

Q. Re Street Lighting (Pooled) - Schedule B - pp. 36-38

As regards the replacement of existing fixtures, please indicate whether the company has a programme in place to ensure that existing lighting fixtures which have failed are replaced on a timely basis and provide details as to how any such programme operates.

A. Yes, Newfoundland Power has operational processes in place to provide street and area lighting service and ensure timely response to identified outages.

All street lights reported as needing repairs are logged, tracked and reported in Newfoundland Power's Outage Management System. Periodically, the Company conducts night-time surveys to identify unreported street light outages.

Street light repairs are scheduled as required on a weekly or daily basis. When an unusually high number of outages are identified in a specific area, Newfoundland Power assigns additional personnel to repair or replace street lights.¹ Outages resulting from damaged underground wire may take longer to resolve due to increased repair complexity, and planning and approvals required to complete the work.²

Operational focus on street lighting service is provided through the Company's target of repairing 85% of street light problems within 5 working days of the problem being reported or identified. Actual data is compiled and reviewed on a monthly basis.

Newfoundland Power has approximately 58,000 street lights in service, and typically experiences outages in approximately 15% of these annually. In 2008, the Company completed street light repairs in 4.8 days, on average, with 86% repaired within the 5 day target. In 2009, the Company completed street light repairs in 5.3 days, on average, with 81% repaired within the 5 day target.

¹ This may occur, for example, after a major wind storm. High winds can cause street light bulbs to vibrate and fail prematurely.

² The Company may install a temporary overhead wire to service street lights while underground wiring repairs are in progress.