

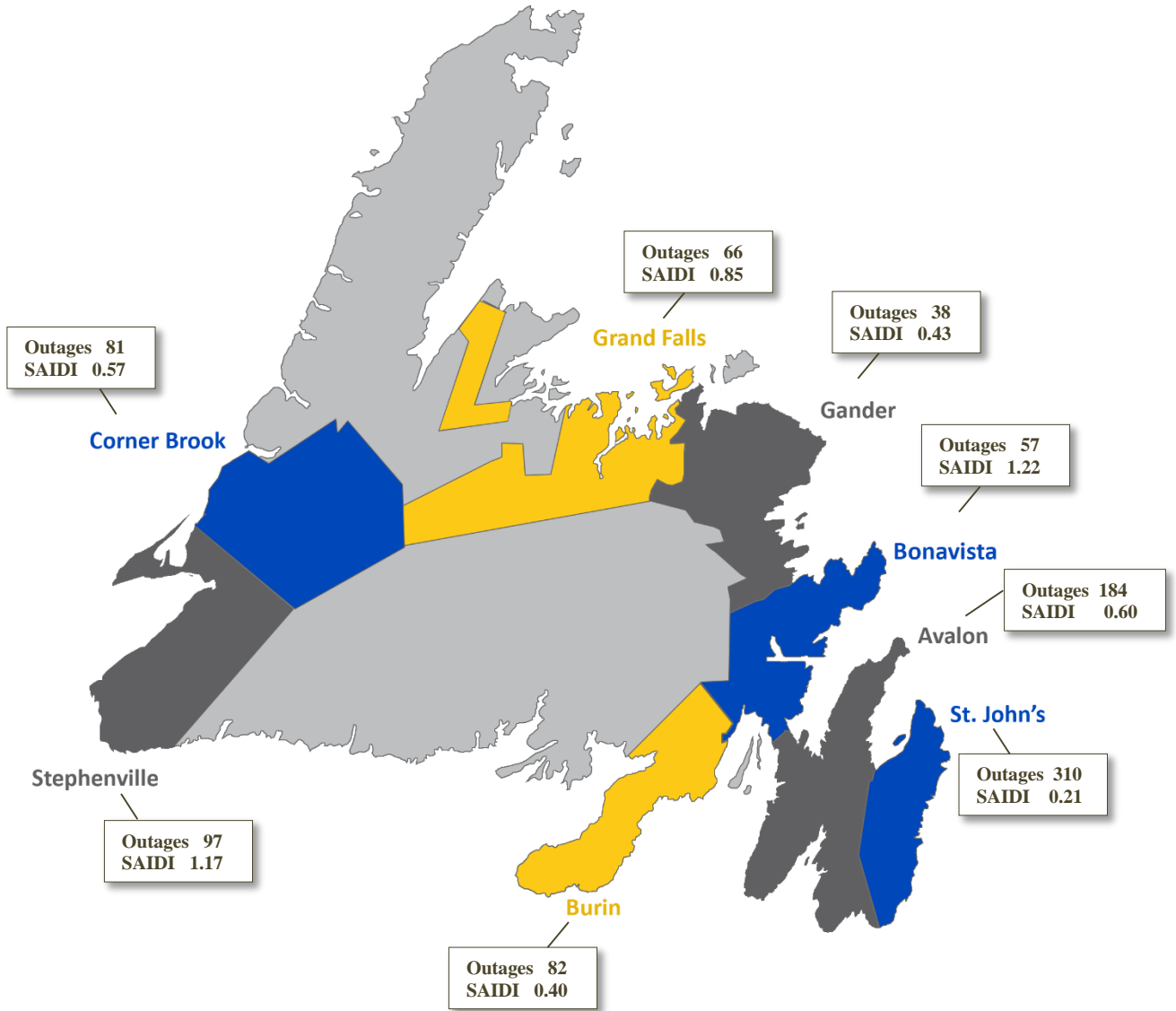
- 1 **Q. (Reference Application) Please indicate the total number of customer outage minutes**
 2 **lost in 2020 due to planned outages as compared to unplanned outages. On a map of**
 3 **Newfoundland please indicate the number and duration of customer outages in 2020**
 4 **attributable to planned outages. On a map of Newfoundland please indicate the**
 5 **number and duration of customer outages in 2020 attributable to unplanned outages.**
 6
- 7 **A.** Table 1 provides the total number of customer outage minutes in 2020 due to planned and
 8 unplanned outages, as well as significant events and loss of supply.

