

- 1 **Q. (Reference Application, 6.1 Outage Management System Upgrade, page 4) It**
2 **is stated “For instance, outage data collected by the OMS at the customer**
3 **level has allowed the Company to identify sections of feeders experiencing**
4 **poor performance that were not available using previous reliability statistics.”**
5 **Is this information combined with feedback from customers, for example,**
6 **customer complaints about reliability? Does NP attempt to track customer**
7 **complaints about reliability associated with specific feeders?**
8
- 9 A. No, Newfoundland Power does not track customer complaints regarding reliability
10 associated with specific feeders. Capital upgrades required to maintain the reliability of
11 the distribution system are identified through annual assessments.
12
- 13 Please see the response to PUB-NP-017 for more information as to how the Company
14 uses reliability data, including that collected through OMS, to determine appropriate
15 capital upgrades to undertake in a given year.