

1 **Q. Please provide the following data relating to work completion performance for each**
2 **of the past five years and explain how each is measured and if any exclusions are**
3 **applied:**
4

5 (a) **The percentage of jobs resulting from customer requests for meter-related or**
6 **other customer requested work that are completed on or before the promised**
7 **completion date as defined and agreed to by the customer, calculated as**
8 **follows:**

9 **Number of jobs not completed on or before promised delivery date**
10 **Total number of jobs promised complete in the reporting month**
11

12 (b) **Average number of days after the missed delivery date in which**
13 **Newfoundland Power was to complete meter-related or other customer-**
14 **requested work, calculated as follows:**

15 **Total days of delay**
16 **Total number of delayed jobs in the reporting month**
17

18 A. Customer related work, such as new services and the removal of poles, is influenced
19 by outside factors. Newfoundland Power therefore does not promise customers that
20 the work will be completed as of a specific date. Please see the response to request
21 for information CA-NP-82(d).
22

23 Meter-related work, such as the removal of meters for the installation of siding, is
24 typically performed by independent, licensed electricians, and is not tracked by
25 Newfoundland Power.
26

27 The data requested is not available.