

1 **Reference: Schedule B: Services – Pooled, page 29 of 99**

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3 **Q. (a) Are service wires part of Newfoundland Power’s preventative maintenance**  
4 **program?**

5 **(b) What is the threshold for determining repair or replacement of service wires?**

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7 A. (a) No, service wires are not part of Newfoundland Power’s preventative maintenance  
8 program.

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10 (b) Repair or replacement of service wires is carried out as required in response to a  
11 service issue reported by a customer. The determination as to whether a service wire  
12 is repaired or replaced is made by the responding crew based on the condition of the  
13 wire and connectors. Service wire upgrades may also be required as a result of  
14 increased customer load. There is no pre-determined threshold.