

2014-2015 Winter Readiness UPDATE

Important tips to help you prepare for winter. **SEE INSIDE!**



WE ARE WINTER READY!

While we can't control the weather, we can prepare for it. We are confident in the hard work completed by our Hydro team to get winter ready, and we are committed to delivering the electricity you need, when you need it.

WE'VE GOT OUR WINTER READY PLAN IN PLACE...

- ① We have made significant upgrades to our power system.
- ② We closely monitor a 7-day short-term customer demand forecast to always be ready to respond quickly.
- ③ Our generation plants across the island have completed their required winter readiness maintenance.
- ④ We have secured additional generation to meet customer demand during high peak periods.
- ⑤ We are committed to getting information and updates on interruptions and outages to you as quickly as possible.
- ⑥ We will inform you in advance if there are significant changes in our generation supply.



Hydro Crews
Across the Province Have Been
Working Hard to Get
**WINTER
READY**



A Hydro line worker completes maintenance on equipment at the Bear Cove Terminal Station on the Great Northern Peninsula.



Our highly trained System Operators are monitoring and managing the provincial grid 24/7 from the Energy Control Centre in St. John's.

Technicians in Wiltendale, on the Great Northern Peninsula, work on a power transformer as part of a complete station rebuild to ensure reliable service to customers.



Our new **Combustion Turbine Plant** and what that means for you



We have enough generation today to meet our forecasted peak usage this winter; however, we're also installing an additional level of security. That's how we see the new combustion turbine we're installing. For you, that means the comfort of knowing there's extra electricity generation when needed during high demand periods as well as for power emergencies.



Line workers in Bishop's Falls complete pole replacements and equipment upgrades in advance of the winter season.

WHAT YOU NEED TO KNOW ABOUT POWER OUTAGES

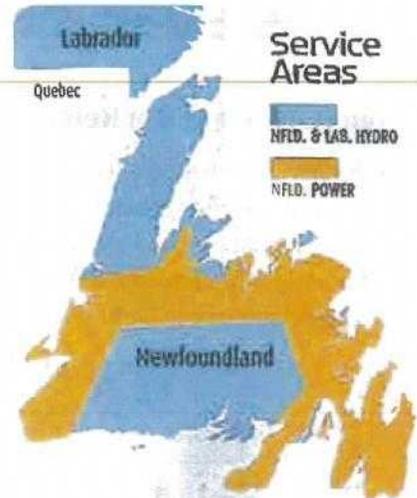
POWER INTERRUPTIONS OCCUR FOR MANY REASONS

- ❖ Snow, blizzards, high winds or ice storms can cause damage to equipment.
- ❖ Falling trees or branches can come into contact with power lines, causing protective equipment to shut the power off.
- ❖ Salt can build up on lines in coastal areas.
- ❖ A sudden imbalance in frequency can cause some customers to have a short power interruption to re-balance the system.

- ❖ The power may need to be shut off so that line crews can do repair work safely.

What causes a prolonged power outage?

A power outage can run more than a few hours usually due to extreme weather. Severe conditions can hamper the progress of our crews from safely reaching and fixing a problem.



Who's Your ELECTRICITY SERVICE PROVIDER?

In Newfoundland and Labrador, Hydro is the primary generator of electricity, however it is distributed directly to homes by both **Hydro** and **Newfoundland Power**. Together we provide the generation and distribution of electricity to homes across the province.

Should you have a service interruption, first check the map above to see who provides service to your area. Then call the appropriate provider.

Newfoundland & Labrador Hydro

☎ 1-888-737-1296

Newfoundland Power

☎ 1-800-474-5711

OUTAGE SAFETY CHECKLIST

BEFORE

- ☑ Have flashlights, extra batteries, candles, extra firewood and matches.
- ☑ Have an updated First Aid Kit, a supply of bottled water and non-perishable foods.
- ☑ Keep your cell phone charged and a battery-powered or crank radio nearby.
- ☑ Make sure you have a carbon monoxide detector equipped with a battery back up.
- ☑ Protect your home by trimming dead branches that may fall during a storm.

DURING

- ☑ Turn off all light switches, except one, to let you know when the outage ends.
- ☑ Turn off ALL appliances, both kitchen and entertainment, with the exception of your fridge and freezer (keep the doors closed to keep them cool).

- ☑ Turn your thermostats low and keep warm with blankets and multiple layers.
- ☑ Listen to your local radio stations for the latest updates.
- ✗ Don't use any propane appliances inside—the fumes can be toxic.
- ✗ Don't approach or touch any fallen power lines.
- ✗ Don't leave candles unattended and use proper candle holders.
- ✗ Never use a generator indoors, only in well-ventilated areas to avoid the exhaust.

AFTER

- ☑ Turn on your most essential equipment first.
- ☑ Wait at least 15 minutes before turning up thermostats and plugging in appliances.
- ☑ Check your fridge and freezer, especially any frozen goods, to see if there's been any thawing.
- ☑ Restock your emergency supply kit.

Electricity Conservation is Everyone's Concern.

Here's How You Can Help.

With over 250,000 residential customers in Newfoundland and Labrador, it's easy to see how demand can be at its highest during the winter months. But by knowing how you use electricity in your homes and businesses, you will be surprised by what a difference you can make. When you hear a call for conservation, keep these tips in mind:



1. **REDUCE YOUR HEAT.** Turn down your thermostats by 3 to 5 degrees in rooms you don't use. Close doors and try to keep the heat in.
2. **REDUCE YOUR USE OF APPLIANCES AND HOT WATER.** Unplug what you're not using and reduce hot water usage.
3. **TURN OFF YOUR LIGHTS.** Only use the lights you need and be sure to turn them off when you don't. Also, holiday lights should be turned off completely.
4. **CONSERVE DURING PEAK TIMES.** During the winter, the peak times are from 7 to 10 AM and 4 to 8 PM. Whether that means not running the dishwasher or not doing the laundry or reducing your heat, make an extra effort during these times to conserve electricity.
5. **KEEP INFORMED.** For news on when a call for conservation is being made or for advanced notification on possible outages, visit our website and sign up for social media feeds and/or listen to the radio.



Become Familiar with the 3 Levels of the **ADVANCED Notification System.**

How can you keep informed about the electricity system this winter? By getting to know our 3 levels of notification and what they mean for you...

- 1 **POWER WATCH.** This notification is to let you know system demand is forecasted to be high and is nearing generation capacity. You may be asked to conserve electricity.
- 2 **POWER WARNING.** This notification lets you know the electricity supply is approaching maximum demand. You will be asked to conserve electricity and be prepared for possible rotating outages.
- 3 **POWER EMERGENCY.** This notification means that rotating outages are in effect. Conserve electricity and stay safe if using alternate sources of power and heat in your home.

For more information and tips on how to conserve electricity this winter, visit

NLHydro.com

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