

Q. Please state the number and titles of personnel (troublemen) who respond to distribution outages for the Distribution System Operators/Dispatchers.

A. 1. General

Newfoundland Power maintains a constant state of readiness for any required response to outages on its transmission and distribution systems. Personnel are available to respond to trouble calls and outages both during normal working hours and after hours. In addition, St. John's Region maintains shift crews who provide coverage for 16 hours a day, 7 day a week.¹ The shift crews provide coverage from 8:00am to 12:00am (midnight).²

2. Regional Operations

Table 1 provides a summary of regional operations personnel available to respond to transmission and distribution outages throughout Newfoundland Power's service territory.

Table 1
Outage Response Personnel – Regional Operations

Title	Total Available³	Assigned During Regular Hours⁴	Assigned to Standby After Hours⁵	Assigned to Shift 16/7 Coverage⁶
Regional Manager	3			
Superintendent	8			
Supervisor	21	12	7	
Regional Engineers ⁷	2			

¹ A shift crew refers to a crew of two power line technicians ("PLT") that is available to address outages as they arise within St. John's Region.

² Newfoundland Power has three operating regions in its service territory; Western Region, Eastern Region, and St. John's Region. Geographically, St. John's Region is the smallest of the three regions; however, it has the most customers. The small geographic size and high density of customers make it practical for shift crews to operate within the region to provide quick response to customer outages.

³ Total available staff for response to transmission and distribution outages.

⁴ Staff specifically assigned to trouble response including customer calls and power outages during regular working hours.

⁵ Staff available for response after hours is considered to be on Standby. Newfoundland Power ensures staff are on Standby in each region after normal working hours.

⁶ Shift crews are assigned in St. John's Region only and provide coverage for customer calls and power outages 16 hours a day, 7 days a week.

⁷ The number of engineers does not include 4 Superintendents who are also engineers.

Table 1 (Cont'd)
Outage Response Personnel – Regional Operations

Title	Total Available³	Assigned During Regular Hours⁴	Assigned to Standby After Hours⁵	Assigned to Shift 16/7 Coverage⁶
Technologists	38			
Power Line Technicians (“PLTs”)	128	27	12	6
District PLTs ⁸	19	19	7	
Planners	9			
Other Field Staff ⁹	12			
Support Staff ¹⁰	64			
Total	304	58	26	6

There are 304 Regional Operations employees available to respond to transmission and distribution outages as required.

During regular working hours, weekdays from 8:00am to 4:00 pm, there are 58 Regional Operations employees whose primary responsibility is response to transmission and distribution outages when required. They are supported by some or all of the available Regional Operations employees depending on the extent of the outages.

After regular working hours, 26 Regional Operations employees are placed on standby at offices and districts throughout Newfoundland Power’s service territory to ensure a prompt response to customer outages. Other employees are called to work as required.

3. Other Personnel

Additional employees are called to respond to outages as warranted by the magnitude of the outage event. In storm situations involving major damages, there are 72 other technical and trade employees from other departments who can be called upon to support restoration efforts.

⁸ To maintain the Company’s target of responding to customer outages within 2 hours, a total of 19 power line technicians operate from 10 remote district locations. These district locations are dispersed throughout the Company’s Service territory.

⁹ Other Field Staff refers to Newfoundland Power employees such as meter technicians and grounds persons who are deployed in the field but who have roles that are secondary to the operation of the electrical system.

¹⁰ Support Staff refers to the administrative and office personnel who assist with outage response during major storms or electrical system events. This work could include organizing outage information, organizing meals for field staff, or arranging accommodations for field staff that travel from outside the affected area.

Table 2 provides a summary of technical personnel from other departments that are available to support the response to transmission and distribution outages if required.

Table 2
Outage Technical Personnel – Other

Title	Total Available
Managers	2
Supervisors/Superintendents	10
Engineers	13
Technologists	24
Other Trades	23
Total	72

In addition to its own employees, Newfoundland Power utilizes contractors and workers from other utilities to support restoration efforts during major storms or electrical system events.

Newfoundland Power's customer service personnel also play an important role in outage response by recording customer outages and answering customer inquiries. Table 3 details the customer service personnel that responded to customer outages during the January 2-8, 2014 electrical system events.

Table 3
Customer Service Personnel

Title	Total Available
Managers	1
Customer Account and Area Customer Representatives	40
Supervisors	7
Support Staff	8
Total	56

4. Conclusion

Newfoundland Power is organized in a manner that provides a quick response to customer outages during normal working hours. Through its regional, area, and district locations Newfoundland Power's power line technicians can respond to outages in a

1 timely manner throughout the Company's service area. Utilizing shift crews and
2 maintaining a roster of standby personnel allows the Company to respond quickly to
3 outages outside of normal working hours.
4

5 During large storms or major electrical system events, Newfoundland Power draws on
6 resources from its Regional Operations and other technical groups within the Company.
7 Taking into consideration Newfoundland Power's customer service personnel,
8 approximately 2/3 of the Company's employees are available to assist in restoring power
9 to customers.¹¹

¹¹ The total number of personnel available to assist with customer outages is 432 ($304 + 72 + 56 = 432$).
Newfoundland Power has approximately 650 employees. $432/650 = 0.66$.