

1 **Q. Describe how the Outage Management System (“OMS”) program develops, or is**  
2 **used to develop, reliability indices, by circuit, region and system. Are these indices**  
3 **generated within the OMS or by an adjunct program? Please identify the**  
4 **department within Newfoundland Power responsible for the development and**  
5 **reporting of these indices.**

6  
7 A. The Outage Management System (“OMS”) contains a database with a user interface to  
8 allow customer interruptions to be entered, saved and edited. The information recorded  
9 on a customer interruption report include the start and end time, duration, cause, type,  
10 number of customers, and circuit (or feeder).

11  
12 Reporting functionality within the OMS provides the ability to directly report standard  
13 customer based reliability data corporately, by region or by feeder. Current and historical  
14 data can be reported for SAIDI, SAIFI, CAIDI, CAIFI, customer minutes of interruption  
15 and customer interruptions.

16  
17 Reporting functionality also allows the base data to be extracted from the OMS providing  
18 the ability to produce other indices such as CHIKM and CIKM.

19  
20 The development and reporting of reliability indices is the responsibility of a Senior  
21 Engineer within the operations group.