

1 **Q. Please detail the process to establish and update estimated restoration times for**
2 **blue-sky, weather, and equipment-related events, including roles and**
3 **responsibilities for establishing, updating, closing and communicating.**
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5 A. The estimated restoration time (“ETR”) for blue-sky, weather, and equipment-related
6 events is based on an initial assessment of the outage conditions.
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8 If the outage is the result of damaged electrical equipment such as a broken pole or
9 insulator, field staff will provide an ETR after determining the cause of the outage and
10 assessing the effort required to make repairs.¹
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12 If the outage condition is the result of an electrical system event with no damage
13 suspected to Newfoundland Power equipment, such as an under-frequency trip, Power
14 System Operators at the System Control Centre (“SCC”) will determine an ETR based on
15 information available. If necessary, SCC Power System Operators will discuss the
16 outage with Hydro’s Energy Control Center (“ECC”) to better understand system
17 conditions and determine an appropriate ETR.
18

19 A description of how these ETRs are gathered and updated during normal system
20 operations as well as large storms or system events is detailed in Newfoundland Power’s
21 response to Request for Information PUB-NP-103. During large storms or system events
22 Newfoundland Power’s Communications Hub takes over responsibility of updating
23 ETRs. A description of the duties, responsibilities, and tasks of the Communications Hub
24 is provided in the response to Request for Information PUB-NP-125.

¹ Field staff includes Powerline Technicians, General Forepersons, Engineering Technologists, or On-Call supervisors if the outage occurred outside of normal working hours.