

1 **Q. Does Newfoundland Power have an Emergency Command Centre? If so, where is it**
2 **located? Also, does Newfoundland Power have a backup System Control Centre in**
3 **case it becomes unusable?**
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5 A. Newfoundland Power's System Control Centre ("SCC") functions as the Company's
6 emergency command centre for system events across its service territory. The Company
7 has a fully functional backup control centre located at its Duffy Place facility. The SCC
8 and the Duffy Place facility are on a private fibre optic network that includes the
9 Kenmount Road building and substations in the metro St. John's area. The fibre optic
10 network interfaces with other telecommunications infrastructure to provide multiple and
11 redundant paths to ensure high availability digital communications to field devices and
12 voice communications with employees and customers.

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14 The operator's workstations at the backup control centre can be connected to the main
15 system control and data acquisition system ("SCADA") servers at the SCC or to the
16 backup SCADA servers at the Duffy Place facility.¹ SCADA data on the backup
17 SCADA servers is replicated on a real-time basis from the main SCADA servers. All
18 voice communications channels available at the SCC are also available at the backup
19 control centre.

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21 Newfoundland Power typically uses its regional operating centres as emergency
22 command centres when experiencing more localized system events.² During these
23 system events the SCC will transfer local control authority to regional operations staff.³
24 Technical and support staff gather in a central location in each regional centre which has
25 the necessary computer and communications infrastructure to enable coordination of
26 restoration efforts.

¹ This configuration allows for multiple contingencies with respect to the unavailability of the SCC. For example, this configuration provides service continuity in the event of the loss of the SCC building. If however, the building and equipment remain intact, but the building's environment makes it uninhabitable, the backup control centre will continue to operate from the main SCADA servers and telecommunications infrastructure.

² As per the Company's Storm Preparation Checklist, operation centres are prepared to be fully operational during major outage events. This includes: (i) ensuring back-up or portable generation is available, (ii) considering establishing the operations centre prior to the storm/event, (iii) confirming all data and phone communications into the operations centre prior to the storm/event, (iv) establishing/confirming roles and responsibilities of key operations centre staff, and (v) ensuring the availability of the restoration manual. See the response to Request for Information PUB-NP-028, Attachment A.

³ The SCC will continue to monitor and control the transmission network and all generation assets. Local control authority when granted transfers responsibility for the local distribution network to operations staff.