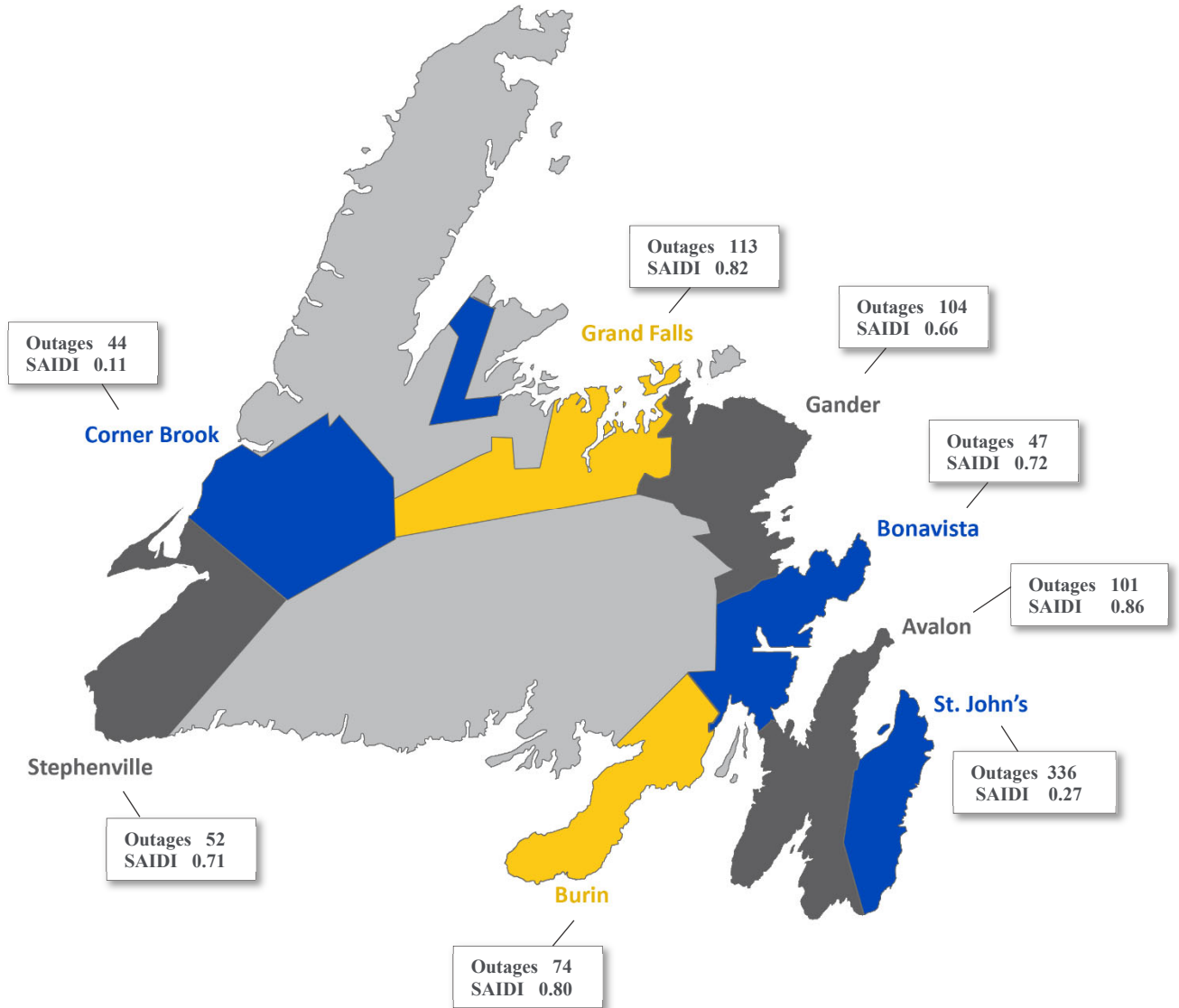


- 1 **Q. (Reference Application) Please indicate the total number of customer outage**
 2 **minutes lost in 2021 due to planned outages as compared to unplanned**
 3 **outages. On a map of Newfoundland please indicate the number and duration**
 4 **of customer outages in 2021 attributable to planned outages. On a map of**
 5 **Newfoundland please indicate the number and duration of customer outages**
 6 **in 2021 attributable to unplanned outages.**
- 7
- 8 A. Table 1 provides the total number of customer outage minutes in 2021 due to planned
 9 and unplanned outages, as well as significant events and loss of supply.

