

1 Q. What evidence does Hydro have concerning the “public expectations on
2 reliability and environmental practices”. (JRH p. 8, line 8, and p.10, line 3)

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5 A. Reliability

6 Hydro has had concern expressed by Newfoundland Power at
7 Inter-utility System Reliability Committee meetings where, on behalf of their
8 customers, specific concerns were conveyed. Industrial customers have
9 also voiced reliability concerns at various times. In Hydro’s rural customer
10 survey, where customers are asked to rank, in order of importance, 16
11 statements relative to our services. “Electricity quickly restored when there is
12 a power interruption” was ranked in the top two twice in the last four years
13 and “A reliable, uninterrupted supply of electricity” was also ranked in the top
14 two in the last four years. In 2002, the restoration statement was the most
15 important and an uninterrupted supply the second most important.

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17 As well, from time to time, Hydro receives letters from individuals, businesses
18 and municipal authorities expressing concern about the reliability of supply.

19
20 Environmental Practices

21 Public expectations on environmental practices may be determined in many
22 ways, including letters to the Editor, direct complaints to Hydro, editorials,
23 and through customer surveys. Hydro may also receive comments or
24 directions from regulatory authorities or conditions attached to permits to
25 build or operate facilities.

1 For Holyrood, the following table lists the complaints that were made directly
2 to Hydro regarding the environmental aspects of the plant during the last
3 three years.
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	Emissions	Noise	Total
2000	6	1	7
2001	16	2	18
2002	7	1	8
2003 to June 30	12	1	13

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6 Hydro has, during Environment Week, offered an Open House at Holyrood
7 and the attendance has steadily increased.
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9 Hydro's customer survey also asks respondents to rank the order of
10 importance of " Operates in an environmentally friendly manner" from a list of
11 16 items. Over the last three years it has ranked seventh or eighth.
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13 Lastly, with respect to Holyrood, there is a Community Liaison Committee
14 with representatives from Hydro, the Provincial Department of Environment,
15 health representatives and community representatives who meet regularly
16 regarding the Holyrood Thermal Generating Station. Environmental aspects
17 of the plant operation are typical discussion items.