

1 **Q. (Reference Application, 5.1 Port Union Building Replacement, page 1)**
 2 **Footnote 1 states "To decrease the duration of customer outages, more**
 3 **remote areas are provided with powerline technician crew(s) and commonly**
 4 **required materials (distribution transformers, cross-arms, conductor,**
 5 **streetlights and hardware). The company targets a response within 2 hours**
 6 **85% of the time."**

- 7 **a) Please confirm that providing more remote areas with powerline**
 8 **technician crews and more commonly required materials imposes an**
 9 **additional cost on NP's customers.**
- 10 **b) What savings would result if powerline technician crews and materials**
 11 **were reduced to bring SAIDI statistics more in line with the Canadian**
 12 **average?**
- 13 **c) What is the basis for targeting response within 2 hours 85% of the time?**
 14 **i. Were customers consulted on this target?**
 15 **ii. Is this target the same in both populated and remote areas?**
 16 **iii. Is executive compensation tied to this target?**
 17 **iv. Has this target been reviewed and approved by the Board?**

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- 19 **A.** a) It is not confirmed. See the response to Request for Information PUB-NP-037.
 20
- 21 b) This Request for Information implies that customers would realize cost savings
 22 through a degradation of service reliability. Newfoundland Power does not agree. For
 23 more information see the responses to CA-NP-015 and PUB-NP-037.
 24
- 25 c) Newfoundland Power adheres to the province's legislative framework in its provision
 26 of electricity service to customers. Section 37 of the *Public Utilities Act* (the "Act")
 27 requires Newfoundland Power to provide service and facilities that are reasonably
 28 safe and adequate. Newfoundland Power ensures that its provision of service is
 29 consistent with generally accepted sound public utility practice.¹ In the Company's
 30 view, a field service response of an average of 2 hours for 85% of trouble calls is
 31 reasonably adequate for the provision of safe electricity service. It is also consistent
 32 with generally accepted sound public utility practice.²
 33
- 34 i. No, customers were not consulted on this target.
 35 ii. The target is the same throughout Newfoundland Power's entire service territory.
 36 Newfoundland Power is obligated by statute to provide service in a
 37 non-discriminatory and non-preferential manner.³
 38 iii. No, executive compensation is not tied to this target.
 39 iv. This target is not approved by the Board. However, the Company has
 40 benchmarked its field response performance against this target in various Board
 41 filings.

¹ See the *Electrical Power Control Act, 1994* (the "EPCA"), section 4.

² The Ontario Energy Board's *Distribution System Code* states that emergency calls must be responded to within 120 minutes in rural areas 80% of the time.

³ Section 3(b)(ii) of the EPCA requires that customers be provided with "equitable access to an adequate supply of power" and section 3(b)(iv.1) of the EPCA requires "open, non-discriminatory and non-preferential access to, interconnection with and service on the integrated electric system."