

1 **Section 2: Customer Operations/Reliability**

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3 **Q. (Section 2, page 2-21) It is stated “*Newfoundland Power’s operations are focused on***
4 ***maintaining current levels of service reliability for customers under normal operating***
5 ***conditions.” Newfoundland Power’s current reliability is approximately equal to***
6 ***the Canadian average in frequency of outages and substantially superior to the***
7 ***Canadian average duration of outages. Please explain the decision-making process***
8 ***that Newfoundland Power used to determine that the current level of reliability is***
9 ***an appropriate target; in particular, did Newfoundland Power use an optimization***
10 ***analysis to arrive at its conclusion?***

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12 **A. See the responses to Requests for Information PUB-NP-038 and PUB-NP-040.**