

1    Q.    **Outage Management**

2            Further to the response to PUB-NLH-185 Attachment 1 explain how the numbers of  
3            customers interrupted during an outage are determined.

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6    A.    Hydro's Customer Services Department maintains a database which includes the  
7            distribution system and feeder number assignment for each of its distribution  
8            customers. A report is generated from this database monthly, which lists the active  
9            customers by distribution system and feeder. This information is used by field  
10           personnel to determine the number of customers affected for outages which have  
11           affected the complete distribution system or a particular feeder(s). If all customers  
12           on a feeder were not affected by an outage, the field personnel use distribution  
13           system layout drawings which list each customer connected to the feeder. In this  
14           case, personnel would manually count the number of affected customers.