

- 1 **Q. Provide Newfoundland Power’s list of outage-cause codes and describe how**
 2 **troublemen are managed and trained to properly use the codes. Explain the method**
 3 **used to report outage causes.**
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 5 A. Table 1 lists the outage cause codes used by Newfoundland Power. These cause codes
 6 are consistent with Canadian Electricity Association guidelines.¹
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 8

Table 1
Outage Cause Codes

Salt Spray	Birds
Wind	Animals (Rodents Etc.)
Lightning	Vehicles Causing Damage
Sleet	Vandalism
Snow	NP System Problems
Trees in Line	NLH System Problems
Equipment Failure	Fire
Improperly Installed Equipment	Flooding
Generating Plant or System Problem	Employee Operating Error
Damages Outside Party	Underground Dig In
Overloaded Equipment	Sabotage
Water in Equipment or Vaults	Under Frequency
Preventative Maintenance or Repair	Unexplained
Plant Upgrades	Other

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 10
 11 Newfoundland Power dispatches outage tickets electronically to Powerline Technician
 12 crews (“crews”) in the field.² Crews remotely complete the outage tickets following the
 13 conclusion of any required field work. In completing an outage ticket, the crew is
 14 required to enter an outage cause code based on their findings in the field.

15
 16 Training in the proper use of the codes is achieved through a combination of on-the-job
 17 training and dedicated training required to show Powerline Technicians how to properly
 18 use the remote functionality of the Company’s Outage Management System.

¹ The Canadian Electricity Association defines its outage cause codes in its 2014 User Manual for the Service Continuity Reporting System.

² Outage tickets are individual logs of problems or concerns raised on the electrical system that are in Newfoundland Power’s Outage Management System. Outage tickets are created by either Newfoundland Power Customer Account Representatives or Power System Operators at the Company’s System Control Centre.

- 1 Completed outage tickets form the basis for the data in the Company's Outage
- 2 Management System. This data is used to report on outage causes and determine the
- 3 Company's reliability measures.