

1 **Q. Which company dispatches the trouble crew referred to in Section 20 of the**  
2 **Administration Practices?**

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4 A. Trouble call dispatch practices between Newfoundland Power and Bell Aliant (or its  
5 predecessors) have not materially changed since the late 1980s.

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7 Trouble calls originate when a member of the public becomes aware of a service  
8 interruption or damage to a utility line.

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10 Trouble calls from members of the public are now directed to either Newfoundland  
11 Power's System Control Centre ("SCC") or to Bell Aliant. Bell Aliant notifies  
12 Newfoundland Power's SCC of all trouble calls they receive. Personnel at  
13 Newfoundland Power's SCC will assess the trouble call and determine the appropriate  
14 response. If it appears that Newfoundland Power's facilities may be affected, a  
15 Newfoundland Power trouble crew will be dispatched. If the SCC is satisfied that  
16 Newfoundland Power facilities are not affected, the trouble call will be referred back to  
17 Bell Aliant or passed on to the appropriate third party (i.e., for downed third party  
18 attachments).

19  
20 The treatment of trouble calls under the new Joint Use regime will not be different from  
21 the current longstanding practice.