

- 1 **Q. Please specify the date/time when the Outage Page was moved to the front/home**  
2 **page of Newfoundland Power’s website during the January outage event.**  
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- 4 A. When Newfoundland Power customers experience significant customer outages, visits to  
5 the company website tend to be concentrated on customer outage and restoration  
6 information. To provide customers with quick access to outage and restoration  
7 information, Newfoundland Power transitions its website from normal operation to what  
8 is known as “storm mode”. Storm mode refers to configuring Newfoundland Power’s  
9 front-page website to display outage and restoration information. Other information that  
10 is typically found on the front page of Newfoundland Power’s website can be accessed by  
11 following a link on the storm mode website.  
12
- 13 Newfoundland Power transitioned its website to storm mode within approximately 30  
14 minutes of the equipment failure at Hydro’s Sunnyside Terminal Station which caused  
15 widespread customer outages throughout most of Newfoundland Power’s service  
16 territory.<sup>1</sup>

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<sup>1</sup> The outages that resulted from the Sunnyside Terminal station equipment failure occurred at 9:05 am on January 4<sup>th</sup>, 2014. Newfoundland Power’s information systems did not log exactly when storm mode was activated on the Company’s website. However, internal records indicate that the Company’s website had transitioned to storm mode by 9:37 am.