

- 1 **Q. (Reference Application) Please provide a table that for each year from 1996 to 2020**  
 2 **lists the total number of Newfoundland Power customers, its SAIDI figure, its SAIFI**  
 3 **figure, and the percentage increase / decrease from year to year.**  
 4  
 5 A. Table 1 provides Newfoundland Power's total number of customers, SAIDI, SAIFI, and  
 6 percentage change values for each year from 1996 to 2020.<sup>1</sup>

Year	Number of Customers		SAIDI		SAIFI	
	Customer Count	% Change	SAIDI	% Change	SAIFI	% Change
1996	210,161	-	3.87	-	2.66	-
1997	210,686	0.25%	3.73	-3.62%	2.72	2.26%
1998	212,110	0.68%	4.91	31.64%	3.21	18.01%
1999	213,641	0.72%	5.70	16.09%	4.72	47.04%
2000	215,210	0.73%	5.32	-6.67%	4.11	-12.92%
2001	216,879	0.78%	3.42	-35.71%	2.99	-27.25%
2002	219,072	1.01%	4.18	22.22%	3.25	8.70%
2003	221,653	1.18%	4.11	-1.67%	3.00	-7.69%
2004	224,464	1.27%	4.56	10.95%	3.10	3.33%
2005	227,301	1.26%	3.27	-28.29%	2.57	-17.10%
2006	229,500	0.97%	2.89	-11.62%	2.65	3.11%
2007	232,262	1.20%	2.65	-8.30%	2.11	-20.38%
2008	235,778	1.51%	2.67	0.75%	2.35	11.37%
2009	239,307	1.50%	2.57	-3.75%	1.99	-15.32%
2010	243,426	1.72%	2.59	0.78%	1.52	-23.62%
2011	247,163	1.54%	2.77	6.95%	1.77	16.45%
2012	251,531	1.77%	2.74	-1.08%	1.85	4.52%
2013	255,618	1.62%	2.45	-10.58%	1.92	3.78%
2014	258,879	1.28%	3.02	23.27%	2.63	36.98%
2015	261,774	1.12%	2.36	-21.85%	2.11	-19.77%
2016	264,406	1.01%	2.24	-5.08%	1.36	-35.55%
2017	266,450	0.77%	2.28	1.79%	1.66	22.06%
2018	267,995	0.58%	2.65	16.23%	1.67	0.60%
2019	269,045	0.39%	2.34	-11.70%	1.62	-2.99%
2020	270,285	0.46%	2.98	27.35%	2.35	45.06%

<sup>1</sup> SAIDI and SAIFI data exclude significant events and loss of supply.