

September 17, 2007

Consumer Advocate RFIs for Newfoundland Power

CA-NP 451 Please provide Newfoundland Power's line extension policy for servicing new customers including documentation used to determine when a customer contribution is required toward payment of the new connection.

CA-NP 452 What are Newfoundland Power's normal business hours?

CA-NP 453 Please provide a description of Newfoundland Power's customer call answering system and how call answering performance is monitored and measured.

CA-NP 454 Please provide a description of Newfoundland Power's outage management system and how outage management performance is monitored and measured.

CA-NP 455 Please provide the following data relating to call answering performance for each of the past five years and explain how each is measured and if any exclusions are applied:

- (a) Percentage of customers not reaching a company representative within 40 seconds during normal business hours, calculated as follows:

$$\frac{\text{Number of calls not reaching a company rep within 40 seconds}}{\text{Number of attempts to reach a company rep}}$$

- (b) Percentage of calls abandoned during normal business hours, excluding outage-related calls, calculated as follows:

$$\frac{\text{Number of calls abandoned}}{\text{Number of attempts to reach a company rep}}$$

- (c) Percentage of attempted outage related calls not answered live on a 24-hour, 7-day per week basis, calculated as follows:

$$\frac{\text{Number of outage calls not answered}}{\text{Number of outage calls attempted}}$$

- (d) Percentage of calls blocked (receive a busy signal or call back message), calculated as follows:

$$\frac{\text{Number of calls receive a busy signal/message}}{\text{Number of calls trying to reach GMP}}$$

CA-NP 456

Please provide the following data relating to metering and billing performance for each of the past five years and explain how each is measured and if any exclusions are applied:

- (a) Percentage of bills not rendered within seven days of the scheduled billing date, calculated as follows:

$$\frac{\text{Number of bills not rendered within seven days of the scheduled billing date}}{\text{Total number of bills scheduled to be rendered}}$$

- (b) Percentage of bills found inaccurate after being sent to customers, brought to company's attention either as result of customer complaints and/or by the company's own efforts, calculated as follows:

$$\frac{\text{Number of bills rendered inaccurately for the month}}{\text{Total number of bills rendered for the billing month}}$$

- (c) Percentage of customers filing complaints ultimately classified as escalations to the Company or to the Board concerning the

posting of their payments to their accounts, calculated as follows. An escalation is a complaint to Newfoundland Power or to the Board that is judged could have been avoided if Newfoundland Power had taken reasonable action to prevent the complaint from arising.

$$\frac{\text{Number of customers complaining about payment posting}}{\text{Total number of customers}}$$

- (d) Percentage of meters not read each month in relation to the number scheduled to be read, calculated as follows:

$$\frac{\text{Number of scheduled meters not read}}{\text{Number of meter readings scheduled}}$$

CA-NP 457

Please provide the following data relating to work completion performance for each of the past five years and explain how each is measured and if any exclusions are applied:

- (a) The percentage of jobs resulting from customer requests for meter-related or other customer requested work that are completed on or before the promised completion date as defined and agreed to by the customer, calculated as follows:

$$\frac{\text{Number of jobs not completed on or before promised delivery date}}{\text{Total number of jobs promised complete in the reporting month}}$$

- (b) Average number of days after the missed delivery date in which Newfoundland Power was to complete meter-related or other customer-requested work, calculated as follows:

$$\frac{\text{Total days of delay}}{\text{Total number of delayed jobs in the reporting month}}$$

CA-NP 458

Please provide the following data relating to customer satisfaction for each of the past five years and explain how each is measured,

and if any exclusions are applied:

- (a) Percentage of customers who are satisfied or completely satisfied following customer-initiated contact with the company (report, request, inquiry, customer requested work and complaint resolution).
- (b) Percentage of customers satisfied or completely satisfied with the Company.

CA-NP 459

Please provide the following data relating to worker safety performance for each of the past five years and explain how each is measured, and if any exclusions are applied. Are these worker safety measures currently tracked by Newfoundland Power? If not, please provide performance for each of the past five years for the worker safety performance areas that are tracked, identifying how each is measured and if any exclusions are applied.

- (a) The number of lost time cases experienced by Newfoundland Power in a calendar year, multiplied by 200,000 and divided by the total hours worked by Newfoundland Power employees, calculated as follows:

$$\frac{\text{Number of lost time cases} \times 200,000}{\text{Total hours worked by Company employees}}$$

- (b) The number of employee lost days experienced by Newfoundland Power for a calendar year, multiplied by 200,000 and divided by the total hours worked by Newfoundland Power employees, calculated as follows:

$$\frac{\text{Number of employee lost days} \times 200,000}{\text{Total hours worked by the Company employees}}$$

CA-NP 460

Does Newfoundland Power exclude any outages from its SAIDI

and SAIFI statistics; i.e., momentary outages, outages caused by major storms, etc? If so, how are the exclusions defined?

CA-NP 461 For calendar year 2006, identify the ten worst performing circuits on Newfoundland Power's system. This information should include in tabular format (similar to reporting required by FortisAlberta Inc.): substation/feeder identification, driver of outage, MW load, number of customers affected, number of outages, overall SAIDI, previous times on list of ten worst performing feeders in past five years, and any general comments. Please comment on the factors underlying the performance of these circuits, and explain any measures implemented to improve the reliability of these circuits.

CA-NP 462 (See NP-CA-11) Has Newfoundland Power considered use of CELID and CEMI indices in its reliability performance monitoring activities? Why, or why not?

CA-NP 463 Please provide reliability performance data in Excel spreadsheet format for each individual feeder on Newfoundland Power's system. Please provide this information for each of the past five years in order of descending performance including: feeder identification, MW load, number of affected customers, number of interruptions and duration of interruptions.

CA-NP 464 Please provide a copy of Newfoundland Power's street lighting policy including installation and repair.

Dated at St. John's in the Province of Newfoundland and Labrador this 17th day of September, 2007:

A handwritten signature in black ink, appearing to read 'T. Johnson', with a long, horizontal flourish extending to the right.

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