

- 1 **Q. (Reference Application) How has Newfoundland Power ensured that its 2022 Capital**
2 **Budget provides an appropriate balance between reliability, rate impacts, and the**
3 **value customers place on service? Has Newfoundland Power conducted a customer**
4 **engagement process and incorporated the results in its 2022 Capital Budget**
5 **Application, or any other Capital Budget Application in recent years? If so, please**
6 **provide customer surveys and documentation relating to customer feedback that**
7 **Newfoundland Power has relied upon to determine the appropriate balance between**
8 **reliability, rate impacts, and the value customers place on service, and please provide**
9 **specific references to customer input and feedback used in the development of the**
10 **2022 Capital Budget Application.**
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- 12 A. See response to Request for Information CA-NP-108 for information regarding
13 Newfoundland Power’s quarterly customer satisfaction surveys.
14
- 15 See response to Request for Information CA-NP-013 for information on how customer
16 preferences were incorporated in the *2022 Capital Budget Application*.
17
- 18 See response to Request for Information NLH-NP-042 for information pertaining to how
19 Newfoundland Power balances costs and reliability in the service delivered to customers.