million this year to maintain aging assets. 6 Jan 2014, 3:16 AM Pacific time	0	1	3
Martin indicates 2 units back and hope to have third back later today. Crews working diligently. 6 Jan 2014, 3:15 AM Pacific time	1	11	2
Ed Martin, Hydro CEO now speaking to the CBC St. John's Morning show. 6 Jan 2014, 3:13 AM Pacific time	0	2	1
Our crews are working around the clock. Safety is paramount. We're working with extremely high voltage elec equip. 6 Jan 2014, 2:55 AM Pacific time	4	4	1
Businesses can also conserve: delay turning heat up, turn off unnecessary lights & signs & equipment, open blinds to let sunlight in. 6 Jan 2014, 2:52 AM Pacific time	2	19	2
Some conservation tips: keep some lights off, keep heat down, avoid washing dishes & clothes during peak times this am-7:00 to 10:00am. 6 Jan 2014, 2:49 AM Pacific time	0	16	3
Conservation extremely imp. Customers efforts are working. As demand rises this morning pls continue your efforts. 6 Jan 2014, 2:48 AM Pacific time	1	6	0
Crews working all night. One unit on at Holyrood. Working on getting 2nd unit back. Customers starting to get power back. 6 Jan 2014, 2:46 AM Pacific time	4	10	2
Our crews working on bringing second unit at Holyrood online. This will allow more customers to be restored but conservation is critical. 6 Jan 2014, 2:34 AM Pacific time	1	15	1
One Holyrood unit is back online. customers cont to be added back online. Thanks to crews for working all night. Please cont to conserve. 6 Jan 2014, 2:24 AM Pacific time	6	41	1
Tks to everyone for your call out to our crews & workers. Safety of our workers & customers is our priority. Please make sure you stay safe. 5 Jan 2014, 7:16 PM Pacific time	15	15	5
@morgancrane2001 crews working hard & extra resources dispatched to help in Holyrood. @NFPower continues to restore cstmrs as supply is avble 5 Jan 2014, 7:09 PM Pacific time	0	0	1
@morgancrane2001 @hitsfm for a list of customers without power please visit @NFPower 's website newfoundlandpower.com 175 clicks. Tks 5 Jan 2014, 7:03 PM Pacific time	2	1	1
@JimmeMames our workers are all safe and no injuries. Thanks for your concern. 5 Jan 2014, 6:46 PM Pacific time	1	0	0
Please continue energy conservation as much as possible. It will allow for more customers to be brought back online. Stay safe during... 5 Jan 2014, 6:45 PM Pacific time	7	48	5
@melissamaymun no Holyrood is still offline at this time. We are investigating the problem. There was no damage to gen equip. 5 Jan 2014, 6:41 PM Pacific time	1	0	1
There was no major fault to transmission and no damage to generation units. Customers are being brought back online as the system allows. 5 Jan 2014, 6:37 PM Pacific time	8	42	4
@Ken_Simmons_NL no evacuations and there are no injuries. We had a fault in the connecting switchyard. 5 Jan 2014, 6:36 PM Pacific time	0	1	2
While restoring generation at Holyrood, we experienced a fault in the connecting switch yard. Breakers tripped as safety protection. 5 Jan 2014, 6:33 PM Pacific time	9	54	2
@MyLittleFires thanks Heather, are workers are safe. Tks for your concern we appreciate it. 5 Jan 2014, 6:16 PM Pacific time	1	0	0
Thanks for your concerns. All our workers are safe. There was a flash at the Holyrood switch yard & a bang but no explosion & no fire. 5 Jan 2014, 6:06 PM Pacific time	57	258	14
Some customers have power back. Still investigating cause of outage at Holyrood plant. @NFPower has list of current outages on it's website 5 Jan 2014, 5:59 PM Pacific time	2	23	2
Currently Holyrood plant is offline with no gen at this time. We're investigating the problem. We'll update you as soon as we have more info 5 Jan 2014, 5:31 PM Pacific time	2	88	2
There are currently no outages reported on our website & @NFPower website. Thanks to all customers for your patience today. 5 Jan 2014, 4:25 PM Pacific time	7	32	31
@alvodeko please call @NFPower to report your outage. Their might be an isolated problem in your neighbourhood. Pls call 1-800-474-5711. 5 Jan 2014, 4:07 PM Pacific time	0	0	0

