

1 Q. **Reference: Application, Attachment 1, Appendix C, Table 4**

2 Does the reliability data provided in Table 4 include the impact of both scheduled and  
3 unscheduled outages on customer reliability? If not, please explain why not.

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6 A. The reliability data provided in Table 4 is based on unscheduled outages. Newfoundland and  
7 Labrador Hydro (“Hydro”) conducted this analysis using unscheduled outage statistics as those  
8 outages would likely cause the greatest inconvenience to Hydro's customers in the area.

9 Hydro can take measures to reduce the impact scheduled and planned outages have on  
10 customers by scheduling them for certain times of the year or day, and Hydro can notify its  
11 customers in advance so that they can prepare for the outage.