

1 Q. **Reference: Application, Capital Programs and Projects, Distribution System In-Service Failures,**  
2 **Miscellaneous Upgrades and Street Lights (2026), page i**

3 It is stated "*Without this program in place, there is a high risk of substantial distribution equipment*  
4 *damage, customer outages that exceed the maximum allowable durations, and unsafe conditions*  
5 *for Hydro personnel.*" What is the maximum allowable duration of a customer outage?

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8 A. The maximum allowable duration noted in this proposal refers to the maximum amount of time  
9 an outage can occur before the situation is considered an emergency. For both generation and  
10 transmission outages, Newfoundland and Labrador Hydro ("Hydro") considers 96 hours to be  
11 the maximum allowable duration of an outage before it becomes classified as an emergency.

12 At or prior to that length of time, depending on the circumstances of the outage, Hydro will  
13 initiate emergency protocols to provide temporary solutions.