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Outages scheduled to begin in the St. Alban's area at approximately 7pm. Outage information is online at callcenter.nlh.nl.ca/outage 120 clicks 5 Jan 2014, 2:20 PM Pacific time	6	7	2
Our outage information page has details on rotating power outages for Hydro customers. Click callcenter.nlh.nl.ca/outage 120 clicks for info. 5 Jan 2014, 1:07 PM Pacific time	10	16	5
Rotating outages will begin in Plum Point & Bear Cove for 60 mins. Followed by Wiltondale and Rocky Harbour. 5 Jan 2014, 12:42 PM Pacific time	2	7	1
Rotating outages will begin for Hydro customers to assist with system load. Outages will last approx. 60mins. info at nlh.nl.ca 1,861 clicks 5 Jan 2014, 12:38 PM Pacific time	0	14	3
For up to date outage info & safety & conservation tips, pls visit nlh.nl.ca 1 click. Thank you for your cont'd support and patience. 5 Jan 2014, 11:53 AM Pacific time	1	6	0
Martin spoke to @590VOCM - thanked people for continued patience & understanding and urged people to keep conserving energy. 5 Jan 2014, 10:25 AM Pacific time	0	1	1
@RealBaymen current NL Hydro available gen capacity is 1330MW inc. DLPP & 3MW of wind. Current demand is greater than our supply. 5 Jan 2014, 9:42 AM Pacific time	0	1	0
Visit our outage information page: nlh.nl.ca 126 clicks for imp contact info, outage details and conservation and safety messages. 5 Jan 2014, 8:55 AM Pacific time	0	6	0
Martin explained three things happening now. 1/ Response and recovery. 2/ Repairs and 3/ Contingency planning. Each with sep. teams focused. 5 Jan 2014, 8:44 AM Pacific time	2	9	1
Tweet correction: Martin said that demand over last few days is 35-40% higher than what it's been over the 5yr average. 5 Jan 2014, 8:41 AM Pacific time	0	2	3
Demand is higher now mostly due to more new homes, extremely high use of elec heat in homes, lge electronics in homes. 5 Jan 2014, 8:37 AM Pacific time	2	7	6
"We are on top of our asset management & capital investments." said Martin 5 Jan 2014, 8:36 AM Pacific time	0	1	4
"We have aging assets. We are on top of our asset management. Since 2007 we've doubled our capital inv from \$50M/yr to \$100M/yr." Martin 5 Jan 2014, 8:35 AM Pacific time	0	5	3
Martin explained that demand over last few days 35-40% higher than what it's been over last few yrs. 5 Jan 2014, 8:32 AM Pacific time	0	3	5
Martin clarified that our 2 gas turbines were undergoing repairs & were not out for maintenance. 5 Jan 2014, 8:24 AM Pacific time	0	1	1
Currently Holyrood is at 40-45% capacity with unit#1 currently off & unit#3 operating at partial gen. 5 Jan 2014, 8:22 AM Pacific time	1	8	0
We will attempt to bring unit#1 back again this afternoon. We need to be extremely careful when bringing it back on line. 5 Jan 2014, 8:21 AM Pacific time	1	4	0
We have a vibration issue on Holyrood unit#1 that happened when we were putting it back online. We have consulted with experts on this issue 5 Jan 2014, 8:20 AM Pacific time	0	9	2
Holyrood has 3 units. Unit #2 at full capacity; unit#3 at 30% capacity which is same as before. Unit #1 is not generating right now. 5 Jan 2014, 8:19 AM Pacific time	0	9	1
Martin provided update on trans & gen. All trans is operating. We have gen issues at Holyrood & the 2 gas turbines that were previously down 5 Jan 2014, 8:17 AM Pacific time	1	6	1
Martin asks people to be safe. Tks all customers, utility workers for their efforts. We are focused on this issue 5 Jan 2014, 8:13 AM Pacific time	0	5	0
Ed Martin joining Premier Dunderdale and Earl Ludlow CEO @NFPower providing media briefing now. 5 Jan 2014, 8:09 AM Pacific time	0	2	1
@JackByrneArena Thank you for conserving energy, every bit helps. 5 Jan 2014, 7:23 AM Pacific time	1	0	0
@jpmullowney for outage updates in your area please call @NFPower at 1-800-474-5711. Tks. 5 Jan 2014, 6:04 AM Pacific time	0	0	1
When your power comes back on after being off for a while pls slowly turn on only necessary heaters & lights. This will help sys stability. 5 Jan 2014, 5:06 AM Pacific time	3	22	1
@laura_smith66 @590VOCM for outage updates in your area if you don't have internet access please call @NFPower at 1-800-474-5711. Tks. 5 Jan 2014, 4:54 AM Pacific time	0	0	1
@victoria8286 best to check with @NFPower regarding your area. Their website has a list of current outages or call 1-800-474-5711. Tks	0	2	0

