

1     **Q.     Emergency Management**

2             Provide electronic copies of all Storm Restoration Reports submitted to the Public  
3             Utilities Board related to major storm outage events (especially Hurricane Igor in  
4             2010) since 2004. These reports should include topics such as how each storm  
5             affected different areas of the Company, equipment damaged, numbers of  
6             customer interruptions (CIs) and customer minutes of interruption (CMIIs) for each  
7             storm, time required to restore 95% (if possible) and 100% of customers, numbers  
8             of employees involved including Line Workers, local contractor personnel, and tree  
9             trimmers, conditions or resource limitations extending restoration times, and if any,  
10            Newfoundland Power and other contractor crews were utilized.

11

12

13    **A.**     Please refer to PUB-NLH-386 Attachments 1 to 15, which are electronic copies of  
14             Power Outage Advisories that have been submitted to the Board since 2004, related  
15             to significant weather events. The level of detail in these reports varies, but not all  
16             the requested information is available. In addition, an Unforeseen Allowance  
17             report is attached (PUB-NLH-336 Attachment 16) that was filed with the Board in  
18             January 2012 relating to an ice storm on the Baie Verte Peninsula on October 26  
19             and 27, 2011. It should be noted that Hurricane Igor did not cause any significant  
20             damage to Hydro owned equipment or equipment related outages.

21

22             Attachments 6, 7, and 9, had references that updates would be provided to the  
23             Board. The updates were not provided. The following are updates to these  
24             advisories:

25

- 26                     • Attachment 6 (PUB # 2011-H-190-Updated), referenced that information  
27                     would be provided on the customer outage details. The detail was

1 provided in the *2011 Annual Report on Key Performance Indicators*  
2 which was filed with the Board on May 31, 2012.

- 3
- 4 • Attachment 7 (PUB # 2012-H-121-a), referenced that an update would  
5 be provided with additional detail. The event details were provided in  
6 the *2012 Q3 PUB Quarterly Report*, which was filed with the Board on  
7 November 14, 2012.
- 8
- 9 • Attachment 9 (PUB # 2013-H-006-a –Updated 2) referenced a further  
10 update would be provided. Hydro provided a detailed report relating to  
11 the January 11, 2013 storm events, which was filed previously with the  
12 Board in its *Events of January 2013 Report* on March 24, 2014.

**POWER OUTAGE / INCIDENT ADVISORY**

PUB Number: \_\_\_\_\_

**Part A: General Information**

Company:	Newfoundland and Labrador Hydro	Date: November 17, 2004
Reported By:	Maureen Greene	Time Of Report: 14:00
Title:	Vice-President, Human Resources & Legal	
Contact Information:	Phone - (709) 737-1465	Email - mgreene@nlh.nf.ca

**Part B: Initial Advisory - Details of Incident**

Type of Incident:	<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Serious Injury to Employee	<input type="checkbox"/> Contact, Distribution System																								
	<input type="checkbox"/> Damage to Property	<input type="checkbox"/> Serious Injury to Member of Public	<input type="checkbox"/> Other (explain in Details)																								
Location of Incident:	Farewell Head/Fogo/Change Island																										
Date of Incident:	November 16, 2004	Time of Incident:	12:18																								
# of Customers Affected:	<table border="1"> <thead> <tr> <th>Location</th> <th>Number of Customers</th> <th>Duration</th> </tr> </thead> <tbody> <tr> <td>Change Islands</td> <td>232</td> <td>25 hours - 42 minutes</td> </tr> <tr> <td>Shoal Bay/Joe Batt's Arm</td> <td>394</td> <td>7 hours - 5 minutes</td> </tr> <tr> <td>Tilting</td> <td>156</td> <td>18 hours - 30 minutes</td> </tr> <tr> <td>Fogo/Brimstone Head</td> <td>412</td> <td>3 hours - 5 minutes</td> </tr> <tr> <td>Fogo</td> <td>54</td> <td>3 hours - 5 minutes</td> </tr> <tr> <td>Fogo/Seldom/Stag Harbour</td> <td>403</td> <td>3 hours - 5 minutes</td> </tr> <tr> <td>Island Harbour</td> <td>92</td> <td>11 hours - 55 minutes</td> </tr> </tbody> </table>			Location	Number of Customers	Duration	Change Islands	232	25 hours - 42 minutes	Shoal Bay/Joe Batt's Arm	394	7 hours - 5 minutes	Tilting	156	18 hours - 30 minutes	Fogo/Brimstone Head	412	3 hours - 5 minutes	Fogo	54	3 hours - 5 minutes	Fogo/Seldom/Stag Harbour	403	3 hours - 5 minutes	Island Harbour	92	11 hours - 55 minutes
Location	Number of Customers	Duration																									
Change Islands	232	25 hours - 42 minutes																									
Shoal Bay/Joe Batt's Arm	394	7 hours - 5 minutes																									
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Fogo	54	3 hours - 5 minutes																									
Fogo/Seldom/Stag Harbour	403	3 hours - 5 minutes																									
Island Harbour	92	11 hours - 55 minutes																									
Duration of Power Outage:	25 hours - 42 minutes																										
Is power outage still occurring ?	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes																									
If yes, give estimation when power is expected to be restored:																											
Details: (known at time of incident)																											
Snow and high winds in the area caused structures to collapse and lines to come down. The transportation of crews and materials to Change Islands was affected by ferry availability.																											
Problem Attributed To:	<input checked="" type="checkbox"/> Transmission	<input type="checkbox"/> Other Equipment Failure																									
<i>Please √ Applicable</i>	<input checked="" type="checkbox"/> Distribution	<input checked="" type="checkbox"/> Weather Related																									
	<input type="checkbox"/> Generation	<input type="checkbox"/> Workmanship																									
	<input type="checkbox"/> Other, please provide details:																										

**Part C: Receipt Confirmation**

Acknowledge Receipt	
Name:	Date:

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

**Part D - Further Details or Information, Next Day Follow-Up**

Power was restored to Change Islands at 1400 hours, November 17. Duration of outage was 25 hours - 42 minutes.

