

1 **Q. In reference to the evidence of Earl Ludlow on Service Reliability, please advise if a**
2 **study has been conducted to determine the duration of outages after shifts have**
3 **concluded in comparison with the duration of outages when regular shifts are on**
4 **duty.**

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6 A. A formal study has not been conducted to compare the duration of outages after regular
7 shifts have concluded with the duration of outages when regular shifts are on duty.
8 However, as noted at page 35 of the *Operations & Customer Service Evidence*, the key to
9 reducing the duration of outages in most instances is the response time of the line crew.

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11 As noted in the Company's response to Request for Information CA-442, there is no
12 significant difference in response time between when a regular crew shift is on duty and
13 when on-call staff is responsible for responding to customer calls. This suggests that the
14 duration of an outage would not be significantly different depending on whether a regular
15 crew shift is, or is not, on duty.