

- 1 **Q. Please provide Newfoundland Power’s Corporate Performance Measures for the**  
 2 **period 2013 to 2015 comparing annual targets with results.**  
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 4 A. Newfoundland Power’s Corporate Performance Measures for the period 2013 to 2015 are  
 5 detailed in Table 1.  
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**Table 1**  
**Newfoundland Power**  
**Performance Measures**  
**2013-2015**

Measure	<u>2013</u>		<u>2014</u>		<u>2015</u>	
	Actual	Plan	Actual	Plan	Actual	Plan
Outage Hours/Customer (SAIDI) <sup>1</sup> <i>excluding Hydro loss of supply</i>	2.23	2.53	2.93	2.41	2.36	2.38
Outage/Customer (SAIFI) <sup>1</sup> <i>excluding Hydro loss of supply</i>	1.71	1.65	2.44	1.71	2.11	1.92
Plant Availability (%)	93.0	95.9	94.4	95.0	94.9	95.0
% of Satisfied Customers as measured by Customer Satisfaction Survey	86.0	88.0	83.5	87.0	86.1	87.0
Call Centre Service Level (%) <sup>2</sup>	80	80	80	80	82	80
Trouble Calls Responded to Within 2 Hours (%)	85.0	85.0	81.0	85.0	86.0	85.0
All Injury/Illness Frequency Rate	1.1	1.8	1.2	1.5	0.5	1.3
Earnings (\$ millions) <sup>3</sup>	\$36.6	\$35.3	\$37.3	\$36.3	\$38.8	\$37.7
Gross Operating Cost/Customer <sup>4</sup>	\$243	\$243	\$259	\$250	\$249	\$260

<sup>1</sup> The 2014 reliability statistics exclude the impact of the January 2014 system problems. The 2013 reliability statistics exclude the impact of the January 2013 system problems and the November 2013 winter storm in Central and Western Newfoundland.

<sup>2</sup> Percent of customer calls answered within 60 seconds.

<sup>3</sup> Excludes \$12.8m recovery related to Part VI.I tax in 2013.

<sup>4</sup> Excludes pension, OPEBs and early retirement program costs.