

1 **Q. Provide an organization chart indicating the Emergency Management chain of**
2 **command when preparing for a major event and for during a major event.**

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4 A. The organization chart that illustrates Newfoundland Power's preparation and response to
5 a major electrical system event is provided in Attachment A.¹ A brief description of the
6 responsibilities of those in the organization chart is provided below.

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8 **Vice President –Customer Operations and Engineering**

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10 The Vice-President of Customer Operations and Engineering is responsible for the
11 preparations and response to major electrical system events. Managers responsible for
12 the electrical system operations, customer relations, and communications take lead roles
13 in preparing and responding to major electrical system events.

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15 **Manager of Operations**

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17 Newfoundland Power's Manager of Operations is responsible for the System Control
18 Center ("SCC"), Substation Operations, Generation Operations, Health and Safety, and
19 Environment. The Manager of Operations is also Newfoundland Power's designate
20 responsible for communicating and coordinating electrical system issues that arise
21 between the Company and Newfoundland and Labrador Hydro. When preparing for and
22 responding to a major electrical system event, the Manager of Operations assumes a
23 coordination role amongst Managers responsible for the electrical system, including
24 Regional Managers and the Manager of Engineering.

25
26 **Regional Managers**

27
28 Newfoundland Power's three Regional Managers are responsible for the transmission and
29 distribution system operations in their respective regions. During major events, the
30 Regional Managers organize regional efforts to make repairs and restore service to
31 customers. Depending on the extent of the damage and geographic location of the event,
32 some Regions may be impacted more significantly than others. In these circumstances,
33 Regional Managers may reassign personnel to the more significantly impacted region to
34 assist with restoration efforts.

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36 **Manager of Engineering**

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38 The Manager of Engineering is responsible for the policies, standards, practices, and
39 planning and engineering for medium and long term substation, generation, transmission,
40 and distribution initiatives. During major electrical system events, the Manager of
41 Engineering is responsible for design work necessary to restore service to customers and

¹ A description of how Newfoundland Power responds to severe weather or system events that have the potential to disrupt service to customers is provided in the response to Request for Information PUB-NP-028.

1 to provide technical staff that can support the restoration efforts of the Operations
2 Manager and Regional Managers.

3 4 **Manager of Customer Relations and Information Services**

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6 The Manager of Customer Relations and Information Services is responsible for the
7 Company's customer service efforts and customer service systems including the
8 telecommunications system and the Company's internet based systems.² When a major
9 electrical system event is forecast to occur, or has occurred, the Manager of Customer
10 Relations and Information Services will ensure the Customer Contact Centre is prepared
11 and properly staffed and will ensure the Company's customer service systems are fully
12 operational and properly configured for the event.

13 14 **Manager of Corporate Relations and Communications**

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16 The Manager of Corporate Relations and Communications is responsible for
17 communicating information to customers and stakeholders. This includes issuing public
18 advisories, posting messages on the Company's social media platforms, conducting
19 media interviews, and interacting directly with stakeholders including the Provincial
20 Government, Fire and Emergency Services, and Newfoundland and Labrador Hydro.
21 During a major electrical system event the Manager of Corporate Relations and
22 Communications is responsible for the Communications Hub.³

23
24 When a major electrical system event is forecast and during a major electrical system
25 event, senior management, including those identified in Attachment A, meet regularly to
26 (i) gauge the severity of the event, (ii) identify locations that require additional resources,
27 (iii) determine whether or not the Company's mobile substations and/or mobile
28 generators should be deployed, (iv) review restoration progress if major outages have
29 occurred, (v) determine communications requirements and (v) discuss any other matters
30 that need immediate attention. These meetings are led by the Vice-President of Customer
31 Operations and Engineering and serve to keep the senior management team well-versed
32 with timely and accurate information needed for effective decision making.

² See the response to Request for Information PUB-NP-096 for a description and schematic of the Company's Customer Contact Centre telecommunications system. See the responses to Requests for Information PUB-NP-25 (1st Revision) and PUB-NP-128 for information relating to the use of Newfoundland Power's website and mobile website for communicating outage information.

³ The Communications Hub is a group of Newfoundland Power employees brought together to provide timely, accurate, and consistent communications about a major electrical system event prior to it occurring and until the restoration process has concluded. A more detailed description of the Communications Hub is provided in the Response to Request for Information PUB-NP-125.

Organization Chart
Major Electrical System Event

Organization Chart Major Electrical System Event

