

- 1 **Q. How often does Newfoundland Power, either on its own or in conjunction with the**  
 2 **vendor, make the Outage Management System program unavailable to users for**  
 3 **maintenance?**  
 4  
 5 A. Table 1 below shows the historical unavailability of the Outage Management System  
 6 required in order to perform system maintenance.<sup>1</sup> Since 2009, there have been a total of  
 7 7 occurrences when the Outage Management System has been unavailable to users due to  
 8 system maintenance.<sup>2</sup>  
 9  
 10

**Table 1**  
**Planned Maintenance**  
**(# of Occurrences)**

<b>Month</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	1					
February				2		
March						
April				1		
May						
June		1				
July						
August						
September						
October		1				
November		1				
December						
<b>Yearly Total</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>

<sup>1</sup> System maintenance activities include database and server upgrades, repairs and relocation. Application enhancement projects are not considered system maintenance.

<sup>2</sup> Maintenance of the Outage Management System is typically scheduled to be conducted after normal working hours and to avoid inclement weather that may lead to outages.