

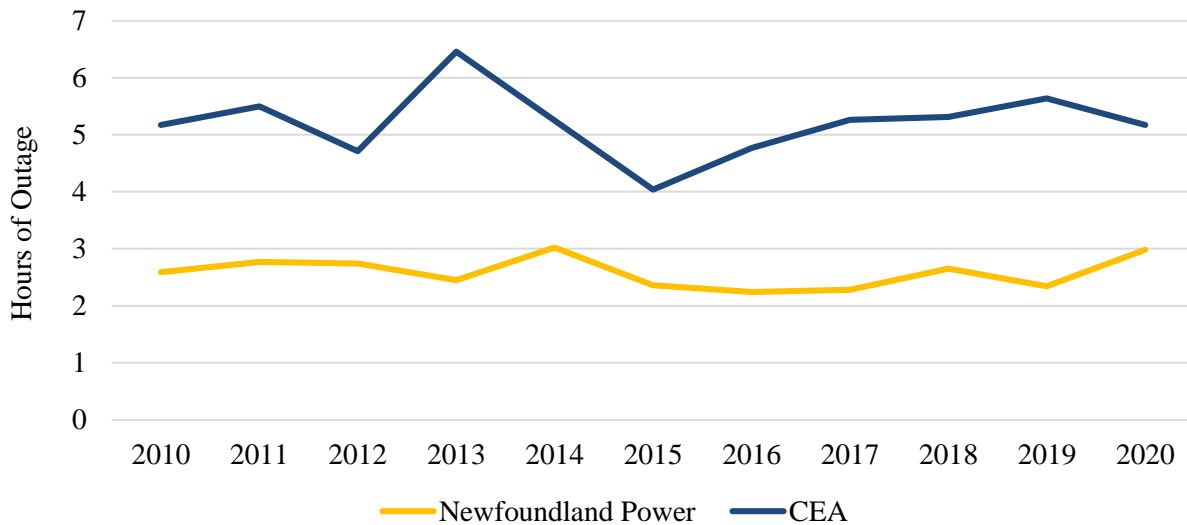
1 **Reference: Section 2: Customer Operations**

2  
3 **Q. Volume 1, page 2-20, Footnote 49. CEA reliability data for 2020 was not available at**  
4 **the time the Application was prepared. Does Newfoundland Power know when this**  
5 **information will be available? If the information is available now, update Figure 2-7**  
6 **and Figure 2-8 to include 2020 data.**

7  
8 A. Reliability data for CEA Region 2 utilities in 2020 was made available on July 14, 2021.

9  
10 Figure 1 shows the average duration of outages experienced by Newfoundland Power’s  
11 customers in comparison to the Canadian average from 2010 to 2020 under normal  
12 operating conditions.<sup>1</sup>

**Figure 1:  
SAIDI  
Newfoundland Power vs. Canadian Average  
Normal Operating Conditions  
2010 to 2020**



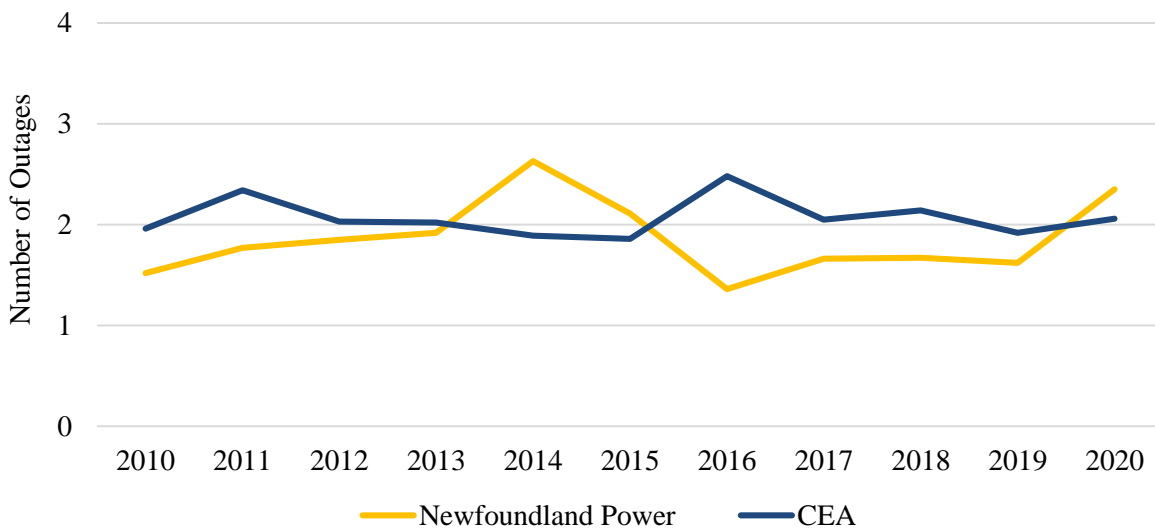
13 Since 2010, the duration of outages experienced by Newfoundland Power’s customers  
14 was approximately ½ the Canadian average under normal operating conditions.<sup>2</sup>

<sup>1</sup> Figure 1 corresponds to Figure 2-7 shown in the 2022/2023 General Rate Application, Volume 1, Application, Company Evidence and Exhibits, Section 2: Customer Operations, page 2-20.

<sup>2</sup> Newfoundland Power’s SAIDI averaged approximately 2.6 hours under normal operating conditions from 2010 to 2020, compared to a CEA average of 5.2 hours ( $(2.6-5.2) / 5.2 = -0.50$ , or -50%).

1 Figure 2 shows the average frequency of outages experienced by Newfoundland Power’s  
2 customers in comparison to the Canadian average from 2010 to 2020 under normal  
3 operating conditions.<sup>3</sup>

**Figure 2:  
SAIFI  
Newfoundland Power vs. Canadian Average  
Normal Operating Conditions  
2010 to 2020**



4 Since 2010, the frequency of outages experienced by Newfoundland Power’s customers  
5 was broadly consistent with the Canadian average under normal operating conditions.<sup>4</sup>

<sup>3</sup> Figure 2 corresponds to Figure 2-8 shown in the 2022/2023 General Rate Application, Volume 1, Application, Company Evidence and Exhibits, Section 2: Customer Operations, page 2-21.

<sup>4</sup> Newfoundland Power’s SAIFI averaged 1.9 from 2010 to 2020, compared to a CEA average of 2.1.