

1 **SECTION 2: CUSTOMER OPERATIONS/RELIABILITY**

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3 **Q. Reference: CA-NP-054**

4 **In its response to CA-NP-054, Newfoundland Power states:**

5 **This primarily reflects the fact that national standards require Newfoundland**
6 **Power's electrical system to be built to a higher standard than utilities in the**
7 **Maritime Provinces.**

8 **Please detail how differences in design standards contribute to disparity in System**
9 **Average Interruption Duration Index as opposed to System Average Interruption**
10 **Frequency Index.**

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12 A. SAIDI performance reflects both (i) the number of interruptions that a customer
13 experiences (i.e. SAIFI) and (ii) the average duration of the interruption. The standards
14 applied when designing and constructing the electrical system affect both of these
15 elements, and therefore the overall reliability experienced by customers.

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17 A more robust design and construction criteria enables Newfoundland Power's
18 transmission and distribution system to better withstand the challenging environmental
19 conditions that can be experienced in the Company's service territory. This thereby
20 reduces the potential for an increased number of outages for customers.

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22 The average duration of customer outages can also be reduced due to higher design
23 standards. For example, if a tree falls against a line and causes an outage, power can be
24 restored more quickly if poles do not break as a result. This is particularly true for major
25 storms and system events, when a high volume of system damage can occur and response
26 times are constrained due to the availability of crews.