

Q. What customers of Newfoundland Power will be impacted by the proposed sale of poles to Bell Aliant, as outlined in the current application?

A. The proposed sale of Joint Use Support Structures to Bell Aliant as outlined in the current application will not impact any customers of Newfoundland Power.

From a *service* perspective, the negotiated terms of the 2011 JUA substantially reflect longstanding operational practice regarding Joint Use of Support Structures, and are consistent with the maintenance of current levels of customer service.

Table 1 provides a comparison of construction and maintenance standards under the 2001 JUFPA and the 2011 JUA.

Table 1
Construction and Maintenance Standards

	2001 - 2010 JUFPA	2011 JUA
Construction Standards	Newfoundland Power standards are followed. Minimum specified in CSA Standard C22.3 No. 1.	Same construction practices set out in Section 18 of the 2011 JUA.
Maintenance Standards		
<i>Inspections</i>	Overhead Primary – Minimum of 1 detailed ground inspection every seven years. Distribution vegetation management require inspections every 3 ½ years for brush clearing and tree trimming.	Same standard for distribution inspections set out in Section 19 of the 2011 JUA.
<i>Emergency Maintenance</i>	Customer trouble calls are reported to Newfoundland Power System Control Centre. Severity of trouble call dictates the level of response. Bell Aliant control and surveillance centre is also contacted.	Same standard for emergency maintenance set out in Section 20 of the 2011 JUA.

As Table 1 indicates, the construction and maintenance standards associated with Joint Use Support Structures under the 2011 JUA will be the standards that have been used by Newfoundland Power under the JUFPA.

Table 2 provides a comparison of customer service processes under the 2001 JUFPA and the 2011 JUA.

Table 2
Customer Service Processes

Activity	2001 - 2010 JUFPA	2011 JUA
<i>New Electric Service</i>	Contact made through Newfoundland Power. Newfoundland Power conducts site visit to determine service location and design any line extension required. Bell Aliant contacted to determine if the installation will be joint use. Pole installation and electrical connection completed by Newfoundland Power.	Contact made through Newfoundland Power. Newfoundland Power conducts site visit to determine service location. Bell Aliant contacted to determine if the installation will be joint use. Pole design and installation <i>either completed by Newfoundland Power or Bell Aliant</i> and electrical connection completed by Newfoundland Power.
<i>Electricity Service Restoration</i>	Contact made through Newfoundland Power and service restored by Newfoundland Power. If pole replacements required, they are performed by Newfoundland Power (or Newfoundland Power contractor).	Contact made through Newfoundland Power and service restored by Newfoundland Power. <i>If pole replacements required, they are performed by either Newfoundland Power or Bell Aliant (or designated contractor).</i>
<i>Electricity Billing Inquiry</i>	Contact made through Newfoundland Power. Inquiry addressed by Newfoundland Power.	No change in process.
<i>Pole Relocation</i>	Contact made through either Newfoundland Power or Bell Aliant. The request is forwarded to the other party by the party receiving the request. Newfoundland Power collects relocation fee plus the charges for moving Bell Aliant plant to accommodate the relocation.	Contact made through either Newfoundland Power or Bell Aliant. The request is forwarded to the other party by the party receiving the request. <i>Pole owner</i> collects relocation fee plus the charges for moving the <i>tenant's</i> plant to accommodate the relocation.
<i>Customer Contribution (CIAC)</i>	Newfoundland Power charges CIAC to recover 60% of pole costs and Bell Aliant can charge CIAC to recover 40% of pole costs.	No change in process.

As Table 2 indicates, the sale of Joint Use Support Structures to Bell Aliant will not alter Newfoundland Power's interactions with its customers in relation to the provision of electricity service.

From a customer *rates* perspective, Newfoundland Power's costs for Joint Use Support Structures under the 2011 JUA are broadly comparable to those costs which could be expected had the 2001 JUFPA been renewed to reflect current financial parameters.¹

¹ See Section 3.2 of Evidence.

1 In summary, the sale of Joint Use Support Structures to Bell Aliant will not impact either
2 the levels of customer service provided by Newfoundland Power, or the costs to be borne
3 by its customers.