

Q. Does Newfoundland Power periodically train its employees for major events and does it conduct major event drills? Does the System Control Center have a practice control console for training purposes?

A. Yes. Newfoundland Power's employee training includes training on the Company's service restoration, business continuity and disaster recovery plans. This includes the completion of major event drills on various events that may affect electrical system operations. Typically, such training would include a review of the applicable emergency response procedure or system restoration plan, and involve a desktop review, and either a partial drill or full drill exercise.

In the past 5 years, the following Newfoundland Power emergency response and system restoration plans have been exercised:

- (i) Loss of SCADA System
- (ii) Loss of System Control Center Building
- (iii) Loss of Switch and Outage Management Systems
- (iv) Loss of Generation Facilities
- (v) Service Restoration Plan - Eastern Region
- (vi) Loss of Hydro Supply - Eastern Newfoundland
- (vii) Loss of Submarine Cables - Bell Island

In addition, over the past 5 years, Newfoundland Power has responded to 7 major system outage events during which employees have gained real-life experience in responding to major events. These include:

- (i) March 2010 Eastern Newfoundland sleet storm
- (ii) September 2010 Hurricane Igor
- (iii) December 2011 wind storm in Western Newfoundland
- (iv) September 2012 Tropical Storm Leslie
- (v) January 2013 loss of supply from Newfoundland and Labrador Hydro
- (vi) November 2013 snow storm in Central Newfoundland
- (vii) January 2014 loss of supply event

Newfoundland Power's existing SCADA system does not include the capability for an operator training simulator. As a result the SCADA system does not have a practice console. There is a fully functional SCADA console available in the SCC boardroom where new SCC Power Systems Operators can be trained by supervisors and experienced SCC Power Systems Operators. During the period of time when new SCC Power Systems Operators are being trained they are provided login credentials that restrict their access to *view only*. This allows the new SCC Power Systems Operator to learn how to navigate the system displays and practise by opening control panels and exploring the

- 1 available functionality. Any command to execute an operation on a real electricity
2 system device is denied by the SCADA application.