

Q. Please provide the following for each of the past five years and explain how each is measured and if any exclusions apply:

(a) The percentage of jobs resulting from customer requests for meter-related or other customer requested work that are completed on or before the promised completion date as defined and agreed to by the customer, calculated as follows. What does NP believe to be a reasonable standard of performance for this measure?

- Number of jobs not completed on or before promised delivery date  
- Total number of jobs promised complete in the reporting month

(b) Average number of days after the missed delivery date in which Newfoundland Power was to complete meter-related or other customer-requested work, calculated as follows. What does NP believe to be a reasonable standard of performance for this measure?

- Total days of delay  
- Total number of delayed jobs in the reporting month

A. (a) Customer related work, such as new services, is influenced by outside factors. Newfoundland Power therefore does not *promise* customers that the work will be completed as of a specific date.

However, Newfoundland Power does monitor its responsiveness to certain customer requested work on an ongoing basis. The direct customer work that is monitored in this way includes:

- 1) the percentage of trouble calls responded to within 2 hours;
- 2) the percentage of street light calls responded to within 5 days; and
- 3) the percentage of new service connections responded to within 4 days.

Table 1 provides the performance for each of these items for the past five years.

**Table 1**  
**Direct Customer Work (%)**

	2004	2005	2006	2007	2008
Trouble Calls within 2 hours	85.6	92.2	87.6	88.5	91.3
Street Light Calls within 5 days	80.2	85.5	82.5	83.0	86.2
New Service Connections within 4 days	92.1	94.9	98.2	96.8	96.2

Newfoundland Power believes its current performance for these measures to be reasonable.

- 1           (b)     The data requested is not available.  
2  
3                     Given that Newfoundland Power does not have the data referred to in this  
4                     question, the Company is not in a position to evaluate a reasonable standard of  
5                     performance for this measure.