**Part E: Receipt Confirmation of Additional Information**

Acknowledge Receipt

Name:

Date:

**Part F: Comments / Responses From the Public Utilities Board**

Request From:

\_\_\_\_\_  
Board Secretary or designate

Date:

- ☐ Information filed is sufficient and satisfactory, report filed and accepted by the Board
- ☐ Further information required, detailed in Part G

Page 3 of 3, Isl Int System Power Outages

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

**Part G - Additional Information Request**

The Board has reviewed the Initial Incident Advisory and request clarification or additional information as follows:

\_\_\_\_\_  
Board Secretary

\_\_\_\_\_  
Date

**Part H - Responses from Company to the Additional Information Requests in Section G**

Responses to additional information requests in Section G:

\_\_\_\_\_  
Company Official

\_\_\_\_\_  
Date

**Part I - Status**

The Board has reviewed the information filed with respect to this incident. The status is as follows:

- ☐ Information filed is sufficient and satisfactory, report filed and accepted by the Board
- ☐ Additional detailed report to be filed as a supplement

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

PUB Number: \_\_\_\_\_

**Part A: General Information**

Company:	Newfoundland & Labrador Hydro	Date: May 31, 2007
Reported By:	W. Chamberlain	Time Of Report: 08:30
Title:	General Counsel & Corporate Secretary	
Contact Information:	Phone – (709) 737-1443	Email – wchamberlain@nlh.nl.ca

**Part B: Initial Advisory - Details of Incident**

Type of Incident:	<input checked="" type="checkbox"/> Power Outage <input type="checkbox"/> Serious Injury to Employee <input type="checkbox"/> Contact, Distribution System <input type="checkbox"/> Damage to Property <input type="checkbox"/> Serious Injury to Member of Public <input type="checkbox"/> Other (explain in Details)		
Location of Incident:	Great Northern Peninsula and Southern Labrador		
Date of Incident:	May 20, 2007	Time of Incident:	16:00
# of Customers Affected:	Location	Number of Customers	Duration
	Conche	144	70 hours 49 mins.
	Nameless Cove, Savage Cove		
	Shoal Cove, Sandy Cove	661	2 hours 53 mins.
	Flowers Cove	186	12 hours 17 mins.
	Goose Cove	101	51 hours 26 mins.
	Ship Cove, Raleigh, Cape Onion	197	17 hours 22 mins.
	St. Lunaire, Quirpon	395	18 hours 38 mins.
	Cook's Hr., Cape Norman, Wild Bight		
	Boat Harbour, Noody Bay, Straits View,		
	Hay Cove, L'anse aux Meadows	385	41 hours 21 mins.
	St. Anthony Bight, St. Carol's		
	Great Brehat	145	42 hours 11 mins.
	St. Anthony	1170	6 hours 35 mins.
	St. Anthony Airport	3	4 Days 17 hours 19 mins
	L'Anse Amour	6	9 hours 50 mins.
	L'Anse au Clair	35	1 hour 5 mins.
	L'Anse au Loup	365	5 hours 43 mins.
	Total	3793	
Duration of Power Outage:	Various Durations (See listing above)		
Is power outage still occurring ?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes		
If yes, give estimation when power is expected to be restored:			
Details: (known at time of incident)			
Freezing rain on the Great Northern Peninsula and Southern Labrador caused significant damage to distribution lines in the area forcing many customers out of service. The hardest hit areas were the Flowers Cove and St. Anthony areas. Customers began to be affected on Sunday May 20 with the situation worsening throughout the night into Monday May 21. Many customers were restored on Monday. However, the following areas are still without power:			

Pateyville area of St. Anthony town (St. Anthony West). (Approx. 150 customers)

Feeder 1 out of St. Anthony except for the communities of Raleigh, Ship Cove, Cape Onion, St. Lunaire/Griquet, Dark Tickle, White Cape Harbour, Gunners Cove & Quirpon. (approx. 920 customers)

The community of Goose Cove - (approx 106 customers)

The community of Conche (approx. 144 customers)

Section of Line in Sandy Cove, approx. 10 customers)

There are numerous other individual customers out as well. A total of approximately 1,330 customers still without power at this time.

Line crews from Bay d'Espoir, Springdale and Stephenville are in the area supporting the 9 local crews in efforts to restore all customers.

Problem Attributed To:	<input type="checkbox"/> Transmission	<input type="checkbox"/> Other Equipment Failure
<i>Please ✓ Applicable</i>	<input checked="" type="checkbox"/> Distribution	<input checked="" type="checkbox"/> Weather Related
	<input type="checkbox"/> Generation	<input type="checkbox"/> Workmanship
	<input type="checkbox"/> Other, please provide details:	

### Part C: Receipt Confirmation

Acknowledge Receipt

Name:

Date:

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

**Part D - Further Details or Information, Next Day Follow-Up**

Update - May 24, 2007

The majority of customers in the affected communities have been restored. There are still a number of individual customers experiencing power outages due to damage to their service. These customers are expected to be restored over the next couple of days.

St. Anthony Airport is still without power and repairs are continuing with restoration on May 24th.

Line crew from Springdale did not support local crews as they had other commitments in the Baie Verte area.

Update May 31, 2007

On May 24 at 2040 hours, St Anthony Airport was restored and this was the last major customer and line section to be restored as a result of storm damage. There are numerous isolated customers experiencing power outages due to damage to their service drop on their houses. After the customer makes repairs to their service they will be restored.

