

1 Q. Re: Page 28, lines 19 - 21

2 Please provide a specific and detailed listing of the “numerous other sources for
3 peer group information besides the CEA, including regulatory websites, particularly
4 those with PBR, utility company annual reports, etc.” that will provide reliable and
5 consistent performance data to enable Hydro to externally benchmark each of the
6 KPIs outlined on page 2 of Defining a Utility Peer Group for Newfoundland and
7 Labrador Hydro, December 2004, included as Attachment 1 in CA 4 NLH.

8 A. Mr. Bowman has not compiled such a list and points out that he made no
9 commitment to do so in the Mediator’s Report (included in Appendix H of the
10 *Decision and Order of the Board, Order No. P.U. 14 2004*, point “aa”). In section 3.1.1
11 of Attachment 1 in CA 2 NLH, Hydro states “there are a number of data sources
12 that Hydro can pursue to obtain external benchmarking KPIs on a comparative,
13 continual, and consistent basis”. Mr. Bowman suggests that Hydro re-visit these
14 data sources. Further, Mr. Bowman points out that it is not a requirement that
15 Hydro report external peer group information relating to the specific KPIs shown
16 on page 2 of Attachment 1 in CA 4 NLH. Other indicators such as those shown on
17 page 5 of Attachment 1 in CA 4 NLH may be more readily available and just as
18 informative. The goal is to externally benchmark Hydro performance in key areas
19 including costs, reliability and customer satisfaction.