

1 **Q. (Reference Schedule B, Distribution Reliability Initiative)**

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- 3 a) **Please provide a summary of all complaints related to reliability filed by**
- 4 **customers served by GLV-02 in the past 10 years.**
- 5 b) **Please decompose the cost estimate in Table 1 to show the costs for the**
- 6 **5 kilometre and 12 kilometre sections of the feeder line separately.**
- 7 c) **Please provide the annual repair, preventive maintenance and all other**
- 8 **related costs for each of the two sections of the feeder line over the**
- 9 **past 10 years.**

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- 11 **A.** a) Newfoundland Power does not track customer complaint data related to the
- 12 reliability of specific distribution feeders. The Company tracks distribution
- 13 reliability analytically, calculating reliability indices for its distribution feeders and
- 14 reviewing worst performing feeders annually.¹

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16 The Company is required to file *Power Outage and Incident Advisory* reports with

17 the Board when customers experience prolonged outages. In the past 10 years,

18 the Company has filed 11 reports regarding outages on distribution feeder

19 GLV-02.² This corresponds to approximately 7% of the 153 reportable outage

20 events related to specific distribution feeders in the last 10 years, more than any

21 of the 307 other distribution feeders within the Company's service territory.³

¹ See report *1.1 Distribution Reliability Initiative* for a detailed explanation of the process to identify worst performing feeders.

² Outage incidents resulting in more than 300,000 customer minutes of outage trigger a *Power Outage and Incident Advisory* report. Newfoundland Power has filed 256 such reports, with 153 relating to specific distribution feeders.

³ $(11/153) \times 100\% = 7.2\%$. The 11 reports relate only to outages attributed to GLV-02. Customers served by the feeder have also been affected by additional reportable outage events resulting from transmission and substation level outages; however, those events are not included in the 11 reports attributed to GLV-02.

1 Table 1 provides a list of the 11 reportable distribution feeder GLV-02 outage
2 events over the past 10 years.

Table 1 Reportable GLV-02 Outage Events (2017-2026)	
Date of Incident	Outage Duration
Apr 3, 2017	12h 26m
Dec 14, 2017	7h 03m
Jan 8, 2022	4h 54m
Mar 13, 2022	10h 03m
Jan 17, 2023	5h 00m
Jun 24, 2024	7h 48m
Dec 22, 2024	4h 36m
Jan 5, 2025	36h 19m
Nov 4, 2025	17h 03m
Dec 3, 2025	5h 16m
Jul 7, 2026	4h 06m

3 b) Table 2 provides the project costs for the 5-kilometre section of distribution
4 feeder GLV-02 near Traytown and Sandringham.

Table 2 Distribution Reliability Initiative 5 km Section of GLV-02 Project Cost (\$000s)		
Description	2027	2028
Engineering	2	3
Labour - Contract	118	294
Labour - Internal	7	17
Material	166	405
Other	2	4
Total	\$295	\$723

Table 3 provides the project costs for the 12-kilometre section of distribution feeder GLV-02 near Charlottetown.

Table 3 Distribution Reliability Initiative 12 km Section of GLV-02 Project Cost (\$000s)		
Description	2027	2028
Engineering	1	3
Labour - Contract	315	735
Labour - Internal	6	14
Material	249	581
Other	5	13
Total	\$576	\$1,346

- c) Newfoundland Power does not capture maintenance cost data for each of its 308 distribution feeders. These costs are captured and reported in aggregate. As a result, the Company is unable to provide the requested information.⁴ However, for the 2019 to 2026 period, the Company has completed 29 work orders on distribution feeder GLV-02 related to deteriorated poles and associated hardware.

⁴ See the response to Request for Information PUB-NP-004 for further discussion of Newfoundland Power's distribution maintenance programs. The response also describes the relationship between distribution maintenance programs and discrete projects including the *Distribution Reliability Initiative*.