**Part E: Receipt Confirmation of Additional Information**

Acknowledge Receipt

Name:

Date:

**Part F: Comments / Responses From the Public Utilities Board**

Request From:

Board Secretary or designate

Date:

- ☐ Information filed is sufficient and satisfactory, report filed and accepted by the Board
- ☐ Further information required, detailed in Part G



Page 4 of 4, Isl Int System Power Outages

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

**Part G - Additional Information Request**

The Board has reviewed the Initial Incident Advisory and request clarification or additional information as follows:

\_\_\_\_\_  
Board Secretary

\_\_\_\_\_  
Date

**Part H - Responses from Company to the Additional Information Requests in Section G**

Responses to additional information requests in Section G:

\_\_\_\_\_  
Company Official

\_\_\_\_\_  
Date

**Part I - Status**

The Board has reviewed the information filed with respect to this incident. The status is as follows:

- ☐ Information filed is sufficient and satisfactory, report filed and accepted by the Board
- ☐ Additional detailed report to be filed as a supplement

**POWER OUTAGE / INCIDENT ADVISORY**

PUB Number: \_\_\_\_\_

**Part A: General Information**

Company:	Newfoundland and Labrador Hydro	Date:	December 3, 2007
Reported By:	Wayne Chamberlain	Time Of Report:	10:50
Title:	General Counsel and Corporate Secretaryl		
Contact Information:	Phone - (709) 737-1443	Email -	wchamberlain@nlh.nl.ca

**Part B: Initial Advisory - Details of Incident**

Type of Incident:	<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Serious Injury to Employee	<input type="checkbox"/> Contact, Distribution System
	<input type="checkbox"/> Damage to Property	<input type="checkbox"/> Serious Injury to Member of Public	<input type="checkbox"/> Other (explain in Details)
Location of Incident:	TL-203 - Sunnyside - Western Avalon Terminal Stations		
Date of Incident:	December 2, 2007	Time of Incident:	19:11
# of Customers Affected:	>100,000		
	Location	Number of Customers	Duration
	All Areas on the Avalon Peninsula	>100,000	18 min to 2h 45 min.
Duration of Power Outage:	Up to 2 h 45 min.		
Is power outage still occurring ?	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	
If yes, give estimation when power is expected to be restored:			
Details: (known at time of incident)			
<p>Transmission line TL-203 tripped due to damage caused by the severe wind and snow storm experienced during the evening of December 1 and all day on December 2. The trouble on TL-203 resulted in the protection on the adjacent line operating causing the Holyrood plant to be islanded and supplying all the Avalon load. The load was in excess of the Holyrood units capability which lead to the two operating units at Holyrood tripping off resulting in a complete black-out to the Avalon area. Hydro system operators and Holyrood plant operators began restoration of all equipment immediately. Restoration of customers was coordinated with Nfld Power and was carried out in a methodical manner in order to maintain the integrity of the transmission network. All customers could not be restored immediately due to the transmission transfer limits until one of the units at Holyrood was brought back on line.</p> <p>The first unit at Holyrood was restored to service at 23:35 and all customers were restored at 23:56. Restoration of the units at Holyrood proceeded without incident and within the time frame expected for such a sudden trip. The second unit was restored at 01:19 December 3.</p> <p>TL-203 remains out of service at this time with lines crews from Bay d'Espoir, Bishop's Falls and Whitbourne dispatched to carry out the necessary repairs.</p> <p>Investigations into the protection system operations are ongoing.</p>			
Problem Attributed To:	<input checked="" type="checkbox"/> Transmission	<input type="checkbox"/> Other Equipment Failure	
<i>Please ✓ Applicable</i>	<input type="checkbox"/> Distribution	<input checked="" type="checkbox"/> Weather Related	
	<input checked="" type="checkbox"/> Generation	<input type="checkbox"/> Workmanship	
	<input type="checkbox"/> Other, please provide details:		

**Part C: Receipt Confirmation**

Acknowledge Receipt

Name:

Date:

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

**Part D - Further Details or Information, Next Day Follow-Up**

The problem on TL203 was a broken overhead ground wire just outside the Sunnyside Terminal Station. It has been repaired and the line was returned to service at 17:31 hours on December 3.

The cause for the adjacent line, TL-237, to trip for the trouble on TL-203 has been identified as a misoperation of a protection relay on the line in the Western Avalon Terminal Station. This relay has been removed from service and is being tested today, December 4. There is redundant primary protection on this line, as there is for all critical 230 kV transmission lines, and therefore system security is not significantly impacted by the removal of this relay. Restoration plans for the relay will be assessed following the testing and analysis of the unit.

**Part E: Receipt Confirmation of Additional Information**

Acknowledge Receipt

Name:

Date:

**Part F: Comments / Responses From the Public Utilities Board**

Request From:

\_\_\_\_\_  
Board Secretary or designate

Date:

- ☐ Information filed is sufficient and satisfactory, report filed and accepted by the Board
- ☐ Further information required, detailed in Part G

Page 4 of 4, Isl Int System Power Outages

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

**Part G - Additional Information Request**

The Board has reviewed the Initial Incident Advisory and request clarification or additional information as follows:

\_\_\_\_\_  
Board Secretary

\_\_\_\_\_  
Date

**Part H - Responses from Company to the Additional Information Requests in Section G**

Responses to additional information requests in Section G:

\_\_\_\_\_  
Company Official

\_\_\_\_\_  
Date

**Part I - Status**

The Board has reviewed the information filed with respect to this incident. The status is as follows:

- ☐ Information filed is sufficient and satisfactory, report filed and accepted by the Board
- ☐ Additional detailed report to be filed as a supplement

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

PUB Number: \_\_\_\_\_

**Part A: General Information**

Company:	Newfoundland and Labrador Hydro	Date:	April 2, 2008
Reported By:	Geoffrey P. Young	Time Of Report:	14:00
Title:	Senior Legal Counsel		
Contact Information:	Phone - (709) 737-1277	Email –	gyoung@nlh.nl.ca

