

1 Q. **Reference: Hydro response to IC-NLH-001**

2 Has Hydro made or commissioned any review, or is it aware of any third party which has made a  
3 review, of reliability of service metrics for its industrial customers as compared to reliability of  
4 service metrics for the industrial customers of electricity utilities in other Canadian jurisdictions?  
5 If not, would it be possible for Hydro to make or commission such a review, and if so, is there  
6 any reason why Hydro would be disinclined from doing so?

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9 A. Newfoundland and Labrador Hydro (“Hydro”) has not made or commissioned any review, nor is  
10 Hydro aware of any third party that has made a review of reliability of service metrics for its  
11 industrial customers, as compared to reliability of service metrics for the industrial customers of  
12 electric utilities in other Canadian jurisdictions.

13 The Electricity Canada Bulk Electrical System Committee, of which Hydro and other Canadian  
14 utilities are members, is constituted to enable the dissemination of reliability performance  
15 information and methodologies with respect to electrical supply transmission delivery points. In  
16 2023, Hydro will survey these members to determine if they gather reliability information  
17 related to their industrial customers and whether any such utilities would share their  
18 methodology and performance metrics. Hydro will report survey results to the Board of  
19 Commissioners of Public Utilities in the fourth quarter of 2023.