

- Q. Please describe training conducted during 2013 and 2014 relating to the operation and use of the Outage Management System. Please specify job titles and the number of employees participating in this training.**
- A.** The table below lists training conducted during 2013 and 2014 related to the operation and use of the Outage Management System, including date, location, training type, job titles and approximate number of employees trained. This list does not include on-the-job training for individual new hires or internal appointments.

**Table 1**  
**2013-2014**  
**Outage Management System Training**

<b>Date</b>	<b>Location</b>	<b>Training</b>	<b>Titles (No. Employees)</b>
Feb 2013	St. John's Region	ClickMobile Training for Outage Tickets	Powerline Technicians (50) Line Supervisors (6)
Mar 2013	System Control Centre	Outage Management Refresher	Power System Operators (12) Supervisor System Control (1)
June – July 2013	Eastern Region	ClickMobile Training	Powerline Technicians (36) Line Supervisors (4)
Aug 2013	St. John's Region	Outage Management and Storm Response Roles	Technologists (10) Operations Coordinators (5)
Sept 2013	Customer Contact Centre	Outage Management Refresher	Customer Account Representatives & Remote Agents(60)
Oct 2013	Western Region	ClickMobile Training	Powerline Technicians (45) Line Supervisors (4)
Jan 2014	Customer Contact Centre	Extended Call-in List Training, i.e., Outage Management	Various Employees (40)