**Part B: Initial Advisory - Details of Incident**

Type of Incident:	<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Serious Injury to Employee	<input type="checkbox"/> Contact, Distribution System
	<input type="checkbox"/> Damage to Property	<input type="checkbox"/> Serious Injury to Member of Public	<input type="checkbox"/> Other (explain in Details)
Location of Incident:	Burgeo		
Date of Incident:	April 2, 2008	Time of Incident:	06:01 hours
# of Customers Affected:			
	Location	Number of Customers	Duration
	Burgeo	843	6 hours & 51 minutes
Duration of Power Outage:	6 hours & 51 minutes		
Is power outage still occurring ?	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	
If yes, give estimation when power is expected to be restored:			
Details: (known at time of incident)			
<p>On April 2nd, starting at 06:01 hrs, all 843 customers in the town of Burgeo are presently experiencing a power outage after high winds and icing caused a conductor on the main feeder line to break. The severe weather conditions caused three crossarms to break. Weather conditions in the area is preventing a work crew from Stephenville traveling to the damaged areas due to snow blocked roads.</p> <p>At this time we are not expecting to restore service until later this afternoon, pending on weather conditions.</p>			
Problem Attributed To:	<input type="checkbox"/> Transmission	<input type="checkbox"/> Other Equipment Failure	
<i>Please ✓ Applicable</i>	<input checked="" type="checkbox"/> Distribution	<input checked="" type="checkbox"/> Weather Related	
	<input type="checkbox"/> Generation	<input type="checkbox"/> Workmanship	
	<input type="checkbox"/> Other, please provide details:		

**Part C: Receipt Confirmation**

Acknowledge Receipt	
Name:	Date:

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

**Part D - Further Details or Information, Next Day Follow-Up**

April 2, 2008 13:21 hours

Repairs were made and all customers were restored at 12:52 hours on April 2, 2008.

**Part E: Receipt Confirmation of Additional Information**

Acknowledge Receipt

Name:

Date:

**Part F: Comments / Responses From the Public Utilities Board**

Request From:

\_\_\_\_\_  
Board Secretary or designate

Date:

- ☐ Information filed is sufficient and satisfactory, report filed and accepted by the Board
- ☐ Further information required, detailed in Part G

Page 3 of 3, Isl Int System Power Outages

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE / INCIDENT ADVISORY**

**Part G - Additional Information Request**

The Board has reviewed the Initial Incident Advisory and request clarification or additional information as follows:

\_\_\_\_\_  
Board Secretary

\_\_\_\_\_  
Date

**Part H - Responses from Company to the Additional Information Requests in Section G**

Responses to additional information requests in Section G:

\_\_\_\_\_  
Company Official

\_\_\_\_\_  
Date

**Part I - Status**

The Board has reviewed the information filed with respect to this incident. The status is as follows:

- ☐ Information filed is sufficient and satisfactory, report filed and accepted by the Board
- ☐ Additional detailed report to be filed as a supplement



**PUBLIC UTILITIES BOARD  
POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2011-H-XX

**Section A: General Information**

Company:	Newfoundland & Labrador Hydro	Date Filed:	February 17, 2011
Contact Information:	Geoff Young, Senior Legal Counsel, (709) 737-1277	Email:	gyoung@nlh.nl.ca

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	February 16, 2011	Time of Incident(s):	0400 and 0800 hours
Location of Incident: Communities off the Bottom Waters Terminal Station - Lines 1 and 3			
Number of Customers Affected: up to 1,221 customers			
<b>Duration of Power Outage(s):</b> 13 hours and 43 minutes (Line 1) and 2 hours and 50 minutes (Line 3)			
Is power outage still occurring? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			
If yes, give estimation when power is expected to be restored:			
Description of Problem:  On February 16 from 0400 to 1743 hours, communities supplied by Bottom Waters Distribution Line 1 (Woodstock, Pacquet, and Ming's Bight) experienced a forced power outage. This affected 378 customers. Due to the extremely high winds there were primary conductors broken at several locations and trees across the line in others. Restoration was delayed due to zero visibility & driving conditions.  On February 16 from 0800 to 1050 hours, communities supplied by the Bottom Waters Distribution Lines 3, 6 & 7 (La Scie, Shoe Cove, Tilt Cove, Brent's Cove, Harbour Round, and Round Harbour) experienced a forced power outage. This affected 843 customers. Due to extremely high winds there were primary conductors broken at several locations on L3 & L7. In addition, due to the salt spray, there were 17 separate feeder & transformer fuses blown within the town of La Scie (L3 & L7) The last customer was not restored until approximately 18:00 hrs.			
<b>Date Board Acknowledged:</b>			

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

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Board Secretary or designate

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Date:

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2011-H-190-Updated

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed:	December 9, 2011
Contact Information:	Geoffrey P. Young, Senior Legal Counsel, (709) 737-1277 Email: gyoung@nlh.nl.ca		

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	December 8, 2011	Time of Incident:	1930 hours (Approximate)
Location of Incident: St. Anthony Line 1, Bear Cove Line 6, areas of the South Brook distribution system, areas of the Roddickton distribution system, Glenburnie and Wiltondale distribution systems and the entire Baie Verte Peninsula.			
Number of Customers Affected: approximately 4,500			
<b>Duration of Power Outage:</b> Outage duration information is not available			
Is power outage still occurring? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			
If yes, give estimation when power is expected to be restored: Unknown			

**Description of Problem:**

On December 8, 2011 at approximately 1930 hours, extremely high winds caused numerous issues (i.e. line slapping and tree contacts) in the areas noted above. The high winds made it unsafe last evening for crews to effect repairs. Crews are presently assessing the damages, removing trees from lines and restoring customers to service.

An update will be provided when more precise information concerning customer restoration and count is known.

**Update – December 12, 2011**

From December 8 to December 11, there were numerous power outages affecting customers on the Great Northern Peninsula, the Baie Verte Peninsula, White Bay area, Notre Dame Bay, and Fogo Island. Due to the number of outages, information is not yet available on the customer count and outage duration. It is believed that up to 15,000 customers were affected. All customers were restored by 1530 hours on December 11. An update will be provided after all information is collected and analyzed to determine the effect on Hydro's customers.

