

1 **In the Pre-Filed Evidence of Ludlow, page 5, lines 2-3, it is stated that Newfoundland**  
2 **Power's customers continue to rank reliability of supplies (sic) as one of the most important**  
3 **attributes of electric service:**  
4

5 **Q. How much are customers willing to pay for reliability?**  
6

7 A. Customers of Newfoundland Power consistently rank reliability of supply and price as  
8 the most important attributes of electrical service. The power policy of the province as  
9 set out in the *Electrical Power Control Act, 1994* is, in effect, that customers should pay  
10 the lowest possible cost for electricity that is consistent with reliable service.