

1 **Q. In order to provide a record copy of document(s) already provided informally,**
2 **please provide copies of any stress tests conducted on the Outage Management**
3 **System or contact center telephony equipment or systems.**
4

5 A. In each year, Newfoundland Power typically experiences one or two major electrical
6 system outages. These major electrical system outages serve as real-time tests of
7 Newfoundland Power's customer service capabilities, including its Outage Management
8 System and Customer Contact Centre telephony equipment and systems.
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10 In January 2013, Newfoundland Power experienced a major electrical system outage
11 resulting from operations at Newfoundland and Labrador Hydro's Holyrood Thermal
12 Generating Station. Newfoundland Power's customer communications performance in
13 the period January 2-8, 2014 was improved as a result of changes made during 2013 to
14 the Company's operational processes which were largely in response to electrical system
15 events on January 11-13, 2013.¹
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17 For further information, see the response to Request for Information PUB-NP-025.

¹ On January 11-12, 2013, Newfoundland and Labrador Hydro's Holyrood Thermal Generating Station was unavailable for 21 hours. The reinstatement of electrical service to Newfoundland Power's customers following this outage was not concluded until January 13th, 2013.