

- 1 **Q. (Reference CA-NP-085) Please confirm that while replacement of Click with a**
2 **commercially available system will "ensure Newfoundland Power continues to operate**
3 **a system that is comparable to other Canadian utilities... ", it is also expected to result**
4 **in similar performance to other Canadian utilities which is stated to be 40% worse**
5 **than Newfoundland Power's current restoration time for customer outages.**
6
- 7 A. Newfoundland Power does not confirm this statement.
8
- 9 Newfoundland Power's outage restoration performance is a result of a combination of
10 factors including workforce management, operational technologies and electrical system
11 automation. As detailed in report 7.3 *Workforce Management System Replacement*, the
12 replacement workforce management system will deliver functionality equivalent to that
13 of the existing system and provide continuity in Newfoundland Power's field response
14 capabilities.