

- 1 Q. **Reference: Application, Schedule 6, Renew Distribution Feeders (2024 - 2025)**
- 2 a) Did this program originate as a result of Hydro’s asset management program?
- 3 b) What are SAIDI and SAIFI in the past 5 years for these feeders?
- 4 c) Please identify the number of complaints from customers served by these feeders
- 5 relating to reliability.

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8 A. a) Yes, this program originated as a result of Newfoundland and Labrador Hydro’s (“Hydro”) asset management program. Please refer to Hydro’s response to PUB-NLH-044 of this proceeding for further information on this program.

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11 b) Please refer to Table 1 for the five-year average reliability data for Bottom Waters Line 4 (“BWT-L4”) and St. Brendan’s Line 1 (“SBN-L1”) distribution feeders.

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13 Hydro notes that this program is not justified on the basis of SAIDI<sup>1</sup> and SAIFI<sup>2</sup> improvements; it is justified based on the feeders’ deteriorated condition. If the refurbishment work is not completed, the condition of the assets will continue to deteriorate, resulting in unscheduled power outages. Therefore, this program is proposed to mitigate that risk and provide reliable service to the customers through preventive maintenance initiatives instead of corrective maintenance after the fact.

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**Table 1: Five-Year Average Reliability Data for BWT-L4 and SBN-L1 (2018–2022)**

Location	SAIDI	SAIFI
BWT-L4	2.22	1.38
SBN-L1	5.43	0.31

<sup>1</sup> System Average Interruption Duration Index (“SAIDI”). SAIDI indicates the System Average Interruption Duration Index for customers served per year, or the average length of time a customer is without power in the respective distribution system per year. This index is calculated excluding loss of supply outages, planned outages, customer requests, and major events.

<sup>2</sup> System Average Interruption Frequency Index (“SAIFI”). SAIFI is the System Average Interruption Frequency Index per year, which indicates the average of sustained interruptions per customer served per year, or the average number of power outages a customer has experienced in the respective distribution system per year. This index is calculated excluding loss of supply outages, planned outages, and customer requests.

- 1           c) Hydro does not capture or track data related to customer complaints about reliability by  
2           feeder. Customer contact tracking does not include the overall level of reliability of service.  
3           For more information on customer feedback relating to overall reliability, please refer to  
4           Hydro's response to CA-NLH-026 of this proceeding.