

- 1 **Q. In the 2006 Annual Report (page 8), it is stated "We decreased the length of outages**
2 **by 12% compared to the previous year. For our customers, that meant our**
3 **electricity system was operating successfully and delivering their power 99.96% of**
4 **the time in 2006." What is NP's target performance in this regard, how much will it**
5 **improve service to customers in terms of number and duration of outages and how**
6 **much will it cost consumer**
7
- 8 A. Newfoundland Power does not currently have a set outage duration target.
9
- 10 The Company evidence filed in support of the 2008 General Rate Application does,
11 however, provide information related to the improved reliability in the service
12 Newfoundland Power provides to its customers and the cost of that improvement.
13
- 14 Graph 5 of the Company's evidence indicates that the duration of outages experienced by
15 Newfoundland Power's customers decreased by 34 per cent from 2002 to 2006.
16
- 17 Table 2 of the Company's evidence indicates that Newfoundland Power's contribution to
18 the cost of electricity provided to its customers has remained stable from 2002 to 2006.