

1 **Q. Reference: CA-NP-98: please provide evidence to substantiate that non-executive**  
2 **employees with unmarked vehicles are called out sufficiently often after normal**  
3 **working hours to justify their being able to take a company vehicle back and forth**  
4 **to work each day and, where applicable, use the vehicle for personal use.**  
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6 A. Trouble on the electricity system can occur at any time, and anywhere within  
7 Newfoundland Power's service territory.<sup>1</sup> To provide for an efficient and timely  
8 response to power outages and other emergencies that occur outside of normal working  
9 hours, the Company assigns vehicles to designated employees so they can respond  
10 without having to first proceed to their work location to obtain a vehicle.  
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12 In 2006, Newfoundland Power responded to 7,185 trouble calls and emergencies  
13 including:

- 14 • 4,477 power outages;
- 15 • 489 power outages involving at least an entire feeder;
- 16 • 58 oil spills;
- 17 • 14 public contacts;<sup>2</sup>
- 18 • 185 unforced power plant outages; and
- 19 • 74 widespread system outages.

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21 Of these, approximately 75% took place outside of normal working hours.

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23 Power outages involving at least an entire feeder, oil spills, public contacts, unforced  
24 power plant outages and widespread system outages all require the call-out of supervisory  
25 and other employees when they occur outside of normal working hours.  
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27 Please refer to the response to CA-NP-387 for the costs associated with the use of  
28 Company vehicles for personal use.

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<sup>1</sup> Newfoundland Power serves customers in over 600 communities across the Island.

<sup>2</sup> Public contacts are incidents in which an individual experiences an electrical contact with the power system.