

1 Q. **Emergency Management**

2 Further to the response to PUB-NLH-043 expand upon any and all changes
3 identified from the December 2013/January 2014 incidents as they specifically
4 relate to: (i) System Operations, (ii) emergency preparedness, and (iii) coordination
5 with Newfoundland Power.

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8 A. Hydro's internal review of the events of late December 2013 and early January 2014
9 included a consideration and more in-depth analysis of initial key findings from the
10 lessons learned focus groups referenced in Hydro's response to PUB-NLH-043. Key
11 actions identified through the internal review, or recommended by Liberty
12 Consulting, address changes that are planned, or have already been made, in the
13 areas of System Operations; emergency preparedness; and coordination with
14 Newfoundland Power. The table below provides references from Hydro's
15 Integrated Action Plan (IAP) in relation to each of these three areas.

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Hydro Actions and Changes in Selected Focus Areas		
Focus Area	IAP References	Description References
System Operations	55, 56, 57, 58, 64	Hydro Place emergency power and emergency lighting; system restoration documentation; 24/7 UPS monitoring; internal communications between System Operations and Corporate Relations.
Emergency Preparedness	48, 72, 76, 77, 78, 79	P&C expertise on emergency response teams; outage response continuity in the event of power disruption at Hydro Place; Severe Weather Preparedness Protocol; TRO emergency response plans; hard copy availability of transformer PCB content; lighting improvements at Holyrood.

Hydro Actions and Changes in Selected Focus Areas		
Focus Area	IAP References	Description References
Coordination with Newfoundland Power	59, 60, 61, 62, 68, 69, 70, 73, 74, 75	Protocols for customer notifications; coordination of rotating outages; protocol for use of NP’s generation resources; protocol for communication when reserves are within the n-1 contingency; customer contact technologies; joint research on customer expectations; storm/outage communication protocols; joint lessons learned analysis; executive-sponsored joint teams.

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As noted in Hydro's response to PUB-NLH-389, Hydro’s focus since January 2014 has been to identify and act on the priority actions flowing from its internal review, with a particular focus on ensuring full system readiness for the coming 2014/2015 winter season, and the winter seasons that follow leading up to Muskrat Falls in-service. It is Hydro's intention to revisit all of its lessons learned findings and integrate any lower priority actions as appropriate into its workplans for 2015 and beyond. Hydro expects this work to be completed by December 1, 2014.