

1 **Q. Under Section 20 of the Administration Practices what is the range of time that may**
2 **be required to assess that it is the partners' facility involved and what is the range of**
3 **time for the partner to respond?**

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5 A. As stated in the Response to Request for Information PUB-NP-55, there will be no
6 change to the dispatch of trouble call response following the proposed sale of Support
7 Structures to Bell Aliant.

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9 A Newfoundland Power trouble crew will be dispatched unless it is clear that
10 Newfoundland Power facilities are not affected. Newfoundland Power endeavours to
11 respond to trouble calls within two hours. Once the trouble crew is onsite, the time
12 required to assess which attachment owner's facilities are affected will be insignificant.

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14 In the case of an interruption of electricity service or damage to electrical facilities,
15 Newfoundland Power will commence repairs as soon as possible. In the case of damage
16 to a pole, Newfoundland Power will immediately initiate a request for the assistance of a
17 pole contractor, if required, regardless of the ownership of the Support Structure. The
18 response time in the case of an interruption of electricity service or damage to electrical
19 facilities will therefore not change as a result of the proposed sale of the Support
20 Structures to Bell Aliant.