

1 **Section 2: Customer Operation/Operating Costs**
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- 3 **Q. (Section 2, page 2-6) It is stated that Newfoundland Power “targets a two-hour**
4 **response to trouble calls to provide a timely resolution of customers’ service issues.”**
5 **a) What is the basis for this target and how does it compare to the industry average**
6 **in Canada?**
7 **b) How are these data collected?**
8 **c) Is this work performed by Newfoundland Power staff or contractors?**
9 **d) Please provide data that supports the quoted performance.**

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11 A. a) Newfoundland Power has a statutory obligation to provide safe, reliable electrical
12 service to all who require it.¹ Section 37 of the Act requires Newfoundland Power to
13 provide service and facilities that are reasonably safe and adequate. As such,
14 Newfoundland Power considers the maintenance of an adequate response time to be a
15 statutory obligation. In the Company’s view, a field service response of an average of
16 two hours for 85% of trouble calls is reasonably adequate. Newfoundland Power does
17 not have access to a Canadian industry average of this metric; however, the Company
18 is aware that its response times are comparable with industry targets in other
19 jurisdictions.²
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21 b) Trouble calls are tracked in Newfoundland Power’s Outage Management System,
22 Responder.
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24 c) Trouble call response is performed by Newfoundland Power employees.
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26 d) Newfoundland Power’s field response target of two hours for 85% of trouble calls is
27 consistent with good utility practice. Trouble call response is necessary for the safe
28 and reliable provision of electrical service.

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30 Customer outage duration is measured using the System Average Interruption
31 Duration Index (“SAIDI”).³ Newfoundland Power’s customers currently experience
32 about two to three hours, on average, of customer outages each year. The SAIDI
33 results are relatively consistent over the last decade.

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35 In Newfoundland Power’s view, SAIDI performance reflects both the condition of the
36 electrical system as well as the Company’s response when outages occur.

¹ Section 3(b)(ii) of the *Electrical Power Control Act, 1994* (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.” Section 54 of the *Public Utilities Act* (the “Act”) states that a public utility “shall supply electrical energy to premises situated within 100 metres of a transmission line, main supply-wire or cable suitable for that purpose, on being required by the owner or occupier of the premises to do so.”

² For example, section 7.9 of the Ontario Energy Board’s Distribution System Code, revised December 18, 2018, indicates that responding to 80% of emergency calls within two hours in rural areas and one hour in urban areas is the industry target in Ontario.

³ SAIDI is calculated by dividing the total number of customer outage minutes by the total number of customers served.

1 Newfoundland Power’s operational response requires the deployment of a skilled
2 workforce throughout its service territory.⁴ Newfoundland Power’s operations are
3 focused on maintaining current levels of service reliability for customers under
4 normal operating conditions.

⁴ See the *2025/2026 General Rate Application, Volume 1, Application, Company Evidence and Exhibits, Section 2.3.2 Electrical System Reliability*.