

**Q. (page 2-6, lines 12-13) What is the basis for the statement that NP's service reliability performance is currently satisfactory on a system-wide basis? How does system-wide service reliability performance compare to that when NP filed its last rate application?**

A. Newfoundland Power believes that broad reliability performance across the electrical system, as indicated in system reliability indices such as SAIDI and SAIFI, is currently acceptable. However, instances of poorly performing assets currently exist and will require action such as the Distribution Reliability Initiative to improve specific asset reliability and, in turn, maintain broader system reliability performance.

Service reliability performance as shown in Graph 2-1 on page 2-7 of Section 2 Customer Operations evidence indicates overall reliability improvement since 1999 and sustained levels of performance since 2006 on a weather adjusted basis.

Table 1 shows service reliability statistics, excluding severe weather events, from 2006 to 2008.

**Table 1**  
**Newfoundland Power Inc.**  
**System Reliability Performance**  
**2006 to 2008**

	<b>2006</b>	<b>2007</b>	<b>2008</b>
<b>SAIDI<sup>1</sup></b>	2.98	3.17	2.80
<b>SAIFI<sup>2</sup></b>	2.90	2.95	2.84

<sup>1</sup> SAIDI is calculated by dividing the number of customer outage hours by the total number of customers in the area.

<sup>2</sup> SAIFI is calculated by dividing the number of customers that have experienced an outage by the total number of customers in an area.