

1 **Q. Page 3-13, lines 6-7: How does Newfoundland Power’s target of arriving at the site**
2 **of 85% of customer reported trouble calls within 2 hours compare to the targets of**
3 **the CEA utilities listed in footnote 5 on page 3-8.**
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5 A. Newfoundland Power does not have data pertaining to the trouble call response time
6 targets of the other Canadian utilities listed in footnote 5 on page 3-8. Data for the
7 Canadian utilities listed in footnote 5 on page 3-8 is collected and published by CEA
8 Analytics. Response time targets are not included in the data collected and published by
9 CEA Analytics.

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11 Evidence relating to Newfoundland Power’s performance in service restoration relative to
12 other Canadian electric utilities can be found at *Volume 1, Company Evidence, Section 3:*
13 *Operations, Outage Response: 2010 to 2014* at page 3-11, *et. seq.* This evidence
14 indicates, that excluding significant events, the average time it took Newfoundland Power
15 to restore service to customers following an outage during the period 2010 through 2014
16 was approximately 1.44 hours compared to a Canadian average of approximately 3.25
17 hours.