

1 Q. **Reference: Application, 2023 Capital Budget Overview, page 1**

2 It is stated “Hydro also seeks to engage with stakeholders and customers to inform its capital
3 investment considerations.” Please provide examples of how Hydro has engaged customers to
4 inform its capital investment decisions.

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7 A. Please refer to Newfoundland and Labrador Hydro’s (“Hydro”) response to CA-NLH-028 of this
8 proceeding for information regarding customer engagement and feedback.

9 As noted in that response, Hydro undertook a digital engagement process as part of its initial
10 Reliability and Resource Adequacy Study in 2018 and plans to undertake further in 2022.

11 The online engagement focused on:

- 12 ● Assessing overall perceptions regarding the reliability of Hydro’s current system among
13 residents;
- 14 ● Exploring opinions regarding the appropriate balance between reliability and the cost of
15 those investments for customers;
- 16 ● Evaluating residents’ interest in taking a more active role in managing their electricity
17 consumption; and
- 18 ● Assessing residents’ level of interest in engagement with Hydro on a go-forward basis.

19 In addition, as noted in Hydro’s response to CA-NLH-028 of this proceeding, Hydro has
20 conducted stakeholder consultations on capital projects that are unique or larger in magnitude
21 to provide advance notice and to obtain stakeholder feedback to help inform decision-making.
22 An example is the proposed project for the long-term supply of southern Labrador for which
23 Hydro held discussions with town council representatives for the affected communities,
24 Newfoundland Power, and other stakeholder groups.