

1 **Q. The response to PUB-NP-069 indicated distribution maintenance and repair work**
 2 **backlogs of 277 to 314 items between 201 (sic) and 2013. Were each year’s**
 3 **backlogged items completed during the following year? Were they clustered or**
 4 **pooled and included in distribution refurbishment projects?**

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 6 A. Please refer to the response to Request for Information PUB-NP-069 (1st Revision) which
 7 contains revised information on backlogged distribution maintenance and repair work in
 8 2011, 2012 and 2013. Newfoundland Power replaces deteriorated and damaged
 9 equipment on a priority basis. Equipment that has been determined to have a high
 10 potential to cause an outage or presents a safety hazard is addressed sooner than
 11 equipment that is less likely to cause an outage or safety incident. To maintain reliability,
 12 work that is more likely to cause an outage is addressed quickly, while work that is
 13 deemed less critical may be backlogged.

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 15 All backlogged work orders are reviewed regularly and scheduled based on priority.

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 17 Table 1 below shows the percentage of distribution maintenance and repair work
 18 completed by the end of each year following when the work orders were initially created.
 19 For example, 65.5% of work orders created in 2011 were completed by the end of 2011.
 20 By the end of 2012, 83.2% of these work orders were completed and by the end of 2013,
 21 94.6% of these work orders were completed.

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Table 1
Cumulative % Complete by Year

Year Created	2011	2012	2013	2014 YTD¹
2011	65.5%	83.2%	94.6%	99.6%
2012		72.0%	94.1%	99.4%
2013			73.8%	97.3%

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 26 The jobs may be clustered or pooled as part of a refurbishment project or they may be
 27 scheduled individually depending on priority, outage scheduling and similarity with other
 28 approved projects in a given year.

¹ 2014 YTD information is as of August 18, 2014.