Table 1
Customer Outage Minutes by Cause
(2020)

Unplanned	38,919,662
Planned	7,538,347
Significant Events	33,006,058
Loss of Supply	6,951,744
Total	86,415,811

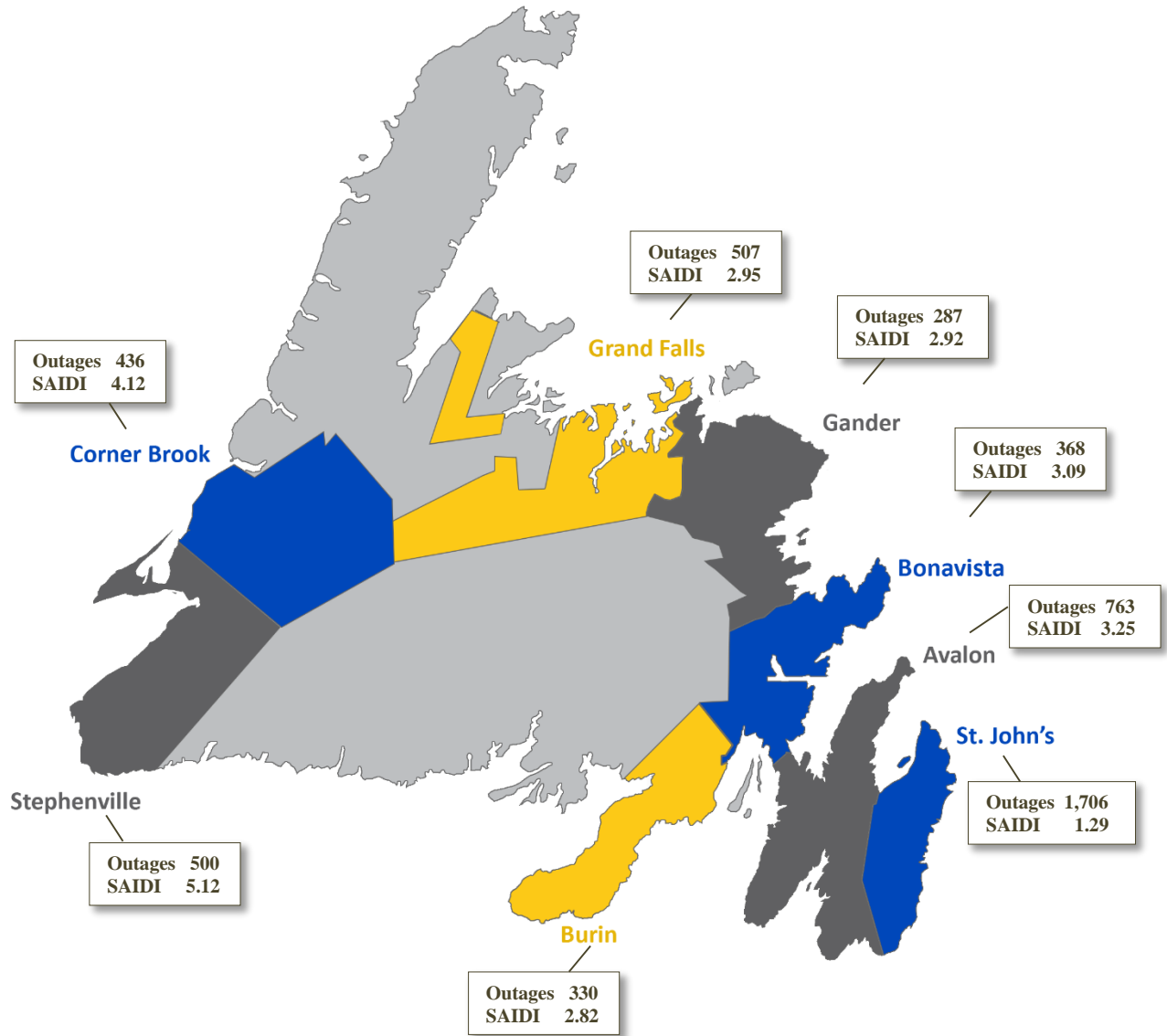
1 Figure 1 shows the number and duration of planned customer outages in 2020 by area.

Figure 1
Newfoundland Power
Customer Outages – Planned
(2020)



1 Figure 2 shows the number and duration of unplanned customer outages in 2020 by area.

Figure 2
Newfoundland Power
Customer Outages – Unplanned
(2020)



- 1 Figure 3 shows the number and duration of customer outages resulting from significant
- 2 events in 2020 by area.

Figure 3
Newfoundland Power
Customer Outages – Significant Events
(2020)

