

1 **Q. (See NP-CA-11) Has Newfoundland Power considered use of CELID and CEMI**  
2 **indices in its reliability performance monitoring activities? Why, or why not?**  
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4 A. Newfoundland Power is one of 28 Canadian utilities currently participating in the CEA  
5 Service Continuity Committee (“SCC”). Since 1978, the SCC has been collecting and  
6 compiling data on electrical system reliability throughout Canada. In 2006, the SCC  
7 organized the *Alternative Measures Task Force*<sup>1</sup> to research and assess alternative reliability  
8 indices, including CELID (Customers Experiencing Longest Interruption Duration) and  
9 CEMI (Customers Experiencing Multiple Interruptions).

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11 The CELID and CEMI indices require the tracking of individual customers experiencing  
12 multiple or exceptionally long outages. An SCC survey determined that the majority of  
13 Canadian utility respondents, including Newfoundland Power, can only report reliability  
14 indices at the feeder level and not at the feeder section or individual customer level.<sup>2</sup>  
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16 Tracking data at the individual customer level requires technology such as an Advanced  
17 Metering Infrastructure (AMI) or an Outage Management System that includes a  
18 Geographic Information System (GIS). Newfoundland Power does not have such  
19 technology in place and is not currently contemplating the use of either the CELID or CEMI  
20 indices.

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<sup>1</sup> Newfoundland Power is represented on this task force.

<sup>2</sup> The survey and results of the CEA – SCC survey are confidential.