

1 Q. Further to response to Request for Information NP-NLH-040:

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3 Hydro's customers are served by multiple systems. Explain in full how merging  
4 reliability data from these multiple systems into the End Consumer Reliability  
5 measure provides a meaningful reflection of the reliability of service experienced by  
6 Hydro's customers. The response should include Hydro's views on how the Board  
7 should evaluate the End Consumer Reliability measure created by Hydro.

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10 A. First reported to the Board in Hydro's 2016 Q1 Quarterly Report, the End Consumer  
11 Reliability performance measures were developed in 2015 to measure the reliability  
12 for all residential and commercial End Consumers of electricity in the Province  
13 supplied by Hydro. These measures do not include Industrial Customers. The  
14 measures are a combination of Hydro's service continuity<sup>1</sup> data and Newfoundland  
15 Power service continuity data for Loss of Supply outages resulting from events on  
16 Hydro's transmission system.

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18 The End Consumer System Average Interruption Frequency Index<sup>2</sup> (SAIFI) and End  
19 Consumer System Average Interruption Duration Index<sup>3</sup> (SAIDI) measures the  
20 duration and frequency of service interruptions for all provincial residential and  
21 commercial customers experienced as a result of Hydro system events. These  
22 measures do not reflect interruptions to Hydro or Newfoundland Power customers

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<sup>1</sup> Service Continuity is the distribution system that interconnects the Bulk Electric System with the customer's facilities.

<sup>2</sup> System Average Interruption Frequency Index is a reliability key performance indicator for distribution service that measures the average cumulative number of sustained interruptions per customer per year.

<sup>3</sup> System Average Interruption Duration Index is reliability Key Performance Indicator for distribution service and measures service continuity in terms of the average cumulative duration of outages per customer served during the year.

1 related to issues on Newfoundland Power or the Churchill Falls (Labrador)  
2 Corporation. Hydro views these indices as a measure of the performance of  
3 Hydro's electrical system for all residential and commercial customers in the  
4 Province.