

1 **Q. Has the Company conducted a cost analysis to determine the advantage/
2 disadvantage, as the case may be, when considering stand-by and call-in and
3 overtime for outages which occur when there is no regular shift on duty. Please
4 provide particulars.**

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6 A. Newfoundland Power's regional management conduct periodic informal reviews of the
7 advantages and disadvantages of responding to trouble calls with line personnel on stand-
8 by versus an evening and weekend shift arrangement. Based on the current volume of
9 trouble calls, the only area where an evening and weekend line crew shift operation is
10 justified is St. John's. All other areas rely on an employee on-call system to respond to
11 trouble calls outside of regular shifts. For a further description of Newfoundland Power's
12 employee on-call system, please refer to the Company's response to Request for
13 Information CA-442.