

Q. Please clarify the roles of the Power System Operators and the Central Dispatch Team with respect to Outage Management during normal weekday hours, during evenings and weekends, and during storm emergencies.

A. During normal weekday hours the Power System Operators are responsible for monitoring the electrical system, acting as control authority for electrical switching, creating and updating Informer notifications, processing follow up for completed outage tickets, and creating interruption reports for tracking reliability indices.

During normal weekday hours the Central Dispatch Team is responsible for dispatching outage tickets to crews in the field.¹ This includes monitoring the Outage Management System for new outage tickets, grouping related outage tickets, dispatching outage tickets to the appropriate crew based on location, availability and skillset, monitoring daily progress, adjusting schedules, and communicating with field staff and supervisors as required.²

During evenings and weekends, the Power System Operators are responsible for all aspects of Outage Management discussed above.

During storm emergencies, the Central Dispatch Team typically work during evening and weekend hours and perform the same roles with respect to dispatching outage tickets to crews as during normal weekday hours.

¹ During normal weekday hours, the Power System Operators may also dispatch work to line crews on a priority basis to address safety or other high-priority issues.

² Prior to July 2014 the Power System Operators were responsible for all aspects of outage management. In July 2014 the responsibility for dispatching outage tickets to field crews moved to the Central Dispatch Team. See the response to Request for Information PUB-NP-254 for more information on the Central Dispatch Team.