

Q. [page 2-4, lines 1-3]

- a. What are NP's SAIDI and SAIFI targets, and what is the basis for establishing these targets?
- b. What does NP believe to be a reasonable standard for distribution SAIDI and SAIFI?
- c. How is customer satisfaction incorporated in SAIDI and SAIFI targets and standards?

A. a. Table 1 provides Newfoundland Power's targets for SAIDI and SAIFI for 2012 and 2013. The targets are calculated as the average of the past 3 years' results, excluding significant weather events.

Table 1
Newfoundland Power Inc.
System Reliability Targets
2012 - 2013

	2012	2013
SAIDI	2.58	2.58
SAIFI	1.74	1.65

- b. Newfoundland Power believes that broad reliability performance across the electrical system, as indicated in system reliability indices such as SAIDI and SAIFI, is currently acceptable. To maintain this level of reliability requires proactive maintenance programs on the transmission, distribution and substation systems.

Service reliability performance as shown in *Volume 1, Application and Company Evidence, Section 2.2.1 Customer Operations*, page 2-5, Graph 2-2 indicates sustained levels of performance since 2006 on a weather-adjusted basis.

- c. Customer satisfaction surveys indicate that customers view reliability as being one of the most important issues associated with the delivery of electrical service. These surveys also indicate that customers are generally satisfied with the current levels of reliability. The Company's reliability targets reflect customers' views that current levels of reliability are satisfactory.