

1 Q. **Reference: Response to PUB-NLH-117**

2 With respect to Secure Remote Access, provide examples where Hydro is currently
3 implementing solutions that have resulted in improved service restoration.

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6 A. Secure remote access has been primarily focused on remote diesel plants with 11 of the 20
7 diesel plants in the Newfoundland and Labrador Hydro's ("Hydro") system having remote access
8 by 2026. This technology allows technical resources and subject matter experts to investigate
9 and troubleshoot problems with assets, such as alarms or unplanned outages, at most diesel
10 plants without physically being at site.

11 Personnel can now remotely troubleshoot issues with local plant operators to take remedial
12 actions to resolve or reduce the problems being experienced, creating the opportunity for a
13 single person, or group, to remotely support crews in the field. This allows for early
14 identification and confirmation of issues, to avoid travel time to many of these remote
15 communities and bring units back online more quickly. Utilizing this technology enables Hydro
16 to quickly identify issues, propose solutions to address the issues immediately, or if necessary,
17 deploy appropriate resources.