**Q. Further to the response to PUB-NP-066: explain the reasons for the low job completion rates for relay maintenance jobs (70%). Is relay technician staffing level a reason? How does Newfoundland Power's relay modernization work affect the testing of relays not being replaced?**

A. Newfoundland Power's completion rate for relay maintenance jobs in 2013 was 106%.

Completion rates for relay maintenance over the period 2011 through 2013 were 70%. This was largely due to changes in the Company's relay maintenance program. In 2009, the Company began using Electrical Maintenance persons to test electro-mechanical relays. Prior to this, relays were tested by Electrical Engineering Technologists. This change occurred at the start of a new five year maintenance cycle for electro-mechanical relays in the autumn of 2009.

Following the changes in the program, the Company experienced issues with training and test set availability which created delays in completion of relay maintenance. These delays were a substantial contributor to the relatively low completion rate for relay maintenance work in 2011 and 2012.[1] These issues have been addressed.

There were 762 electro-mechanical relays to be tested when the current maintenance cycle commenced in the autumn of 2009. As of August 15, 2014, there were 42 relays with maintenance outstanding. These are scheduled to be completed within the five year maintenance cycle.

Newfoundland Power's relay replacement and modernization work results in replacement of electro-mechanical relays. This effectively reduces the number of electro-mechanical relays that the Company is required to maintain. It has no impact on the maintenance required for those relays which remain in the system.[2]

[1] Another contributing cause to the relatively low completion rate for relay maintenance in 2012 was the required response to Tropical Storm Leslie.

[2] As of January 2014, a total of 63 relays were either replaced with electronic relays or removed from the system during the maintenance cycle which commenced in the autumn of 2009.