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5 Jan 2014, 4:39 AM Pacific time			
@CityofStJohns @stjohnsbot @MunicipalNL Please help us in asking businesses to please turn off nonessential lights & signs to help conserve.	3	55	4
5 Jan 2014, 3:04 AM Pacific time			
Thank you for all the kind words and encouragement. It means a lot to our crews who have been working tirelessly to restore generation.	8	4	4
5 Jan 2014, 2:53 AM Pacific time			
As power continues to be restored, and system load grows, energy conservation is critical.	1	14	1
5 Jan 2014, 2:35 AM Pacific time			
Crews worked throughout the night and were able to continue to restore many customers. As you regain power its v.imp to conserve.	2	10	0
5 Jan 2014, 2:32 AM Pacific time			
Crews will continue to work throughout the night to restore power, Hydro's comms team will be back early in the AM with updates. Stay safe.	6	16	4
4 Jan 2014, 5:29 PM Pacific time			
@terriynnburke please connect with @NFPower as they are bringing customers online as we restore generation. Call 1-800-474-5711.	0	0	1
4 Jan 2014, 5:08 PM Pacific time			
For outage safety and preparation visit hydrosafety.ca.	0	5	0
4 Jan 2014, 5:02 PM Pacific time			
Candles and other temp heating sources should be monitored constantly, and should never be left unattended or operational while sleeping.	0	9	1
4 Jan 2014, 4:46 PM Pacific time			
During power outages, a generator should only be used in a well-ventilated location outdoors away from windows, doors and vent openings.	2	8	0
4 Jan 2014, 4:44 PM Pacific time			
@daphnem2432 please connect with @NFPower as they are bringing customers online as we restore generation. Call 1-800-474-5711.	0	0	0
4 Jan 2014, 4:38 PM Pacific time			
Current available generation does not include Holyrood, we continue to work on restoration at Holyrood.	1	18	4
4 Jan 2014, 4:28 PM Pacific time			
Power rotations are done by @NFPower . Rotating power can be challenging to maintain system stability.	1	9	6
4 Jan 2014, 4:24 PM Pacific time			
We have all avail gen online & all avail resources focused on restoring power as safely and quickly as possible.	2	8	5
4 Jan 2014, 4:19 PM Pacific time			
@shaggysmith customers are being restored as quickly as possible, we know this is difficult for everyone. Pls call @NFPower 1-800-474-5711.	0	0	1
4 Jan 2014, 4:13 PM Pacific time			
Please remember to turn off all unnecessary lights including holiday lights & trees. Your conservation is very imp at this time. Thanks.	5	36	2
4 Jan 2014, 4:12 PM Pacific time			
@NLchemist Thanks very much for conserving - it makes a difference!	0	0	0
4 Jan 2014, 4:09 PM Pacific time			
@shaggysmith depending on where your parents live there are warm rooms set-up. Go to vocm.com 0 clicks for a list. 1/2	0	0	1
4 Jan 2014, 4:05 PM Pacific time			
Conservation is paramount. When your power is restored pls conserve while the system picks up load so additional customers can get power.	4	47	10
4 Jan 2014, 3:32 PM Pacific time			
@RCMPNL We've updated outage info to let customers know outages could go into Mon & possibly Tues. More info on @NLHydro . Tks.	2	4	0
4 Jan 2014, 2:39 PM Pacific time			
@Jondavidhynes we're working to restore power as safely & quickly as possible but it might take some time for all customers to be restored.	0	0	1
4 Jan 2014, 2:27 PM Pacific time			
Our crews with @NFPower are working thru the restoration efforts today & thru tonight to restore power as safely & quickly as possible.	4	8	4
4 Jan 2014, 2:02 PM Pacific time			
Once gen. is available on the sys. @NFPower will continue to pick up customers. We're making continued progress.	2	7	1
4 Jan 2014, 1:55 PM Pacific time			
Restoring the system & power is a complex process. We're making steady progress while we take a step by step approach to get sys back on.	3	6	3
4 Jan 2014, 1:52 PM Pacific time			
Smith said @NFPower said priority for service remains to hospitals & seniors homes.	3	5	1
4 Jan 2014, 1:48 PM Pacific time			
	6	14	2

