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1    Q.    **Outage Management**

2            Further to the response to PUB-NLH-195 explain the typical response times for  
3            transmission facility outages from initial determination to having a crew on site and  
4            the typical response times for distribution facility outages using the same criterion.

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7    A.    The response times for transmission and distribution outages are highly variable as  
8            factors such as driving distance, weather and nature of the outage will impact  
9            response. Hydro's supervisory on-call processes ensure that arrangements begin  
10           immediately to coordinate crews once a call is initiated from the Energy Control  
11           Centre (or during business hours from the Customer Call Centre). As detailed in  
12           Hydro's response to PUB-NLH-196, Hydro also has an outage communications  
13           protocol that stipulates hourly updates from the crews (via the supervisor during  
14           normal working hours and on-call supervisor after hours) to ensure customers  
15           receive timely and accurate information.