

- 1 **Q. How often does Newfoundland Power, either on its own or in conjunction with the**
 2 **vendor, make the Outage Management System program unavailable to users for**
 3 **maintenance?**
 4
 5 A. Table 1 below shows the historical unavailability of the Outage Management System
 6 required in order to perform system maintenance.¹ Since 2009, there have been a total of
 7 **13** occurrences when the Outage Management System has been unavailable to users due
 8 to system maintenance.²
 9
 10

Table 1
Planned Maintenance
(# of Occurrences)

Month	2009	2010	2011	2012	2013	2014
January	1					
February				2		
March					1	
April			1	1		
May		1				
June		1		1		
July						
August					1	
September						
October	1	1				
November		1				
December						
Yearly Total	2	4	1	4	2	0

¹ System maintenance activities include database and server upgrades, repairs and relocation and upgrades completed during application enhancement projects.

² Maintenance of the Outage Management System is typically scheduled to be conducted after normal working hours and to avoid inclement weather that may lead to outages.