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We're asking customers to be patient as we gradually restore service. Conservation efforts remain critical & we thank you for your efforts.			
4 Jan 2014, 1:46 PM Pacific time			
FES can be contacted at 729-3703 to get info about warm rooms.	2	11	1
4 Jan 2014, 1:44 PM Pacific time			
Dutton from FES proving update on warm centres available to assist people without power. FES has not called a state of emergency.	0	1	1
4 Jan 2014, 1:42 PM Pacific time			
Smith said @NFPower has called in extra resources from off island utilities for assistance restoring power.	1	7	1
4 Jan 2014, 1:41 PM Pacific time			
Smith @NFPower said that outages could go into Monday & possibly Tuesday while we take every action possible to restore power to customers.	3	36	3
4 Jan 2014, 1:40 PM Pacific time			
We must emphasize that the trip we experienced is typical to bringing back such a lge # of customers & these things can happen again.	0	3	1
4 Jan 2014, 1:38 PM Pacific time			
We recovered from that trip & we continue to make progress on restoring service to customers.	0	6	0
4 Jan 2014, 1:37 PM Pacific time			
Since our 2:00 update we experienced a trip while we were attempting to get additional rural customers up & running.	0	5	0
4 Jan 2014, 1:37 PM Pacific time			
We want to stress that all our available resources are focused on restoring power for customers as fast & as safely as possible.	0	10	1
4 Jan 2014, 1:36 PM Pacific time			
McIsaac recognizes it's difficult situation for customers. Many customers did get power but lost it shortly thereafter.	0	1	1
4 Jan 2014, 1:35 PM Pacific time			
John McIsaac VP Hydro, Gary Smith VP @NFPower , Sean Dutton DM FES & Dave McCormack Dir FES now starting media briefing for update on outages	0	2	0
4 Jan 2014, 1:34 PM Pacific time			
Energy Control Centre staff closely monitoring island elec. grid & managing system load & customer pick up.	10	25	5
pic.twitter.com/QiSPo4hfm2 clicks			
4 Jan 2014, 1:01 PM Pacific time			
View our latest public advisory on system outages at: goo.gl/MCMEkQ2 clicks	11	7	0
4 Jan 2014, 12:40 PM Pacific time			
Restoring broader system is very complex; there may be some bumps along the way as power is restored to customers. 2/2	2	7	3
4 Jan 2014, 12:19 PM Pacific time			
Following recent system trip we're making progress getting customers back online. Tks for your continued patience. 1/2	2	7	3
4 Jan 2014, 12:18 PM Pacific time			
Joint media briefing with @NFPower at 6:00pm to provide update on ongoing outages on the island. We will also tweet during the briefing.	1	11	2
4 Jan 2014, 11:46 AM Pacific time			
If you've lost power pls turn off lights & your heaters back. This will help once power is restored again to customers. Thanks for your help	3	37	6
4 Jan 2014, 11:26 AM Pacific time			
As we were restoring customers there was a trip to the system as a result many customers recently lost their power. We're working to fix it.	2	40	8
4 Jan 2014, 11:24 AM Pacific time			
Tks to folks for tweets with encouraging words for our crews working safely to restore power. Your kind words are appreciated by our wrkrs.	21	24	12
4 Jan 2014, 10:22 AM Pacific time			
We thank all our customers for their conservation efforts & patience during this time. Your help is greatly appreciated. Thanks	3	11	6
4 Jan 2014, 10:04 AM Pacific time			
Safety & conservation is paramount during this time. Pls be safe. When your power is restored pls conserve while the system picks up load.	2	28	2
4 Jan 2014, 10:00 AM Pacific time			
Hydro & @NFPower crews were stationed at equipment & were available to respond promptly today to deal with equip problems.	1	6	2
4 Jan 2014, 9:58 AM Pacific time			
Today's equip failure does not impact the 2-3 week timeline Hydro estimated to have full gen available.	1	7	0
4 Jan 2014, 9:57 AM Pacific time			
Rolling outages will continue following restoration of generation. This could continue onto Sun.	2	28	3
4 Jan 2014, 9:55 AM Pacific time			
Dept of Fire & Emergency Services have opened their emergency response centre. No request for help yet their # is 729-3703 if you need help.	2	23	1
4 Jan 2014, 9:50 AM Pacific time			
With homes cold it will take time to restore power to affected customers.	0	6	0
4 Jan 2014, 9:48 AM Pacific time			
Hydro & @NFPower crews working to restore power to customers. This may take into tomorrow for all customers to be restored.	0	16	1

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[4 Jan 2014, 9:46 AM Pacific time](#)

We have all possible resources available to work on the equip failure at Sunnyside Terminal Stn following a fire this morning around 9am.

2 5 0

[4 Jan 2014, 9:44 AM Pacific time](#)

John McIsaac, VP Hydro 1st tks all customers for conservation efforts over last few days. Then explained what happened this morning on sys.

0 1 0

[4 Jan 2014, 9:43 AM Pacific time](#)

VPs from Hydro & @NFPower joined by reps from gov't fire & emerg services to brief media on outages on the island.

0 0 1

[4 Jan 2014, 9:42 AM Pacific time](#)

Crews working on equip. failure at Sunnyside Terminal Sttn. All available resources working on restoring power safely & quickly as possible.

6 16 1

[4 Jan 2014, 8:42 AM Pacific time](#)

Joint media briefing with @NFPower at 2:00pm to provide update on ongoing outages on the island. We'll also tweet during media conference.

4 20 7

[4 Jan 2014, 8:37 AM Pacific time](#)

Our crews are onsite at Sunnyside & operators at gen sites working to restore gen. & get power back to customers. Tks for your patience.

8 33 9

[4 Jan 2014, 7:03 AM Pacific time](#)

Holyrood plant has tripped with loss of power to grid. Preparing to restart Holyrood. This could take several hrs to start.

3 55 5

[4 Jan 2014, 6:26 AM Pacific time](#)

Working closely with @NFPower to restore customers as gen. is available. Some cust. now have power. Full restoration could be several hrs.

2 28 2

[4 Jan 2014, 6:24 AM Pacific time](#)

Fire at one of the transformers in the Sunnyside Terminal Station. Crew onsite promptly at Sunnyside investigating outage.2/2

0 21 2

[4 Jan 2014, 6:22 AM Pacific time](#)

Crews in place at our major generation & terminal sites overnight & are onsite for restoration efforts.1/2

1 8 1

[4 Jan 2014, 6:21 AM Pacific time](#)

Crews are on site now in Sunnyside investigating and working towards restoration.

5 34 4

[4 Jan 2014, 5:51 AM Pacific time](#)

Investigating potential equipment issue at Sunnyside. Outage affecting several parts of province.

0 13 2

[4 Jan 2014, 5:48 AM Pacific time](#)

We are investigating current outages. Not result of rotating outages. Likely due to severe weather. Updates to follow as available.

4 51 6

[4 Jan 2014, 4:59 AM Pacific time](#)

Forecast w.chill of -30. Syst. demand exp. to stay high all day & this eve. Outages could begin again as load grows. Conserve if can pls.

0 6 0

[4 Jan 2014, 4:26 AM Pacific time](#)

All available generation ramping up to meet growing island demand. Hydro gen @1439MW at 8:36AM & climbing. Conserve if you can please.

