

**Q. For the Island Interconnected System, please provide a breakdown of customer interruptions both in terms of frequency and number of minutes owing to generation-, transmission- and distribution-related causes. Please break down the data for transmission into Hydro-owned and NP-owned.**

**A.** Table 1 provides a breakdown of customer interruptions in terms of duration (SAIDI) and frequency (SAIFI) for the period 2007 through 2011.<sup>1</sup>

In accordance with the Canadian Electricity Associations guidelines, Newfoundland Power categorizes all outages originating with Newfoundland and Labrador Hydro (“Hydro”) as “Loss of Supply”. Newfoundland Power does not have information to provide a further breakdown of the causes of outages originating with Hydro.

**Table 1**  
**Breakdown of Customer Interruptions**

|      | SAIDI              |                    |                            | SAIFI              |                    |                            |
|------|--------------------|--------------------|----------------------------|--------------------|--------------------|----------------------------|
|      | NP<br>Distribution | NP<br>Transmission | Hydro<br>Loss of<br>Supply | NP<br>Distribution | NP<br>Transmission | Hydro<br>Loss of<br>Supply |
| 2007 | 5.15               | 0.79               | 0.52                       | 1.70               | 0.76               | 0.84                       |
| 2008 | 2.01               | 0.66               | 0.13                       | 1.53               | 0.82               | 0.49                       |
| 2009 | 2.14               | 0.40               | 0.12                       | 1.40               | 0.59               | 0.47                       |
| 2010 | 8.72               | 4.70               | 0.40                       | 1.54               | 0.87               | 0.28                       |
| 2011 | 3.29               | 0.74               | 0.06                       | 1.47               | 0.48               | 0.14                       |

<sup>1</sup> The terms SAIDI and SAIFI are explained in *Volume 1, Application and Company Evidence, Section 2.2.1, Customer Operations*, pages 2-4 *et. seq.*