

- 1 **Q. Re: Target for customer reported trouble calls, page 3-13, lines 6-7**  
2  
3 **Please provide a table showing NP’s performance relative to the 85% target for the**  
4 **years 2011 through 2014 and for 2015 to date.**  
5  
6 **A.** Newfoundland Power’s performance with respect to customer reported trouble calls is  
7 detailed in Table 1.<sup>1</sup>  
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9

**Table 1**  
**Trouble Call Response Within 2 Hours**

<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015 YTD</b>
80%	85%	85%	81%	86%

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<sup>1</sup> 2015 data is as of November 30, 2015.