0 9 0

[4 Jan 2014, 4:16 AM Pacific time](#)

People waking up this stormy morning. System load growing rapidly, expected to be btwn 1450-1500MW today. Conserve if you can please.

1 9 2

[4 Jan 2014, 4:08 AM Pacific time](#)

Outages not occurring at this time, but may begin as the load grows throughout the morning. Please continue energy conservation today.

3 24 3

[4 Jan 2014, 3:35 AM Pacific time](#)

A big thank you to all our customers who have been conserving energy. It is very much appreciated and makes a difference! Keep it up!

5 20 2

[3 Jan 2014, 4:06 PM Pacific time](#)

Please continue to conserve energy - you may think you can't make a difference - but every little thing helps. Thank you and stay safe.

1 16 1

[3 Jan 2014, 4:02 PM Pacific time](#)

Outages have ended for tonight. With freezing temps forecast for the morning, outages may cont tomorrow. Updates will be provided.

1 24 4

[3 Jan 2014, 4:01 PM Pacific time](#)

You can get outage notifications sent to your inbox - log on to your account [callcenter.nlh.nl.ca](#)0 clicks & click the notifications link.

2 6 1

[3 Jan 2014, 3:56 PM Pacific time](#)

Are you prepared for an emergency? Visit [getprepared.gc.ca](#)0 clicks to make your emergency preparedness plan today.

0 5 0

[3 Jan 2014, 3:50 PM Pacific time](#)

For information on how to prepare and stay safe during a power outage visit [hydrosafety.ca](#)96 clicks.

1 3 0

[3 Jan 2014, 3:31 PM Pacific time](#)

@daphnem2432 Hi, its difficult to pinpoint where outages may occur as decisions are made quickly by Energy Control Centre as loads change.

1 0 0

[3 Jan 2014, 3:26 PM Pacific time](#)

0 6 2

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To avoid a surge to the system when power is restored it is important to turn off lights/electrical appliances and turn down thermostats.

[3 Jan 2014, 3:03 PM Pacific time](#)

Conserve hot water by not running dishwashers & washers, avoid using clothes dryers, & turn off unnecessary lighting. Tks for your help.2/2

0 16 3

[3 Jan 2014, 2:44 PM Pacific time](#)

Tks to customers for conserving elec. use. We're asking you to continue to conserve thru tnght & Sat. Turn back heaters 2-3 degrees. 1/2

0 5 0

[3 Jan 2014, 2:42 PM Pacific time](#)

We're maximizing all available gen, working with [@NFPower](#) & other power generators to maximize gen. & get their help in reducing demand.

0 4 0

[3 Jan 2014, 2:37 PM Pacific time](#)

Never use items like bbqs, coleman stoves, burners inside your home as this is a fire hazard.

1 10 2

[3 Jan 2014, 2:29 PM Pacific time](#)

In preparation for tonight's storm we've put workers at remote hydro plants, have extra operators on, pple are on call & ready to respond.

3 5 0

[3 Jan 2014, 2:06 PM Pacific time](#)

Be prepared & safe during a power outage. For info on how to get prepared for and what to do during an outage visit [hydrosafety.ca0](#) clicks.

0 2 0

[3 Jan 2014, 1:53 PM Pacific time](#)

[@hopefleming](#) hi Hope Hydro's rotating outages to our customers to make sure load=supply. A list is on our website at [nlh.nl.ca](#)1,861 clicks

0 0 0

[3 Jan 2014, 1:50 PM Pacific time](#)

[@scottmartin12](#) Hi,giving schedule for rotating outages is not poss. due to the complex mgmt of elect. loads.Outage decisions happen quickly.

0 0 1

[3 Jan 2014, 1:15 PM Pacific time](#)

[@evoymichael](#) [@NFPower](#) we need to balance supply & demand. Some customers will be without power. Due to cold temp safer to have short outages

0 0 1

[3 Jan 2014, 11:04 AM Pacific time](#)

We plan gen. to meet a normal cold winter day & build gen. to meet normal demand. Combination of ext. temps & lower gen. causing problems

0 2 3

[3 Jan 2014, 10:43 AM Pacific time](#)

[@NFPower](#) and Hydro crews are ready for upcoming storm. Making preparation with crews to be on standby for storm related issues said Smith.

0 3 0

[3 Jan 2014, 10:37 AM Pacific time](#)

Hardwoods plant needed over the summer for system reliability while repairs done at Holyrood. This meant Hardwoods repairs started in Oct.

0 3 1

[3 Jan 2014, 10:36 AM Pacific time](#)

Henderson explained that work at Hardwoods had to be done in Oct after the Holyrood plant was back in operation this fall. 1/2

0 0 0

[3 Jan 2014, 10:34 AM Pacific time](#)

Henderson said repairs done to Holyrood unit #1 last yr & that unit is working well. Problem on unit #3 not related.

0 3 0

[3 Jan 2014, 10:33 AM Pacific time](#)

Smith says it's hard to predict who might have an outage next. There is a list of 300 feeders. Avoids outages to hospitals, senior's homes.

0 5 2

[3 Jan 2014, 10:30 AM Pacific time](#)

We're well beyond our historic peak on NL Hydro system. Demand with cold temps & less generation available causing problems said Henderson.

1 9 1

[3 Jan 2014, 10:28 AM Pacific time](#)

Important to slowly turn on heat & appliances when electricity returns to your home to keep system reliability.

0 5 0

[3 Jan 2014, 10:20 AM Pacific time](#)

The situation could continue until late tomorrow so people are asked to continue to conserve electricity through Saturday.

1 8 0

[3 Jan 2014, 10:19 AM Pacific time](#)

Henderson said almost all island customers had power at mid-afternoon today.

0 0 0

[3 Jan 2014, 10:18 AM Pacific time](#)

Smith says at peak yesterday about 25-35k [@NFPower](#) customers were without power. Outages are rotating for 30-60 mins each outage.

0 1 0

[3 Jan 2014, 10:17 AM Pacific time](#)

Gary Smith explains [@NFPower](#)'s operations and generation.

0 0 0

[3 Jan 2014, 10:14 AM Pacific time](#)

Due to extremely cold temps and lower gen. We saw that load was going up. We worked with [@NFPower](#) with a public appeal for conservation.

0 0 0

[3 Jan 2014, 10:13 AM Pacific time](#)

We've had some issues with equip at Holyrood reducing gen., also repairs at some gen plants have taken longer than planned said Henderson.

0 5 0

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3 Jan 2014, 10:12 AM Pacific time			
Henderson said we don't usually have units out during the winter season. Repairs typically completed by Dec. 1	0	0	0
3 Jan 2014, 10:10 AM Pacific time			
Hydro has contingency plans in place to meet high demand. Asking lge cstmrs to reduce load, ask cstmrs to conserve, last is rolling outages.	0	2	2
3 Jan 2014, 10:09 AM Pacific time			
Rob Henderson VP NL Hydro & Gary Smith VP Operations NF Power starting news conference now to discuss elec system.	0	1	0
3 Jan 2014, 10:05 AM Pacific time			
Record breaking cold temps causing record elec demand.This with less generation than normal causing conservation request & rolling outages.	0	3	2
3 Jan 2014, 9:07 AM Pacific time			
Please keep safety top of mind during outages. Click this link for information on how to prepare and stay safe.	0	1	0
hydrosafety.ca/poweroutagesaf... 0 clicks	0	1	0
3 Jan 2014, 8:54 AM Pacific time			
Rotating outages are continuing. Customers and businesses are asked to please continue energy conservation efforts. Every bit helps.	0	6	1
3 Jan 2014, 8:51 AM Pacific time			
Units being repaired to improve reliability - Normal this time of year but combined w/record loads are leading to sig impacts. -ES	0	8	13
3 Jan 2014, 4:42 AM Pacific time			
@Quality_HotelSJ Thank you for the support! We really appreciate it, everything helps. ^ES	0	0	0
3 Jan 2014, 3:49 AM Pacific time			
@bradcoady Yes, that's correct	0	0	0
3 Jan 2014, 3:26 AM Pacific time			
A Holyrood unit is running at 30% due to a motor failure. In combo w/extreme cold & less generation, not able meet extremely high loads. 1/2	1	19	3
3 Jan 2014, 3:24 AM Pacific time			
Normally a loss of some generation this time of year would be ok. But, peak loads are approx. 400MW higher than average right now. 2/2	0	10	1
3 Jan 2014, 3:13 AM Pacific time			
We hit historically high peak load yest. approx. 400MW more than the avg of the past 5 years. Please help us by conserving energy today.	0	30	7
3 Jan 2014, 2:45 AM Pacific time			
@elizabethjmatt @allanhawco Great tips, thanks for your help! ^ES	1	0	1
2 Jan 2014, 7:13 PM Pacific time			
@BlanchardAdam Here is the correct link: callcenter.nlh.nl.ca/Outage 145 clicks	1	1	0
2 Jan 2014, 7:12 PM Pacific time			
Hydro customers can find information on outages and restoration times at the following link callcenter.nlh.nl.ca/Outage 145 clicks ^ES	1	14	1
2 Jan 2014, 7:04 PM Pacific time			
@adamfwalsh Thanks -here is correct link. Will correct tweet for others. callcenter.nlh.nl.ca/Outage 145 clicks	1	3	1
2 Jan 2014, 7:02 PM Pacific time			
We appreciate the patience of our customers. We will likely see some outages in the am, but hope to stabilize by PM as weather warms. ^ES	0	4	2
2 Jan 2014, 7:00 PM Pacific time			
Please cont. conserving. Orders only made when necessary- we try to give as much notice as we can but diff. to reach all customers quickly.	0	2	0
2 Jan 2014, 6:58 PM Pacific time			
@machinecore010 One of HRD units is running @30% due to motor fail. In combo w/extreme cold & less generation, not able to meet high loads.	0	8	3
2 Jan 2014, 5:36 PM Pacific time			
While we always support conservation esp. during high load events- the current conservation order is for Island cust. only not Labrador. ^ES	0	6	2
2 Jan 2014, 5:33 PM Pacific time			
Cont to conserve. When rotating customers, it is most helpful when people turn down heat and lights - this assists with system stability.^ES	1	13	9
2 Jan 2014, 4:47 PM Pacific time			
We appreciate your continued patience.Loads have been much higher than expected. As a result outages will cont. until midnight or beyond.^ES	1	39	7
2 Jan 2014, 4:45 PM Pacific time			
@MudderLori Hi Lori, yes we shut off all non-essential power as well as Christmas lights at Hydro Place. Thanks ^ES	0	1	1
2 Jan 2014, 2:59 PM Pacific time			
Situation should improve once we get through peak load time if people continue to conserve energy. Everything helps. Stay safe. -ES	0	11	7
2 Jan 2014, 2:16 PM Pacific time			
Rotating outages req'd to manage sys. with high usage due to cold weather. Pls conserve where you can. We appreciate it. Needed from 4-8pm.	1	14	7

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[2 Jan 2014, 1:27 PM Pacific time](#)

As we continue to deal with the heavy system load, some customers may see short outages. Conservation is still very important. -ES 0 11 4

[2 Jan 2014, 1:14 PM Pacific time](#)

Peak times conservation is req'd - 4-8pm this evening and 7-10am tomorrow morning. Thank you to customers for your help. Stay safe. ^ES 0 55 3

[2 Jan 2014, 10:46 AM Pacific time](#)

Customers can assist by reducing heat by few degrees, not using dishwashers, washers, avoid clothes dryers & turn off Christmas lights. ^ES 4 60 5

[2 Jan 2014, 9:29 AM Pacific time](#)

Due to unseasonably cold temps, high load forecasts, for 24 hours, we request customers on island conserve electricity where possible. ^ES

[2 Jan 2014, 9:27 AM Pacific time](#)

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01/14/2014 3:29 pm	Thanks for following us over the past week as we have tried to provide information and updates on the power system. To	3.7K	52 38	Boost Post
01/11/2014 11:15 am	Last night, we experienced an issue with a motor on Unit 2 at Holyrood. Crews worked quickly and the problem has been	4K	363 26	Boost Post
01/08/2014 6:33 pm	Holyrood Unit #1 is now in service and generation at the facility continues to increase. We continue to monitor the situation	7.1K	813 62	Boost Post
01/08/2014 3:29 pm	Public Advisory – Wednesday, January 8, 2014, 3:30PM - Due to extremely cold temperatures today and forecast into tonight,	31.3K	5.5K 542	Boost Post
01/08/2014 9:32 am	As temperatures drop after a brief warm up in the weather yesterday, please continue with your conservation efforts at	8.2K	1.1K 99	Boost Post
01/07/2014 5:19 pm	Hydro crews continued to make progress today toward restoring system generation. We're completing our assessment	7.9K	1K 106	Boost Post
01/07/2014 3:07 pm	Our crews have now isolated the section of the line causing outages in the St. Lunaine - Griquet areas on the Northern	993	41 4	Boost Post
01/07/2014 10:11 am	With ice buildup on power lines and rising temperatures, please be cautious of falling ice. Stay safe!	3.3K	25 9	Boost Post
01/07/2014 9:05 am	Customers in Southern Labrador have now been restored. However, ice and wind continues to be an issue across the	2.3K	278 8	Boost Post
01/07/2014 6:54 am	Severe weather in many parts of the province. Outages occurring in parts of Southern Labrador due to ice on the lines.	3K	29 7	Boost Post
01/06/2014 8:44 pm	We have been prepping for the stormy weather which is forecast for many parts of the province for tonight and	2.2K	286 29	Boost Post
01/06/2014 4:03 pm	Hydro crews continue to work around the clock to safely restore full system generation and we've deployed all available	10.2K	1.7K 118	Boost Post
01/06/2014 6:58 am	One Holyrood unit is running back up and customers being brought back online. Crews worked all night to make progress.	5.2K	360 102	Boost Post
01/18/2014 5:38 pm	Public Advisory – Newfoundland and Labrador Hydro is advising residents, cabin owners and travellers that recent rain	4.6K	277 9	Boost Post
01/17/2014 4:12 pm	Public Advisory – Newfoundland and Labrador Hydro is advising residents, cabin owners and travellers that recent rain	5.1K	454 20	Boost Post
01/14/2014 3:29 pm	Thanks for following us over the past week as we have tried to provide information and updates on the power system. To	3.7K	52 38	Boost Post
01/11/2014 11:15 am	Last night, we experienced an issue with a motor on Unit 2 at Holyrood. Crews worked quickly and the problem has been	4K	363 26	Boost Post
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01/08/2014 9:32 am	As temperatures drop after a brief warm up in the weather yesterday, please continue with your conservation efforts at	8.2K	1.1K 99	Boost Post
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01/07/2014 3:07 pm	Our crews have now isolated the section of the line causing outages in the St. Lunaine - Griquet areas on the Northern	993	41 4	Boost Post
01/07/2014 10:11 am	With ice buildup on power lines and rising temperatures, please be cautious of falling ice. Stay safe!	3.3K	25 9	Boost Post
01/07/2014 9:05 am	Customers in Southern Labrador have now been restored. However, ice and wind continues to be an issue across the	2.3K	278 8	Boost Post
01/07/2014 6:54 am	Severe weather in many parts of the province. Outages occurring in parts of Southern Labrador due to ice on the lines.	3K	29 7	Boost Post
01/06/2014 8:44 pm	We have been prepping for the stormy weather which is forecast for many parts of the province for tonight and	2.2K	286 29	Boost Post
01/06/2014 4:03 pm	Hydro crews continue to work around the clock to safely restore full system generation and we've deployed all available	10.2K	1.7K 118	Boost Post

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Page 2 of 3, Isl Int Sys Power Outages

01/06/2014 6:58 am	One Holyrood unit is running back up and customers being brought back online. Crews worked all night to make progress.	5.2K	360 102	Boost Post
01/05/2014 11:25 pm	Additional crews and resources are being brought in. The trip in the switch yard did not cause any damage to the generating	10.4K	762 224	Boost Post
01/05/2014 10:34 pm	Issue at Holyrood in the connecting switching yard at the plant. There is no issue in the plant or with the generating units.	12K	800 239	Boost Post
01/05/2014 5:42 pm	Public Advisory – Island Interconnected Customers (Updated Sunday, January 05, 2014 at 5:30 PM) Sunday, January 5,	13.4K	3.3K 137	Boost Post
01/05/2014 2:08 pm	We have updated our website - www.nlh.nl.ca - with additional outage information, important contact #'s, conservation and	2.8K	525 10	Boost Post
01/05/2014 7:52 am	Thank you for the kind words of encouragement, it means a lot to our crews who have been working tirelessly to restore	9.8K	1.3K 213	Boost Post
01/04/2014 9:21 pm	Please remember to stay safe during power outages. Here are some things you can do: -Turn thermostats to the lowest	5.7K	810 42	Boost Post
01/04/2014 8:00 pm	Restoring the system & power is a complex process. We're making steady progress while we take a step by step approach	13.2K	1.8K 213	Boost Post
01/04/2014 4:01 pm	Media briefing held this afternoon with Hydro, NF Power and Fire and Emergency Services to provide update on ongoing	8.6K	1.5K 108	Boost Post
01/04/2014 11:17 am	Crews were in place at our major generation and terminal stations overnight and are onsite for restoration efforts. There	14.9K	2.4K 273	Boost Post
01/04/2014 8:18 am	Outages are not occurring at this time, however we are monitoring the system closely and they may begin as the load	5.6K	345 83	Boost Post
01/03/2014 8:40 pm	Outages have ended for tonight. With freezing temperatures forecast for the morning, outages may continue tomorrow.	11.1K	419 231	Boost Post
01/03/2014 4:59 pm	Public Advisory – Island Interconnected Customers (UPDATED) January 3, 2014, 4:30 p.m. - Newfoundland and	3.2K	744 26	Boost Post
01/03/2014 1:25 pm	Rotating outages are continuing. Customers and businesses are asked to please continue energy conservation efforts.	2.3K	277 16	Boost Post
01/03/2014 7:51 am	Good Morning, Rotating power outages are continuing this morning as we continue to deal with extremely cold	14K	2.2K 242	Boost Post
01/02/2014 11:56 pm	Rotating outages have ceased for tonight, however temps are expected to be very cold tomorrow and more outages can be	9.2K	628 139	Boost Post
01/05/2014 11:25 pm	Additional crews and resources are being brought in. The trip in the switch yard did not cause any damage to the generating	10.4K	762 224	Boost Post
01/05/2014 10:34 pm	Issue at Holyrood in the connecting switching yard at the plant. There is no issue in the plant or with the generating units.	12K	800 239	Boost Post
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01/05/2014 2:08 pm	We have updated our website - www.nlh.nl.ca - with additional outage information, important contact #'s, conservation and	2.8K	525 10	Boost Post
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01/04/2014 4:01 pm	Media briefing held this afternoon with Hydro, NF Power and Fire and Emergency Services to provide update on ongoing	8.6K	1.5K 108	Boost Post
01/04/2014 11:17 am	Crews were in place at our major generation and terminal stations overnight and are onsite for restoration efforts. There	14.9K	2.4K 273	Boost Post
01/04/2014 8:18 am	Outages are not occurring at this time, however we are monitoring the system closely and they may begin as the load	5.6K	345 83	Boost Post
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01/03/2014 4:59 pm	Public Advisory – Island Interconnected Customers (UPDATED) January 3, 2014, 4:30 p.m. - Newfoundland and	3.2K	744 26	Boost Post
01/03/2014 1:25 pm	Rotating outages are continuing. Customers and businesses are asked to please continue energy conservation efforts.	2.3K	277 16	Boost Post
01/03/2014 7:51 am	Good Morning, Rotating power outages are continuing this morning as we continue to deal with extremely cold	14K	2.2K 242	Boost Post
01/02/2014 11:56 pm	Rotating outages have ceased for tonight, however temps are expected to be very cold tomorrow and more outages can be	9.2K	628 139	Boost Post
01/02/2014 10:24 pm	As a point of clarification - While we always support energy conservation especially during high load events like we are	3.9K	273 20	Boost Post
01/02/2014 9:20 pm	Public Advisory Update - 9:00 p.m. - The Island Interconnected System has been experiencing electricity loads this evening	4.1K	994 50	Boost Post
01/02/2014 2:40 pm	Public Advisory - Due to unseasonably cold conditions and very high load forecasts for the next 24 hours, we are			