**Date Board Acknowledged:** 2011-12-13-B. Thistle

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

\_\_\_\_\_  
Board Secretary or designate

\_\_\_\_\_  
Date:

**PUBLIC UTILITIES BOARD  
POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2012-H-121-a

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed:	September 12, 2012
Contact Information:	Wayne D. Chamberlain, General Counsel & Corporate Secretary (709) 737-1443		
Email:	wchamberlain@nalcorenergy.com		

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		
Date of Incident:	September 11, 2012	Time of Incident: 0809 hours
Location of Incident: Avalon Peninsula		
Number of Customers Affected: Approximately 100,000 Newfoundland Power Customers		
<b>Duration of Power Outage:</b> 1 hour 26 minutes		
Is power outage still occurring? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes		
If yes, give estimation when power is expected to be restored:		
Description of Problem:  On September 11 <sup>th</sup> , at 0809 hours, approximately 100,000 Newfoundland Power customers on the Avalon Peninsula experienced an unplanned power outage. The outage was caused by severe weather from Tropical Storm Leslie which caused a complete outage to Hydro's Western Avalon (WAV) Terminal Station located near Chapel Arm. There are currently no generation units online at the Holyrood generating plant. Transmission out of WAV was restored at approximately 0935 hours. Hydro is currently investigating.  <b>An update will be provided.</b>		
<b>Date Board Acknowledged:</b> 2012-09-12 – B. Thistle		

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

_____ Board Secretary or designate	_____ Date:
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**PUBLIC UTILITIES BOARD  
POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2012-H-141-Updated

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed:	October 12, 2012
Contact Information:	Geoffrey P. Young, Senior Legal Counsel, (709) 737-1277 Email: gyoung@nlh.nl.ca		

**Section B: Initial Advisory - Details of Incident**

Date of Incident:	October 11, 2012	Time of Incident:	2100 hours
Type of Incident: <i>Check all applicable</i>			
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property	
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system	
<input type="checkbox"/> Other (explain in details)			
Location of Incident: Great Northern Peninsula – Plum Point Area, Pigeon Cove, Black Duck Cove, St. Barbe, Roddickton Area, Bide Arm, Englee			
Number of Customers Affected: Approximately 500			
<b>Duration of Power Outage:</b>			
Is power outage still occurring? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes			
If yes, give estimation when power is expected to be restored: Evening, Friday Oct. 12 <sup>th</sup> 2012			

## Description of Problem:

Approximately 500 customers on the Great Northern Peninsula, specifically in the Plum Point Area (Pigeon Cove, Black Duck Cove, St. Barbe), Roddickton Area (Bide Arm, Englee), and St. Anthony Area (Raleigh, Ship Cove) are experiencing unplanned intermittent power outages. The outages are a result of high winds in the area and downed trees on power lines. Crews have been dispatched and are working to restore power to customers, however high winds have been impeding safe work. Customers are expected to be restored throughout the day.

**Update – October 15, 2012**

Please refer to the below table for a summary of customer outages during the period of extremely high winds:

Date	Location	Area	Asset	Cause of Incident	Time of Incident	Time of Restoration	Outage Duration	Number of Customers
Oct. 11, 2012	Plum Point	All customers on Line 2	Line 2	Broken jumper	2125	2126	1 minute	692
Oct. 11, 2012	Plum Point	St. Barbe, Pigeon Cove	Line 2	Broken jumper	2126	1000 hours on Oct. 12, 2012	12 hours 34 minutes	100
Oct. 12, 2012	Roddickton	Roddickton, Bide Arm, Englee	Line 1	Trees on line	0025	0904	8 hours 39 minutes	618
Oct. 12, 2012	Roddickton	Roddickton	Line 3	Trees on line	0241	0631	3 hours 50 minutes	271
Oct. 12, 2012	Roddickton	Bide Arm, Englee	Line 1	Trees on line	0904	1200	2 hours 56 minutes	394
Oct. 12, 2012	Roddickton	Roddickton	Line 3	Trees on line	1012	1225	2 hours 13 minutes	271
Oct. 12, 2012	Roddickton	Englee	Line 1	Trees on line	1930	1135 hours on Oct. 13, 2012	16 hours 5 minutes	302
Oct. 12, 2012	St. Anthony	Raleigh, Ship Cove	Line 8	Trees on line	1015	1430	4 hours 15 minutes	206
Oct. 13, 2012	St. Anthony	Raleigh, Ship Cove	Line 8	Trees on line	2000	2030	30 minutes	206

**Date Board Acknowledged: 2012-10-15-B. Thistle**

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

\_\_\_\_\_  
Board Secretary or designate

\_\_\_\_\_  
Date:

**PUBLIC UTILITIES BOARD**  
**POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2013-H-006-a – Updated (2)

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed:	January 14, 2013
Contact Information:	Geoffrey P. Young, Senior Legal Counsel, (709) 737-1277 Email: gyoung@nlh.nl.ca		

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	January 11, 2013	Time of Incident:	see table below
Location of Incident: Island Eastern, Central, Western and Northern Regions			
Number of Customers Affected: up to approximately 200,000			
<b>Duration of Power Outage:</b> Customer outage durations not available at this time			
Is power outage still occurring? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			
If yes, give estimation when power is expected to be restored:			



**Description of Problem:**

On January 11, during a severe winter blizzard, customers in several regions of Newfoundland were affected by unplanned power outages. A summary table of events contributing to the outages follows:

