

- 1 **Q. Further to PUB-NP-007, please provide the corporate performance targets for each**
 2 **of NP’s corporate performance measures (shown on p. 2 of 4) for each of 2015, 2015**
 3 **and 2016 and provide the results achieved in 2014 and 2015.**
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 5 A. Table 1 and Table 2 show the corporate performance measures, targets and results for
 6 2014 and 2015, respectively.
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Table 1
Corporate Performance Measures, Targets and Results
2014

Category	Measure	Target (100%)	Results
Reliability	Outage Duration Index (SAIDI) ¹	2.41	2.44
Customer Satisfaction	% Customer Satisfaction ²	86.3%	83.5%
Safety	Injury Frequency Rate	0.76	0.506
Regulatory	Regulatory Performance	Subjective	150%
Financial	Controllable Operating Cost ³ /Customer	\$225	\$224
	Earnings	\$36.3m	\$37.3m

¹ Excludes Hydro loss of supply.

² As measured by Customer Satisfaction Survey.

³ Controllable operating costs exclude costs related to pension and retirement allowances, PUB assessments and inter-corporate charges.

Table 2
Corporate Performance Measures, Targets and Results
2015

Category	Measure	Target (100%)	Result
Reliability	Outage Duration Index (SAIDI) ⁴	2.30	2.36
Customer Satisfaction	% Customer Satisfaction ⁵	84.7%	86.1%
Safety	Injury Frequency Rate	0.69	0.176
Regulatory	Regulatory Performance	Subjective	140%
Financial	Controllable Operating Cost ⁶ /Customer	\$232	\$220
	Earnings	\$37.7m	\$38.8m

⁴ Excludes Hydro loss of supply.

⁵ As measured by Customer Satisfaction Survey.

⁶ Controllable operating costs exclude costs related to pension and retirement allowances, PUB assessments and inter-corporate charges.

1 Table 3 shows the corporate performance measures and targets for 2016.
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Table 3
Corporate Performance Measures and Targets
2016

Category	Measure	Target (100%)
Reliability	Outage Duration Index (SAIDI) ⁷	2.36
Customer Satisfaction	% Customer Satisfaction ⁸	86.1%
Safety	Injury Frequency Rate	0.40
Regulatory	Regulatory Performance	Subjective
Financial	Controllable Operating Cost ⁹ /Customer	\$226
	Earnings	\$39.8

⁷ Excludes Hydro loss of supply.

⁸ As measured by Customer Satisfaction Survey.

⁹ Controllable operating costs exclude costs related to pension and retirement allowances, PUB assessments and inter-corporate charges.