



# Reliability

**W**e operate in the most challenging utility environment in Canada. Our service territory is made up of 28 separate power systems spread over 1.2 million square kilometres.

Yet our performance ratings compare favourably with the Canadian electricity industry.

All utilities in Canada measure their performance against system reliability; that's the total system outage time during a year.

In 2007/08 our reliability rating was 99.97%. That means that over the course of 8,760 hours in the year, our systems were out of service just 3.5 hours on average.

Outages will be little longer in areas affected by forest fires and lightning storms, and a little shorter in other areas. But on average the system was functioning properly 99.97% of the time.

As you can see by the graph, that's comparable to the national average.



Some parts of Canada are without power for days from a single incident: like BC's west coast, Nova Scotia, Quebec and, earlier this year, downtown Toronto.

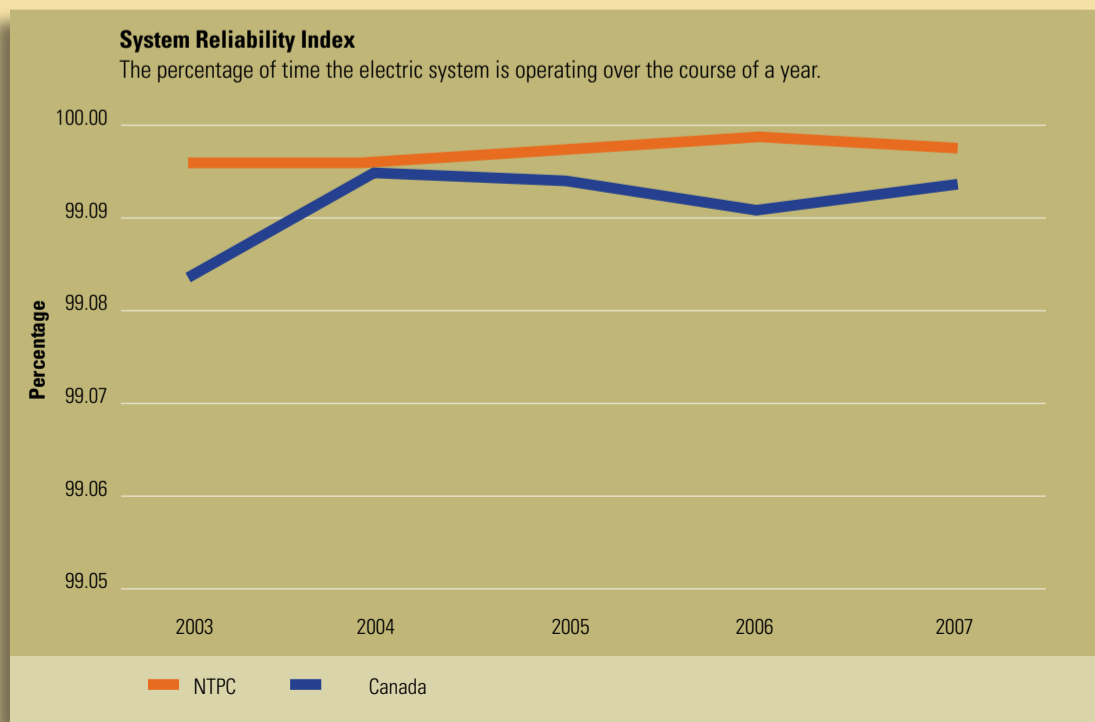
Serving customers in the North means we can't leave anything to chance. We recruit experienced managers who anticipate operating concerns before they become reliability issues.

The NWT is the most dispersed service area in Canada, which makes it costly to operate.

We believe the government's Electricity Review couldn't come at a better time for Northerners. It will shape how power is priced for generations to come.

In the meantime we'll keep managing our costs and maintaining our standards for safety, the environment and system reliability.

Visit our new website for low cost and no-cost ways to become more energy efficient.



All data compiled by the Canadian Electricity Association.

