

- 1 **Q. Please provide a list of metrics that Newfoundland Power currently uses to gauge**
 2 **the effectiveness of its operations.**
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 4 A. Newfoundland Power files a Quarterly Regulatory Report with the Board that includes 28
 5 metrics used by the Company to gauge the overall effectiveness of its operations. Table 1
 6 provides a list of these metrics.

Table 1: List of Performance Metrics - Quarterly Regulatory Report	
Metric	Description
SAFETY	
Injury Frequency Rate	<i># of injuries per 200,000 hours worked</i>
Preventable Vehicle Accidents	<i># of preventable vehicle accidents</i>
Public Contact Incidents	<i># of public contact incidents</i>
Incident Investigations	<i>% completed in 5 days or less</i>
Corrective and Preventative Actions	<i>% of actions completed</i>
CUSTOMER SERVICE	
Customer Satisfaction	<i>% satisfied based on quarterly surveys</i>
Service Level	<i>% of calls answered within 60 seconds</i>
Customer Self Service	<i>% of contacts via self-service technology</i>
CUSTOMER OPERATIONS	
Trouble Call Response	<i>% of trouble call responses within 2 hours</i>
Street Light Call Response	<i>% of street light call responses within 5 days</i>
New Service Response	<i>% of new service connections within 10 days</i>
Customer Appointments Met	<i>% of appointments met</i>
PLT Hours/Job	<i>Average # of PLT hours per job completed</i>
New Customer Connections	<i># of new customer connections</i>
ELECTRICITY SYSTEM	
SAIDI (Outage Duration)	<i>Excludes loss of supply and significant events</i>
SAIFI (Outage Frequency)	<i>Excludes loss of supply and significant events</i>

Table 1: (cont.) List of Performance Metrics - Quarterly Regulatory Report	
Metric	Description
ELECTRICITY SUPPLY	
Energy Purchased	<i>GWh, weather adjusted</i>
Peak Demand	<i>MW, weather adjusted</i>
Plant Availability	<i>% of available generating plant by hour</i>
Hydro Plant Production	<i>GWh of hydro plant production</i>
CAPITAL PROGRAM	
Capital Expenditures	<i>Actual expenditures</i>
CONSERVATION	
Energy Saved (GWh)	<i>GWh of energy saved by customers</i>
ENVIRONMENT	
Number of Spills	<i>Excludes spills due to third-parties and significant events</i>
FINANCIAL	
Electricity Sales (GWh)	<i>GWh sales, weather adjusted</i>
Electricity Revenue (\$ millions)	<i>Excludes regulatory amortizations and other revenue, weather adjusted</i>
Purchased Power Costs (\$ millions)	<i>Actual costs, weather adjusted</i>
Regulated Operating Cost / Customer	<i>Excludes conservation program, employee future benefit costs & non-regulated expenses</i>
Earnings (\$ millions)	<i>Earnings applicable to common shares</i>