

Q. Please provide descriptions of the functions performed during storm emergencies by the following: Technologists, Regional Engineers, Senior Engineers, Supervisors, Superintendents, Regional Managers, Relay Technicians, Meter Technicians, and Grounds Personnel.

A. Newfoundland Power expects that throughout the year the need may arise to respond to storm emergencies such as severe weather or system events that have the potential to disrupt service to customers. When a severe weather event is expected, adjustments to routine operations are made to ensure the Company is prepared to respond quickly and effectively should customer outages occur.¹ In these situations additional employees are frequently called upon to respond to outages as warranted by the magnitude of the outage event.² The engineering and operations staff identified in this request for information are called upon to provide support to the local operations team during storm emergencies.

Many of the Company's technical staff has expertise in areas of engineering and operations other than that used in their current position. For example, a Superintendent or Regional Engineer may have many years of experience as a Transmission Engineer. If required the Superintendent or Regional Engineer could supervise a contractor rebuilding a section of downed transmission line. During storm emergencies technical staff is frequently assigned to provide support in areas where they have previous experience.

In addition to technical support, employees responding to storm emergencies also require logistics support with transportation, material delivery and providing meals during long days on the worksite. The Company's technical staff is also capable of providing this logistic support. For example, Meter Technicians or Grounds Personnel can use 4-wheel drive vehicles to assist customer service representatives with transportation to and from work during times when road conditions are not favourable. Likewise Supervisors and Technologists have been known to deliver hot meals to line crews at their worksite.

Each storm emergency is unique requiring a specific response. At these times Newfoundland Power draws upon all of its available human resources to assist in restoring power to its customers.

¹ The response to Request for Information PUB-NP-028, including Attachment A, provides a detailed explanation of how Newfoundland Power prepares by making adjustments to normal operations, including deployment of personnel.

² For details on the number and titles of personnel who respond to outages see the response to Request for Information PUB-NP-152.