

1 **Q. Please provide a comprehensive and detailed explanation in relation to operations**  
2 **under Section 20 - Emergency Maintenance of the Administration Practices.**  
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4 A. Section 20 of the Administration Practices incorporates into the 2011 Joint Use  
5 Agreement (“2011 JUA”) the process for emergency maintenance response currently  
6 being followed by Newfoundland Power. Emergency maintenance refers to maintenance  
7 to Support Structures which is required to respond to a public safety hazard or a report of  
8 loss of customer service.  
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10 Emergency maintenance response by Newfoundland Power follows the process for  
11 trouble calls outlined in the responses to Requests for Information PUB-NP-55 and  
12 PUB-NP-56.