	<b>Initiating Asset</b>	<b>Description</b>	<b>NP Load Loss</b>
04:13	HRD Unit 3 (70 MW)	HRD Unit 3 tripped	not determined
06:42	HRD Unit 1 (110 MW) HRD Unit 2 (110 MW) TL217 (WAV – HRD) 39L (HRD – HRD Town)	<ul style="list-style-type: none"> <li>• HRD Units 1 and 2 tripped</li> <li>• Transmission line TL217 tripped at the Western Avalon end</li> <li>• Transmission line 39L tripped at Holyrood</li> </ul>	approx. 250 MW
06:48	Holyrood Terminal Station - 138 and 230 KV Busses, TL242, TL218, TL217	<ul style="list-style-type: none"> <li>• HRD 138 KV station lockout – tripped breakers B12B15 and B13B15</li> <li>• B12L17 breaker failure lockout – tripped breakers B12L42, B12L18, B12T10 and B6B10 and resulted in line protection operations, tripping transmission lines TL242 and TL218 at the Hardwoods and Oxen Pond terminal stations, respectively.</li> </ul>	approx. 240 MW
07:42	TL201 (WAV – HRD)	TL201 tripped resulting in a loss of 230 KV transmission between the Western Avalon terminal station and the major load centres on the Avalon Peninsula. It is suspected that this caused system instability and a trip of the Upper Salmon, Cat Arm and Granite Canal generating stations. This also resulted in a lockout of the Buchans terminal station, affecting the Duck Pond mine site and Star Lake. In addition, several Central, Western and Northern region transmission lines tripped, resulting in Island wide power outages.	approx. 620 MW
08:51	TL201 (WAV – HRD)	TL201 tripped again, resulting in a loss of 230 KV transmission between the Western Avalon terminal station and the major load centres on the Avalon Peninsula.	approx. 230 MW

Note: Between each of these events, where customer load was interrupted, some load restoration had taken place.

Crews were dispatched to Holyrood, Upper Salmon, Cat Arm and the Buchans terminal station to perform site inspections and to reset lockout relays in order to enable facility restoration. Delays were experienced due to road blockages caused by the weather conditions and the time to complete testing and the required switching.

The following summarizes the restoration that took place on January 11 and into the morning of January 12.

- The Central/West coast region restoration began at 07:50 hours and by 07:55 hours, transmission lines TL204 and TL231, (Bay d'Espoir to Stony Brook), TL205 (Buchans to Stony Brook), and TL228 (Buchans to Massey Drive) had been restored.
- At 09:07 hours, TL201 was restored, re-energizing the Oxen Pond and Hardwoods terminal stations.
- At 09:15 hours, TL214 was restored, re-energizing the Doyles and Grand Bay terminal stations.
- At 09:18 hours, TL226 was restored, re-energizing the Glenburnie, Wiltondale and Rocky Harbour terminal stations.
- At 10:45 hours, TL209 was restored, re-energizing the Stephenville terminal station.
- At 11:43 hours, TL225 was restored, re-energizing the NP substation in Deer Lake.
- At 11:50 hours, TL250 was restored, re-energizing the Grandy Brook terminal station.
- At 23:58 hours, Newfoundland Power customers at Buchans were restored. A transformer lockout at this station had delayed restoration.
- At 00:00 hours (January 12), Duck Pond mine (Teck Resources) was advised that it could re-connect to the system.

It should be noted that due to a lack of generation, customers were not necessarily restored when load busses became energized. Customers were restored in blocks as the generation became available.

Following is a timeline of the generation restoration:

- At 10:00 hours the Granite Canal unit (40 MW) was restarted.
- At 14:44 hours the Upper Salmon unit (84 MW) was restarted.
- At 18:53 hours the Cat Arm units (127 MW) were restarted.
- At 00:10 hours the Star Lake unit (18 MW) was restarted.
- At 03:54 hours (January 12) Unit 2 (165 MW) at Holyrood was restarted.
- At 05:13 hours (January 12) Unit 3 at Holyrood (150 MW) was restarted.

At 04:55 hours on January 12, Newfoundland Power was advised that there was no longer a generation restriction and that all its customers could be restored.

**Update No. 1 – January 15, 2013**

The restoration of the Holyrood terminal station service supply was completed at approximately 1500 hours on January 11. This restored the station service supply to the Holyrood Plant.

Unit 1 at Holyrood has not been restored as it experienced damage. A thorough examination and assessment is underway to determine the extent of this damage and the required repairs.

**Update No. 2 – January 21, 2013**

Hydro continues in its investigation into the events of January 11, 2013. The following is an update:

The severe winter blizzard experienced on January 11, 2013 resulted in Island wide power outages and significant customer impact. The events started early in the morning at the Holyrood Generating and Terminal Stations, where the high winds and heavy, salt contaminated snow created electrical faults and significant disturbances. There was a loss of all three generating units and trips and lockouts of the 138 KV and 230 KV busses. This effectively isolated the Holyrood generating and terminal stations from the remainder of the grid. There was a significant customer impact, primarily to customers on the Avalon Peninsula. The station service supply into the plant was interrupted and could not be re-established until personnel arrived at site to reset lockout relays.

Approximately one hour following the loss of the Holyrood generating and terminal stations, there was a trip of the only remaining 230 KV transmission line from the Western Avalon terminal station to the major load centers in St. John's and surrounding area. With the separation of the east/west power systems and loss of supply to the eastern Avalon, there was severe instability in the Central and Western areas, resulting in the loss of multiple generating stations and transmission lines. The customer impact had now spread to be Island wide with only a few smaller regions still with power.

The remaining line from Western Avalon tripped again approximately one hour and ten minutes later, resulting in additional customer outages and reversing much of the restoration effort that had taken place up to that time.

Following is an update to the sequence of events:

<b>Time</b>	<b>Event Details</b>
04:13	Unit No. 3 tripped at the Holyrood (HRD) plant. Preliminary analysis indicates that it resulted from a single phase fault which occurred somewhere between the high side of the Unit transformer and the 230 KV unit breakers. The unit was loaded to 68 MW at the time of the 230 KV fault. There was no customer impact reported.
06:42	While HRD personnel were in the process of restoring Unit 3, there were trips of Units 1 and 2 and transmission line TL217 from HRD to Western Avalon (WAV) at the WAV end. Both units were loaded to 110 MW. This resulted in a significant customer impact with indications of nearly 250 MW of Newfoundland Power load loss (primarily on the Avalon Peninsula).
06:48	While all units were off at Holyrood and TL217 was still open at the Western Avalon end, there was a 138 KV bus lockout and a breaker failure operation associated with the 230 KV breaker B12B17. These events effectively isolated the terminal station and removed all station service supply to the units. There was approximately 240 MW of Newfoundland Power load loss, again primarily on the Avalon.
07:42	With the Holyrood terminal and generating stations effectively out of service, there was a trip on transmission line TL201, the remaining 230 KV line from Western Avalon to the major load centres in St. John's and surrounding area. This created a significant Island wide power system upset. With the separation of the east/west power systems there was severe instability in the Central and Western areas resulting in the loss of multiple generating stations and transmission lines. Total customer impact is estimated to be in excess of 600 MW.
08:51	While Hydro was in the process of restoring the system, within the limits of the generation that was available, TL201 tripped again. Approximately 230 MW of customer load was lost during this event.

