

1 Q. **Reference: Reliability and Resource Adequacy Study 2022 Update, Volume I, page 8, lines 14-**  
2 **17.**

3 Describe how Hydro anticipates or recommends incorporating stakeholder input on the rate  
4 consequences of all available alternative supply resources (or avoidance of them) prior to  
5 committing to substantial expenditures on a preferred alternative and to delaying or ceasing of  
6 consideration of other alternatives.

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9 A. Newfoundland and Labrador Hydro (“Hydro”) intends to launch a customer engagement  
10 initiative before the end of the first quarter of 2023. The intent of the engagement is to  
11 continue the dialogue regarding electricity in the province with its customers and stakeholders.

12 Similar to 2018, a two-pronged approach will be implemented, the first of which will be digital  
13 engagement with residential and small commercial customers along with one-on-one  
14 consultation with key stakeholders.

15 The digital approach uses public engagement principles and an opt-in method, allowing all  
16 residents in the province to join the conversation; as such, quotas for data collection will not be  
17 put in place. Residents will be able to visit a dedicated website to watch some brief educational  
18 videos and answer a series of questions. In 2018, the actual breakdown of respondents closely  
19 aligned with the true population distribution in the province. The methodology mirrors that  
20 which was used in 2018 to ensure Hydro can compare 2023 data to 2018 data sets. These  
21 practices are consistent with engagement activities used by other utilities across Canada.

22 Through this customer engagement initiative, expectations for reliability, cost, customer  
23 options, and rate design will be gathered and will be used to inform the recommendations.  
24 Hydro values the importance of seeking customer input for consideration and decision-making  
25 purposes. Customer input, along with analysis and evidence, assists Hydro in making informed  
26 decisions about the future of electricity in the province.

1            Hydro will review and consider all feedback collected through these processes when considering  
2            options for supply resources. In addition, Hydro intends to use its electricity feedback panel to  
3            gather additional feedback on specific alternatives. These decisions require balancing cost and  
4            reliability. Hydro is committed to finding the solutions that best meet the needs of its  
5            customers, including cost-conscious supply solutions, that also meet its commitment to  
6            providing reliable, clean energy.