

- 1 **Q. Describe in detail Newfoundland Power’s process of developing Estimated**
2 **Restoration Times (“ERT”). Indicate the roles of the Outage Management System**
3 **program, field forces, and when appropriate storm restoration management. During**
4 **normal operations (i.e., day-to-day and non-severe weather related outages), how**
5 **soon after an outage is identified is an ERT generated?**
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- 7 A. The process of developing estimated restoration times (“ETR”) is described in the
8 responses to Requests for Information PUB-NP-103 and PUB-NP-165.¹ These responses
9 describe the roles of the various staff who are involved in the process of developing an
10 ERT.
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- 12 In outage situations during normal operations, an ERT is provided after determining the
13 cause of the outage and assessing the effort required to make repairs. On average a crew
14 is onsite in less than 30 minutes. An ERT is provided shortly thereafter. In situations
15 where the outage is related to a known system event such as under-frequency load
16 shedding the ERT is generated almost immediately.

¹ The role of the Communications Hub in customer communications is described in the response to Request for Information PUB-NP-125.