

General

Q. Ref: Reply to PUB-8 NP. If, as stated, NP has not established reliability targets for the 2004 through to 2008 period, how does NP decide where it should focus its efforts to improve reliability.

A. As outlined in PUB-9 NP, a significant number of projects are focussed on customer service reliability. In general, replacement of deteriorated facilities to minimize in-service failures will assist in maintaining or improving overall service reliability levels.

While Newfoundland Power has not set reliability targets for the 2004 through 2008 period, we use reliability statistics to focus on geographical areas, which over a five year period experience worse than average service reliability.