

1 **Q. (Reference NLH-NP-006) It is stated "Newfoundland Power does not consider the**
2 **reliability of its distribution lines relative to that of Hydro's rural customers as part of its**
3 **Distribution Reliability Initiative." Does Newfoundland Power consider the reliability**
4 **of its distribution lines relative to Hydro's rural customers in any other respect? Why**
5 **are Hydro reliability statistics not included in the comparison to other Atlantic**
6 **Canadian Provinces? Does Newfoundland Power believe that its customers desire**
7 **substantially improved service reliability over Hydro's customers, and if so, why?**
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9 A. Newfoundland Power does not specifically consider the reliability of its distribution lines
10 relative to the distribution lines serving Hydro's rural customers. Newfoundland Power
11 compares its overall electrical system reliability to that of the Canadian Electricity
12 Association ("CEA") average.¹ Hydro's reliability performance is included in the CEA
13 average.²
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15 With respect to the comparison to other Atlantic Canadian utilities provided in
16 Newfoundland Power's 2022 Capital Plan, this comparison is specific to the "4 primary
17 distributors of electricity in Atlantic Canada."³ Hydro was therefore not included in this
18 comparison.
19

20 Newfoundland Power does not survey its customers to determine whether they desire
21 substantially improved service reliability over Hydro's customers. Approximately 1,800
22 Newfoundland Power customers are surveyed each quarter. The results of these surveys
23 indicate that customers are reasonably satisfied with Newfoundland Power's service
24 delivery.⁴

¹ See Newfoundland Power's 2022/2023 General Rate Application, Volume 1, Application, Company Evidence and Exhibits, Section 2: Customer Operations, pages 2-20 to 2-21.

² Comparisons to the CEA average reflect Region 2 utilities that are members of the CEA. Region 2 utilities include Canadian utilities that serve a mix of urban and rural markets. These are ATCO Electric, BC Hydro, FortisAlberta, FortisBC, Hydro One, Hydro Quebec, Manitoba Hydro, Maritime Electric, NB Power, Newfoundland and Labrador Hydro, Newfoundland Power, Newmarket-Tay Power Distribution, Nova Scotia Power, Northwest Territories Power Corporation, Sask Power, Veridian Connections, Waterloo North Hydro, Yukon Electrical Co. and Yukon Energy. CEA reliability data for 2020 was not available at the time of preparing this Application.

³ See Newfoundland Power's 2022 Capital Budget Application, 2022 Capital Plan, page 14.

⁴ Customer satisfaction with Newfoundland Power's service delivery averaged approximately 86% from 2011 to 2020. See Newfoundland Power's 2022/2023 General Rate Application, Volume 1, Application, Company Evidence and Exhibits, Section 2: Customer Operations, page 2-10, footnote 28.