

1 **Q. (Reference Application Volume 2, Distribution Reliability Initiative, page 1) Are**
2 **customer views about reliability such as complaints, surveys and direct customer**
3 **contacts a consideration in the Distribution Reliability Initiative?**
4

5 A. The *Distribution Reliability Initiative* (“DRI”) is a data-driven project that is
6 supplemented with engineering assessments. This project addresses issues on feeders
7 where customers experience service reliability significantly below the Company
8 average.¹
9

10 While customers’ views about reliability, such as complaints and contacts, are not a
11 direct input into this project, quarterly surveys indicate that the 2 most important issues to
12 customers are reliability and price.²
13

14 Targeting capital investments towards Newfoundland Power’s worst-performing feeders
15 is consistent with maintaining an acceptable level of reliability for all customers at least
16 cost. It is therefore consistent with customers’ service expectations.

¹ See the *2021 Capital Budget Application, Volume 2, Report 4.1 Distribution Reliability Initiative*, page 1.

² For more information on quarterly customer satisfaction surveys, see response to Request for Information CA-NP-008.