

1 **Q. Please provide the following for each of the past five years and explain how much**
2 **each is measured and if any exclusions apply:**

3
4 **(a) The percentage of jobs resulting from customer requests for meter-related or**
5 **other customer requested work that are completed on or before the promised**
6 **completion date as defined and agreed to by the customer, calculated as follows.**
7 **What does NP believe to be a reasonable standard of performance for this**
8 **measure?**

9
10 **Number of jobs not completed on or before promised delivery date**
11 **Total number of jobs promised to be completed in the reporting month**

12
13 **(b) Average number of days after the missed delivery date in which Newfoundland**
14 **Power was to complete meter-related or other customer-requested work,**
15 **calculated as follows. What does NP believe to be a reasonable standard of**
16 **performance for this measure?**

17
18 **Total days of delay**
19 **Total number of delayed jobs in the reporting month**

20
21 **A. (a) The percentage of customer requested jobs not completed before the targeted**
22 **completion date for the period 2014 – 2018 is detailed in Table 1.**

Table 1
Customer Requested Jobs Completed After Target
Completion Date¹
(2014 – 2018)

2014	2015	2016	2017	2018²
18%	14%	14%	13%	11%

23 Newfoundland Power considers its targets, which are based on industry best
24 practices, to be a reasonable standard of performance. Newfoundland Power targets
25 to complete 85% of customer requests received within 14 days for new service
26 connections, 7 days for street light repairs and 2 hours for trouble call response.
27 Targets have been met in each of the past 4 years. Newfoundland Power excludes
28 customer jobs that occur during periods of significant system events that result in
29 widespread customer outages. The Company’s priority during such times is to restore
30 power to customers as quickly as possible.³

¹ Includes new service connections, street light repairs and trouble call response.

² Data respecting customer job requests in 2018 is from January 1, 2018 to June 30, 2018.

³ For example, on March 15, 2017 a severe wind storm on the Avalon Peninsula and Burin Peninsula caused damage to Newfoundland Power’s transmission and distribution systems that resulted in outages to approximately 140,000 customers over a period of approximately 3 days.

1 (b) The average number of days beyond the targeted completion date for jobs where the
2 targeted completion date was not met is detailed in Table 2.

Table 2
Average Days After Target Date to Complete⁴
(2014 – 2018)

2014	2015	2016	2017	2018⁵
12.16	11.52	7.46	9.65	8.00

3 Since 2014 the average days after the target date to complete the customer requested
4 work has decreased by 34%.⁶ Newfoundland Power considers its performance
5 related to customer requests to be reasonable. The Company's customer satisfaction
6 surveys support this position.⁷

⁴ Includes new service connections and street light repairs. Trouble call response is excluded because it is measured in hours. On average, targets missed are by less than 2 hours.

⁵ Data respecting customer job requests in 2018 is from January 1, 2018 to June 30, 2018.

⁶ $(12.16 - 8.00/12.16 = 0.34)$.

⁷ In 2017, satisfaction levels for customers receiving field service from Newfoundland Power averaged 95%. Satisfaction levels regarding wait times for field service was 84%.