

- 1   **Q.    In reference to the evidence of Earl Ludlow, page 2, lines 21 to 22 - “... enabled the**  
2   **Company in 2001 to respond to trouble calls in an average of less than 1.5 hours” -**  
3   **How does this compare to the industry average?**  
4
- 5   A.    Newfoundland Power is not aware of any industry averages that are maintained with  
6   respect to trouble call response time.