It should be noted that Unit 1 at Holyrood remains out of service as it has sustained damage that requires assessment and repairs. Hydro has a team assessing the unit to determine the cause of the damage and also the expected timing for a return to operation. External resources have been brought in to assist with the review.

As a result of this generating unit at Holyrood remaining out of service, Hydro is following its generation contingency plan to be prepared to respond to any additional generation loss on the Island Interconnected System. Hydro's reliability planning objective is that it can meet customer load with the loss of a large generating unit. As a result of this unit being unavailable, Hydro is utilizing its reserve capacity more frequently.

**A further update will be provided.**

**Date Board Acknowledged: 2013-01-22 – C. Jones**

### **Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

\_\_\_\_\_  
Board Secretary or designate

\_\_\_\_\_  
Date:

**PUBLIC UTILITIES BOARD  
POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2013-H-26-a

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed: February 11, 2013
Contact Information:	Geoffrey P. Young, Senior Legal Counsel, (709) 737-1277	Email: gyoung@nlh.nl.ca

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	February 10, 2013	Time of Incident: 0907 hours
Location of Incident: Sunnyside Terminal Station		
Number of Customers Affected: 24,417 Newfoundland Power Customers		
<b>Duration of Power Outage:</b> Up to 4 hours 2 minutes		
Is power outage still occurring? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes		
If yes, give estimation when power is expected to be restored:		
Description of Problem: On February 10, at 0907 hours, 24,417 Newfoundland Power customers in the Sunnyside, Clarenville, Bonavista Peninsula, and the Burin Peninsula areas experienced an unplanned power outage. The outage occurred when the 230 KV Bus No. 1 at Hydro's Sunnyside (SSD) Terminal Station experienced a protection lockout. Crews were dispatched to investigate. It was determined that ice falling from overhead lines fell on substation equipment causing the protection relays to activate. The lockout was reset and Bus No. 1 was restored to service at 1237 hours. The Sunnyside Station was restored to normal operations at 1309 hours.		
<b>Date Board Acknowledged:</b> 2013-02-12 – C. Jones		

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

_____ Board Secretary or designate	_____ Date:
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# PUBLIC UTILITIES BOARD POWER OUTAGE and INCIDENT ADVISORY FORM

PUB Number: 2013-H-31-Updated

## Section A: General Information

Company:	Newfoundland and Labrador Hydro	Date Filed: February 18, 2013
Contact Information:	Geoffrey P. Young, Senior Legal Counsel, (709) 737-1277	Email: gyoung@nlh.nl.ca

## Section B: Initial Advisory - Details of Incident

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	February 17, 2013	Time of Incident: See table
Location of Incident: See table		
Number of Customers Affected: See table		
<b>Duration of Power Outage:</b> See table		
Is power outage still occurring? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		
If yes, give estimation when power is expected to be restored: 1600 (Feb 18)		

### Description of Problem:

Starting on February 17, customers on the Great Northern Peninsula are experiencing intermittent unplanned power outages. The outages are a result of inclement weather and high winds. Please refer to the following table for more details.

	Date	Location	Cause of Incident / Restoration	Time of Incident	Time of Restoration	Outage Duration	Number of Customers
1	Feb. 17, 2013	St. Anthony, Hawke's Bay, Sally's Cove, Cow Head, Parson's Pond, Daniels Harbour, Plum Point, Bear Cove, Roddickton, Main Brook	Inclement weather - high winds	1607			7859
2	Feb. 17, 2013	Hawke's Bay	Restored using Diesel Plant with intermittent outages after		1648	41 minutes	1305
3	Feb. 17, 2013	St. Anthony	Restored using St. Anthony Diesel Plant		1915	3 hours 8 minutes	2404
4	Feb. 17, 2013	Roddickton, Main Brook	Restored using St. Anthony Diesel Plant		0133 (Feb 18)	9 hours 26 minutes	1160
5	Feb. 18, 2013	Sally's Cove	Restored using TL227		0215 (Feb 18)	10 hours 8 minutes	30
6	Feb. 18, 2013	All GNP except various customers in Norris Point, Plum Point, and Bear Cove	Restored using TL227		0718 (Feb 18)	15 hours 3 minutes	1657

Approximately 1300 customers still remain without power, in the Norris Point, Plum Point, and Bear Cove areas, as crews are investigating and working to repair equipment. Additional intermittent outages still may occur.

**Update – February 19, 2013**

All remaining customers (1300) in the Norris Point, Plum Point, and Bear Cove areas were restored by 1930 hours on February 18. The main cause of the outages on the GNP was high winds causing downed power lines. Currently the 138kV transmission system supplying the GNP is out of service due to a fallen structure and Hydro is working to repair this damage. Customers are being supplied via the 69kV transmission system, supplemented with the Hawke's Bay and St. Anthony Diesel plants.

