

1 **RFIs on 2006 Peer Group Report**

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3 **Q. Please provide a list of NP's key performance indicators along with relevant statistics**
4 **for the past five years.**

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6 **A.** Table 1 provides a list of the principal current performance measures (along with relevant
7 statistics for the period 2002 to 2006) which are used in the management of Newfoundland
8 Power.
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Table 1
Newfoundland Power
Performance Measures
2002-2006

Category	Measure	2002	2003	2004	2005	2006
Reliability	Outage Hours/Customer (SAIDI) – excluding Hydro loss of supply	4.8	4.11	4.56	3.27	2.89
	Outage/Customer (SAIFI) – excluding Hydro loss of supply	3.25	3.00	3.10	2.56	2.64
	Plant Availability (%)	88.0	89.7	96.4	95.9	97.9
Customer Satisfaction	% of Satisfied Customers as measured by Customer Satisfaction Survey	91	90	89	89	89
	Call Centre Service Level (% per second)	80/40	77/40	80/40	80/40	80/40
	Trouble Call Responded to Within 2 Hours (%)	87.3	85.7	85.6	92.2	87.6
Safety	All Injury/Illness Frequency Rate	4.3	3.9	1.4	1.7	2.8
Financial	Earnings	\$28.8m	\$29.5m	\$31.1m	\$30.7m	\$30.1m
	Gross Operating Cost/Customer ¹	\$223	\$225	\$220	\$218	\$212

¹ Excluding pension and early retirement costs.