

1 **Q. In the 2006 Annual Report (page 30), it is stated "Newfoundland Power's strategy**  
2 **and vision to be a leader among North American electricity utilities in terms of**  
3 **customer service, reliability and efficiency remains unchanged." Please provide all**  
4 **support for this strategy and vision documented in reports and applications before**  
5 **the Board.**

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7 A. Please refer to the response to CA-NP-14 for information regarding Newfoundland  
8 Power's levels of customer service, reliability and efficiency performance over the 10-  
9 year period from 1996 to 2006.

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11 Newfoundland Power observes that applications before the Board are required to be  
12 responsive to regulatory objectives as opposed to supportive of a business strategy or  
13 vision.