

1 **Q. Liberty understands Newfoundland Power has AMR and not AMI meters and that**
2 **its Outage Management System would not be able to automatically identify outage**
3 **locations. Please discuss how Control Centre Operators determine when power has**
4 **been restored following major storm events. Also, please describe how the Central**
5 **Dispatch Team is used during round the clock restoration work.**
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7 A. Power System Operators determine when power has been restored following major storm
8 events using equipment status information from Company's system control and data
9 acquisition ("SCADA") system and the status of outage tickets in the Outage
10 Management System ("OMS"). The Power System Operator will confirm that all
11 equipment information in the SCADA system indicates power has been restored at the
12 transmission, substation and distribution level. This may be either through returning to
13 normal configuration or a temporary system arrangement. The Power System Operator
14 will also confirm that all outage tickets in the OMS have been completed. This includes
15 individual outage tickets and related outage tickets that have been grouped.¹
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17 Response to Request for Information PUB-NP-307 describes the roles of the Power
18 System Operators and the Central Dispatch Team with respect to Outage Management
19 during normal weekday hours, during evenings and weekends, and during storm
20 emergencies. During storm emergencies, or round the clock restoration work, the Central
21 Dispatch Team is responsible for dispatching outage tickets to crews in the field. This
22 includes monitoring the OMS for new outage tickets, grouping related outage tickets,
23 dispatching outage tickets to the appropriate crew based on location, availability and
24 skillset, monitoring daily progress, adjusting schedules, and communicating with field
25 staff and supervisors as required.

¹ Outage tickets are dispatched and completed electronically by crews in the field. When a crew completes an outage ticket, it is automatically updated in the Outage Management System. For grouped outage tickets during storms, the Company will typically complete call-backs to customers to confirm power has been restored. This ensures individual downstream customers are not experiencing a separate outage not related to the original cause.