

1 **Q. In reference to the evidence of Earl Ludlow, page 33, table 19, please advise how**
2 **Newfoundland Power's SAIDI and SAIFI figures compare to industry standards**
3 **and provide all comparisons available to Newfoundland Power in this regard.**
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5 A. Newfoundland Power is not aware of an industry standard for SAIDI and SAIFI figures.
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7 However, in his 1998 report to the Board entitled *Newfoundland Light & Power Co.*
8 *Limited Quality of Service and Reliability of Supply*, (the "1998 Quality Service Report"),
9 Mr. D. G. Brown, P.Eng., concluded that:

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11 "After a thorough review of the material provided by the Board and the Company,
12 detailed discussion with senior people at the Company's offices and visits to some of
13 the Company's facilities in the St. John's region, the Engineer concludes that the
14 Company is doing an effective job in maintaining and operating its facilities in the
15 provision of electric service to its customers. It is noted that the Company's emphasis,
16 now that there is practically no load growth on the system, is directed more toward
17 customer service than construction of new facilities. The reliability of supply to
18 Company customers is considered to be acceptable, although lower than the average for
19 Canadian utilities. It is important that the utility maintain and in fact seek to improve
20 its performance in this regard."
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22 The Company's responses to Requests for Information CA-104 (a), (b) and (c),
23 filed during the Company's 2003 Capital Budget Hearing, provide comparative
24 SAIDI and SAIFI data for Newfoundland Power and other member utilities of the
25 Canadian Electricity Association.