

1 **Q. In reference to the evidence of Earl Ludlow, page 44 – Automatic Outage**  
2 **Information, please provide the actual number of calls pertaining to an outage, per**  
3 **minute, received by the Company as opposed to what the system can answer per**  
4 **minute.**

5  
6 A. Graph 1 below depicts the number of calls received by the TVD automatic outage  
7 information system by minute during the period April 5 to 7, 1999. The snowstorm that  
8 affected primarily the Avalon Peninsula in April 1999 was the largest outage event  
9 Newfoundland Power has experienced since the automatic outage system was  
10 implemented. During this three-day period, TVD received and responded automatically  
11 to 37,933 calls. The maximum received in a single minute was 52 calls; the maximum  
12 capacity of the system is approximately 2,050 calls per minute.  
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14  
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16

**Graph 1**

