

1 Q. (Re: September 2014 Report submitted as part of Application) It is stated (page 4  
2 line 15): *"The outage restrictions have also contributed to the requirement for a*  
3 *schedule extension"*. Please provide a table identifying the time and date of each  
4 outage relating to this project, the number of customers affected, the outage  
5 duration, and the number of customer complaints arising from each outage. In  
6 addition, please identify the number and duration of forecast outages going  
7 forward through to project end along with the number of customers affected.

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10 A. Hydro plans any outages with consideration of the impact on customers and did so  
11 during this project. Hydro frequently planned around customer concerns and  
12 modified outage schedules accordingly. Hydro is unaware of any customer  
13 complaints arising from the timing of outages due to the voltage conversion project.

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15 Hydro does maintain planned outage statistics, however, the data associated with  
16 any project is not easily filtered to provide an accurate account of exactly the  
17 number of customers affected and duration for each outage.

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19 For the duration of this project, there have been outages to each of Labrador City's  
20 20 distribution feeders. The feeders include:

- 21 • Bartlett Line 1, Line 2, Line 3, Line 4, and Line 5;
- 22 • Quartzite Line 6, Line 7, Line 8, Line 12, Line 13, and Line 14;
- 23 • Hudson Line 15, Line 16, Line 17, and Line 18;
- 24 • Harrie Lake Line 19, and Line 20; and
- 25 • Vanier Line 21, Line 22, and Line 23.

26 These outages to the above noted feeders ranged from several hours, primary  
27 feeder outages which have affected as many as 395 customers, to individual

1 customer outages, approximately 30 minutes in duration, which have affected a  
2 single transformer (which may be several customers to as little as one customer).

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4 For future outages, there are 11 feeders that will experience full day outages in  
5 2015 and they will typically be done one per full day. The largest number of  
6 customers on the feeders to be affected is 304. There will also be a number of  
7 shorter outages, affecting smaller customer groups or individual customers.

8 Specific schedule of outages going forward is currently in design and to date has not  
9 been developed.