Table 1 Customer Outage Minutes by Cause (2021)	
Unplanned	30,846,058
Planned	7,933,714
Significant Events	53,130,979
Loss of Supply	5,832,515
Total	97,743,266

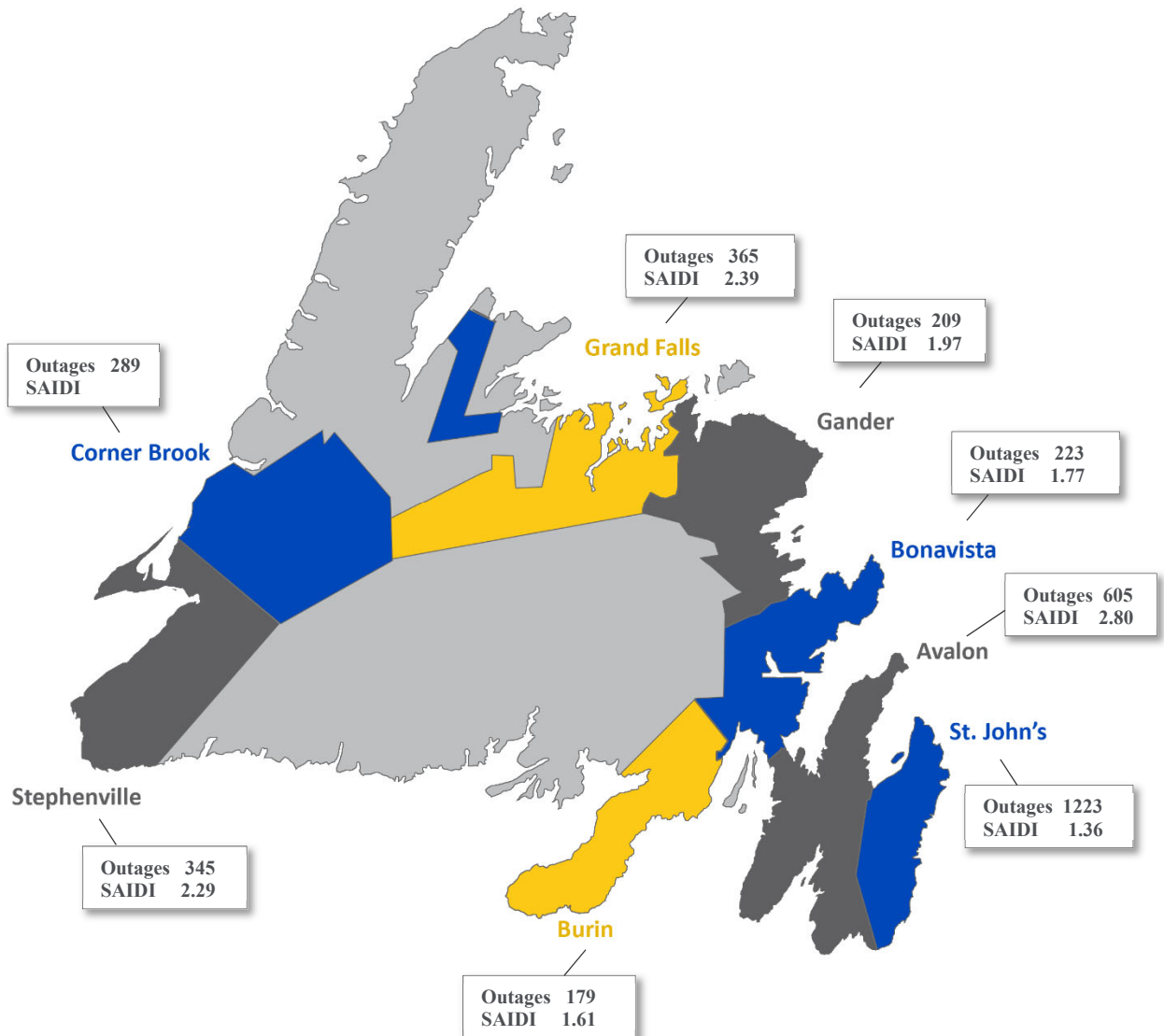
- 1 Figure 1 shows the number and duration of planned customer outages in 2021 by area.

Figure 1
Newfoundland Power
Customer Outages – Planned
(2021)



1 Figure 2 shows the number and duration of unplanned customer outages in 2021 by
2 area.

Figure 2
Newfoundland Power
Customer Outages - Unplanned
(2021)



1 Figure 3 shows the number and duration of customer outages resulting from significant
 2 events in 2021 by area.

**Figure 3
 Newfoundland Power
 Customer Outages – Significant Events
 (2021)**

