

Newfoundland & Labrador Hydro
2003 General Rate Application
Key Performance Indicators
Updated Based on 2nd Revision October 31, 2003

K P I		MEASURE	2000	2001	2002	2003 Note 4	2004 Note 5
PRODUCTIVITY							
Controllable Unit Cost	Controllable cost/forecast of MWh deliveries (Note 3)		\$12.83	\$12.66	\$12.75	\$12.47	\$12.59*
Hydraulic conversion factor	Net GWh/million cubic meters of water used at BDE		.4331	.4334	.4365	0.4333	Note 2
Thermal conversion factor	Net kWh/bbl of No. 6 fuel at Holyrood		609.6	632.9	648.5	637.0	Note 2
Generation Controllable Cost	OM&A\$ per installed MW		\$21,119	\$20,058	\$19,318	\$19,907*	\$19,893*
Transmission Controllable Cost	OM&A\$ per 230 kV Equivalent Circuit KM		\$5,243	\$3,883	\$4,519	\$4,304*	\$4,334*
Distribution Controllable Cost	OM&A\$ per Circuit KM		\$2,196	\$2,419	\$2,256	\$2,202*	\$2,169*
RELIABILITY							
Generation							
Weighted capability factor	Rate of unit operating time to unit outage time		88.83	88.16	85.95	89.66	Note 2
Weighted DAFOR	Rate of forced outage time to operating time		1.07	2.39	5.18	3.48	Note 2
Transmission							
SAIDI	Average duration of delivery point outages (minutes)		110.63	44.00	106.69	194.05	Note 2
SAIFI-S	Frequency of sustained outages for bulk system delivery points per year		3.48	1.43	1.86	1.86	Note 2
SARI	System Average Restoration Index: Minutes/Interruption		31.79	30.77	57.36	104.33	Note 2
Distribution							
SAIDI	Customer average duration of customer outages (hours)		14.09	10.17	13.63	8.28	Note 2
SAIFI-S	Frequency of sustained outages per customer		7.81	7.47	9.44	5.72	Note 2
Customer Satisfaction Index	Weighted Average of Satisfaction Ratings		7.6	7.9	8.1	Note 6	Note 6

Notes

1. Changes from information submitted under previous undertaking are shaded.
2. Targets for 2004 have not been established.
3. 2003 figures are based on 12 month estimates as contained in the Oct/03 GRA filing.
4. Excepting Note 3 above, 2003 figures reflect actual results for the 9 months ending September 30, 2003, except asterisk amounts which are based on the 12 month estimates for 2003 contained in the May/03 GRA filing.
5. For 2004, the asterisk amounts are based on the 12 month estimates for 2004 contained in the Oct/03 GRA filing.
6. No customer surveys have yet been completed for 2003 or 2004.