

- 1 **Q. What is the company’s realistic target for an acceptable level of system reliability?**
2 **Upon what standards is this target based?**
3
4 A. While Newfoundland Power is committed to improving service reliability, it does not
5 attempt to do so by setting a target level or levels of reliability and comparing the costs of
6 meeting that level or those levels. Newfoundland Power believes such an approach
7 would be impractical.