**Date Board Acknowledged: 2013-02-20 – C. Jones**

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

\_\_\_\_\_  
Board Secretary or designate

\_\_\_\_\_  
Date:

**PUBLIC UTILITIES BOARD  
POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2013-H-169-Updated

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed: November 28, 2013
Contact Information:	Robert Coish, System Operations (709) 737-1353	Email: robertcoish@nlh.nl.ca

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	November 28, 2013	Time of Incident: 1037 hours
Location of Incident: TL227		
Number of Customers Affected: 1026		
<b>Duration of Power Outage:</b> Ongoing		
Is power outage still occurring? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		
If yes, give estimation when power is expected to be restored: 1600 hours		
Description of Problem:  Beginning November 28, 2013 at 1037 hours, 1026 customers in the communities of Cow Head, Parsons Pond, St. Paul's, and Portland Creek are experiencing an unplanned power outage. The outage is occurring due to a conductor phase off on transmission line TL227. Hydro crews are currently repairing the problem and service is expected to be restored at 1600 hours.  <b>Update - November 29, 2013</b> Duration of Power Outage: 6 hours 12 minutes  Hydro crews completed the necessary repairs to transmission line TL227 and all customers were restored at 1649 hours.		
<b>Date Board Acknowledged:</b> 2013-12-02 – C. Jones		

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

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Board Secretary or designate	Date:



**PUBLIC UTILITIES BOARD  
POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2013-H-157-Updated

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed: November 22, 2013
Contact Information:	Robert Coish, System Operations (709) 737-1353	Email: robertcoish@nlh.nl.ca

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	November 21, 2013	Time of Incident: 2324 hours
Location of Incident: South Brook Distribution System		
Number of Customers Affected: 2249		
<b>Duration of Power Outage:</b> Up to 9 hour 59 minutes		
Is power outage still occurring? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes		
If yes, give estimation when power is expected to be restored:		
Description of Problem:  Beginning November 21, 2013 at 2324 hours, all customers (2,249) serviced by the South Brook Terminal Station, including the communities of Beaumont, Brighton, Miles Cove Pilley's Island, Port Anson, Robert's Arm, South Brook, St. Patrick's, Springdale, Kona Beach, and Triton experience an unplanned power outage. The outage initially occurred due severe weather in the area causing a trip to transmission line TL222, supplying the South Brook Terminal Station. All customers, with the exception of those in Brighton and Triton (649) were restored by 0923 hours, November 22, 2013 when TL222 was restored.  The distribution system servicing customers in the Brighton and Triton area has received damage due to the severe weather conditions. Hydro crews are currently working to carry out the repairs in order to restore these customers.  <b>Update – November 29, 2013</b> All customers (649) in the Brighton and Triton area were restored by 1600 hours November 23, 2013. The distribution system received damage to conductor wires, mainly as a result of fallen trees.		
<b>Date Board Acknowledged:</b> 2013-12-02 – C. Jones		

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

_____ Board Secretary or designate	_____ Date:
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**PUBLIC UTILITIES BOARD  
POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2013-H-156-Updated

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed: November 22, 2013
Contact Information:	Robert Coish, System Operations (709) 737-1353	Email: robertcoish@nlh.nl.ca

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	November 20, 2013	Time of Incident: 2200 hours
Location of Incident: Bottom Waters Distribution System		
Number of Customers Affected: Up to 1768		
<b>Duration of Power Outage:</b> Ongoing		
Is power outage still occurring? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		
If yes, give estimation when power is expected to be restored:		
Description of Problem:  Beginning November 20, 2013 at approximately 2200 hours, customers serviced by the Bottom Waters Terminal Station Line 1 and Line 3, including the communities of Brent's Cove, Harbour Round, La Scie, Ming's Bight, Pacquet, Round Harbour, Snook's Arm, Shoe Cove, Tilt Cove, and Woodstock are experiencing an unplanned power outage. The outage initially occurred due to severe weather in the area causing damage to the distribution system. Hydro crews are currently working to carry out the repairs in order to restore these customers.		
<b>Update – November 29, 2013</b>  All customers (1768) serviced by the Bottom Waters Terminal Station Line1 and Line 3 were restored by 1700 hours November 23, 2013. The distribution system received damage to conductor wires, mainly as a result of fallen trees.		
<b>Date Board Acknowledged:</b> 2013-12-02 – C. Jones		

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

_____	_____
Board Secretary or designate	Date:

**PUBLIC UTILITIES BOARD  
POWER OUTAGE and INCIDENT ADVISORY FORM**

PUB Number: 2014-H-029-a

**Section A: General Information**

Company:	Newfoundland and Labrador Hydro	Date Filed:	January 27, 2014
Contact Information:	Robert Coish, System Operations (709) 737-1353	Email:	robertcoish@nlh.nl.ca

**Section B: Initial Advisory - Details of Incident**

Type of Incident: <i>Check all applicable</i>		
<input checked="" type="checkbox"/> Power Outage	<input type="checkbox"/> Damage to Company Property	<input type="checkbox"/> Damage to Customer Property
<input type="checkbox"/> Injury to Employee	<input type="checkbox"/> Injury to Member of Public	<input type="checkbox"/> Contact with Distribution system
<input type="checkbox"/> Other (explain in details)		

Date of Incident:	January 26, 2014	Time of Incident:	0848 hours
Location of Incident: TL250 (Bottom Brook to Grandy Brook)			
Number of Customers Affected: 921			
<b>Duration of Power Outage:</b>		8 hours 47 minutes	
Is power outage still occurring?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
If yes, give estimation when power is expected to be restored:			
Description of Problem:			
<p>On January 26, 2014, at 0848 hours, all customers (921) serviced by the Grandy Brook Terminal Station, including the communities of Burgeo, Grand Bruit, and La Poile, experienced an unplanned power outage. The outage occurred when the 138 kV Transmission Line TL250 tripped out of service due to a failed cross arm. There were extreme high winds at the time. Hydro crews safely made the necessary repairs and all customers were restored by 1735 hours. Delays in restoration were due to distance and travel time in extreme weather, investigation into the cause of the outage, and repair time.</p>			
<b>Date Board Acknowledged:</b> 2014-01-28 – C. Jones			

**Section C: Final Disposition**

The Board has reviewed the information filed with respect to this incident and has determined that the information filed is deemed satisfactory. The report has been filed and accepted by the Board.

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Board Secretary or designate	Date: