

1 Q. Please describe methods, techniques, channels and procedures used to
2 communicate outage restoration progress and status results internally and
3 externally. Include examples of recent internal and external communications and
4 reports and summaries.

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7 A. Hydro's outage restoration progress is communicated from front line supervisors in
8 the regions to Hydro's Customer Service department during normal business hours,
9 or to Hydro's Energy Control Centre (ECC) outside of normal business hours. These
10 communications are typically accomplished by cell phone from the field or by land
11 telephone line from one of Hydro's field offices or line depots. In the event that
12 neither of the above communications channels is available, the communications will
13 be made via VHF radio between the field and the ECC. If VHF radio communications
14 occurs during normal business hours, the ECC will provide updates to the Customer
15 Service department by telephone, within Hydro Place. Hydro's Power Outage and
16 Emergency System (POES) will also be updated to provide customers with current
17 outage information as described in Hydro's response to PUB-NLH-201.

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19 During significant interruptions, external communications of restoration progress
20 are also made by Hydro's Corporate Communications department through local
21 media, social media (Twitter and Facebook), and updates on Hydro's website.

22 Please refer to Hydro's response to PUB-NLH-199, Attachment 1 for an example of
23 internal communications, and PUB-NLH-199 Attachment 2 and Attachment 3 for
24 examples of external communications.



Update Quartzite Station Power Restored

Jason Dean to: PowerOutages

06/17/2014 02:44 PM

Please email power outage information and updates to PowerOutages.nlh.nl.ca

	Questions	Answers
1	What time did the power/equipment go out?	2014-06-17 at 1418hrs.
2	What caused the outage?	<i>Crow on Line</i>
3	What is the expected time for restoration?	<i>Restored at 1441hrs</i>
4	What communities are affected?	Labrador City Feeder 11 Customers (Trailer Court area)
5	How many customers are affected?	1580
6	Are crews on site, or on route and expected time of arrival?	Crews en route, ETA 5 minutes.



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You owe it to yourself, and your family, to make it home safely every day. What have you done today so that nobody gets hurt?

----- Forwarded by Jason Dean/NLHydro on 06/17/2014 02:42 PM -----

From: Jason Dean/NLHydro
To: PowerOutages/NLHydro@NLHYDRO
Date: 06/17/2014 02:33 PM
Subject: Quartzite Station

Quartzite Station Trip on QZ11-R1

Please email power outage information and updates to PowerOutages.nlh.nl.ca

	Questions	Answers
1	What time did the power/equipment go out?	2014-06-17 at 1418hrs.
2	What caused the outage?	Unknown
3	What is the expected time for restoration?	Unknown
4	What communities are affected?	Labrador City Feeder 11 Customers (Trailer Court area)
5	How many customers are affected?	1580
6	Are crews on site, or on route and expected time of arrival?	Crews en route, ETA 5 minutes.



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Storm and Power Outage Update

March 27, 2014, 4:15 p.m. – Newfoundland and Labrador continues to experience a severe winter storm. Wind warnings continue for many parts of Newfoundland and storm warnings remain in effect for Labrador.

Customer restoration began at 4:00p.m. for customers in the communities of Norris Point and Rocky Harbour on the Northern Peninsula. As power has been out for an extended period, customers will be brought on slowly. It is anticipated that all customers will be restored by approximately 5:00p.m.

The outage was caused by problems with equipment caused by severe weather which also slowed restoration times. Hydro thanks customers in those communities for their patience and understanding.

As stormy weather persists, Hydro is continuing to remind customers to please implement measures to stay safe if they experience outages. Safety information can be found at Hydrosafety.ca and GetPrepared.gc.ca.

Customers can get further updates on the Hydro Power Outages and Emergencies (24 hrs) line at 1-888-737-1296 or on Hydro's website at www.nlh.nl.ca. Updates are also being provided to media and can be found by following us on Twitter- @NLHydro, or through Facebook – www.facebook.com/NLHydro.

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Media Contact:

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Storm and Power Outage Update

March 27, 2014, 6:00 p.m. – Newfoundland and Labrador continues to experience a severe winter storm. Wind warnings continue for many parts of Newfoundland and storm warnings remain in effect for Labrador.

Customer restoration began at 4:00p.m. for customers in the communities of Norris Point and Rocky Harbour on the Northern Peninsula. As power has been out for an extended period, the load is high and restoration needs to be done slowly. Approximately half the customers are now restored, and the remaining customers will continue to be brought on slowly.

The outage was caused by problems with equipment caused by severe weather which also slowed restoration times. Hydro thanks customers in those communities for their patience and understanding.

As stormy weather persists, Hydro is continuing to remind customers to please implement measures to stay safe if they experience outages. Safety information can be found at Hydrosafety.ca and GetPrepared.gc.ca.

Customers can get further updates on the Hydro Power Outages and Emergencies (24 hrs) line at 1-888-737-1296 or on Hydro's website at www.nlh.nl.ca. Updates are also being provided to media and can be found by following us on Twitter- @NLHydro, or through Facebook – www.facebook.com/NLHydro.

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