

1 **Q. Does the sale of the Joint Use Support Structure to Bell Aliant mean that**
2 **Newfoundland Power will have a smaller pool of resources to draw upon for Level 1**
3 **and 2 Responses referred to in Section 20 of the Administration Practices?**

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5 A. No, the sale of Joint Use Support Structures to Bell Aliant does not mean that
6 Newfoundland Power will have a smaller pool of resources to draw upon for Level 1 and
7 Level 2 response.

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9 Newfoundland Power will continue to respond to customer trouble calls as it has in the
10 past. This includes call out Level 1 and Level 2 response as defined in Section 20 of the
11 Administration Practices.

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13 A Level 1 response involves a System Control Centre operator dispatching a
14 Newfoundland Power trouble crew to respond to a customer trouble call. A Level 2
15 response also involves a System Control Centre operator dispatching a Newfoundland
16 Power trouble crew and the on call supervisor. The on call supervisor assesses the
17 damage and either (i) completes the necessary repairs using Newfoundland Power
18 resources, or (ii) notifies the Joint Use partner that the partner's facilities are damaged.¹

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20 The ownership of the Joint Use Support Structure involved in a customer trouble call has
21 no impact on Newfoundland Power's Level 1 or Level 2 response.² The Company's pool
22 of resources used to provide Level 1 or Level 2 response is sized to respond to the
23 volume of trouble on the *electricity* system. The sale of Joint Use Support Structures to
24 Bell Aliant has no material implications for the volume of trouble on the electricity
25 system.³

¹ If the facility that is damaged is a Joint Use Support Structure, then the partner, Bell Aliant, will dispatch its pole setting contractor

² For example, Newfoundland Power would dispatch a trouble crew to all pole fires, whether the Support Structure is owned by the Company or by Bell Aliant.

³ In a typical year, over 99% of customer trouble calls that Newfoundland Power responds to do not require the replacement of Support Structures. Please refer to the Response to Request for Information PUB-NP-38, Page 2, line 9 to Page 3, line 3.