

1    Q.    Further to the response to CA-147 NLH that states “customers are not willing  
2           to pay more for more reliable service, and that less reliable service is not  
3           desirable”. With regard to reducing power outage durations, please provide  
4           a comparison of re-designed maintenance procedures (i.e., fielding additional  
5           repair crews) to making infrastructure improvements (i.e., building additional  
6           feeders).

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9    A.    Hydro has not made a comparison of re-designed maintenance procedures  
10          versus making infrastructure improvements. Adding additional repair crews  
11          would reduce outage durations while building additional feeders would  
12          reduce the frequency of outages. Hdyro’s approach is a balance of both  
13          alternatives, which optimizes performance at minimal cost.