

1 **Q. What are the new contracting arrangements regarding streetlight maintenance in**
2 **the Northeast Avalon referred to at p. 2-30, footnote 62?**

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4 A. In November 2010, Newfoundland Power began issuing the majority of its street light
5 maintenance work in its St. John's Operating region ("St. John's Region") to a contractor.
6 The contractor's geographic territory does not include Bell Island or the Southern Shore
7 as these are managed by local district crews.

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9 The contractor provides both labour and equipment to make repairs to street lights,
10 replace street light fixtures, and to energize street lights in new subdivisions. Repairs
11 include bulb and photocell replacements and repairs to certain street light wiring and
12 terminations problems. The contractor is required to employ sufficient resources,
13 including power line technicians, power line technician apprentices, and flagpersons, to
14 maintain Newfoundland Power's target of responding to customer reported street light
15 outages within 5 days.

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17 The company issues street light work to the contractor on a daily basis. The contractor is
18 also required to conduct a survey of its operating territory within St. John's Region once
19 per quarter to identify street lights that are not functional and have not been reported by
20 Newfoundland Power customers.

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22 The street light contractor does not have exclusive access to street light repairs in St.
23 John's Region. Newfoundland Power crews also conduct street light maintenance work
24 to maximize productivity of shift crews. In addition, certain repairs, such as those
25 involving underground street light conductors or the replacement of new street light feeds
26 can only be conducted by Newfoundland Power crews.