

1 Q. **Other**

2 (Re: Amended GRA, Exhibit 2) Page E4 indicates that Hydro's 2013 operating and
3 maintenance costs are not available at this time, and financial KPI data will be
4 provided at a later date. Further, customer satisfaction was not measured in 2013.
5 Why not, and when does Hydro propose to make these data available?
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8 A. Please refer to Hydro's Amended Application, Exhibit 2 (Revision 1, Dec 1-14)
9 Section 3.3 for the financial KPI data and Section 3.3.4 for Hydro's Distribution
10 OM&A per MWH. The 2012 and 2013 Distribution OM&A per MWH data for
11 Newfoundland Power and U.S Peer Group are currently not available as the
12 required data is included in Newfoundland Power's Peer Group Performance
13 Measures Report, which has not been filed with the Board. Hydro will update the
14 OM&A per MWH data table upon receipt of Newfoundland Power's Peer Group
15 Performance Measures Report.
16

17 A decision was made in 2012 to conduct customer satisfaction surveys every two
18 years, as this would be more effective and efficient from a cost and resource
19 perspective. The latest customer satisfaction survey was completed in December
20 2014. Both the 2012 and 2014 surveys are available for review and have been
21 included in Hydro's response to CA-NLH-323.