

- 1 **Q. Reference: CA-NP-51, p. 2 of 3: for each of the current corporate performance**
 2 **measures listed, provide the weighting given to each over the past 5 years.**
 3
 4 A. Table 1 shows the weightings assigned to the referenced performance measures for the
 5 years 2003 to 2007. The targets and weightings are modified annually to reflect changes
 6 in corporate focus and priority and to encourage continual improvement.
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Table 1
Weighting of
Corporate Performance Measures
2003-2007

Category	Measure	2003	2004	2005	2006	2007
Reliability ¹	Outage Hours/ Customer (SAIDI)	10%	10%	10%	10%	-
	Outage/Customer (SAIFI)	10%	10%	10%	10%	15%
Customer Satisfaction	% Customer Satisfaction ²	10%	10%	10%	10%	7.5%
	First Call Response ³	-	-	-	-	7.5%
Safety	All Injury/Illness Frequency Rate	10%	10%	10%	10%	15%
Financial	Earnings	25%	25%	35%	35%	35%
	Controllable Operating Cost/Customer ⁴	35%	35%	25%	25%	20%

¹ Reliability targets in 2003 included loss of supply from Newfoundland and Labrador Hydro. In 2006, the Company's SAIDI results were better than the Canadian average for comparable utilities. As a result this target was removed and more emphasis was placed on SAIFI.

² Measured by the Company's Customer Satisfaction Survey.

³ A new measure was added in 2007 to reflect the focus on resolving customers' requests on the first call.

⁴ Controllable Operating exclude pension costs and retirement allowances, PUB assessments and Inter-corporate charges.