

1 Q. **Reference: CA-NLH-026**

2 In the response to CA-NLH-026, page 1, line 24 to page 2, line 1, it is stated that

3 In recent years, Hydro has engaged in various forms of customer and
4 stakeholder engagement, providing customers with an opportunity to register
5 their opinions regarding electricity service reliability as well as share their
6 perceptions about levels of capital investment and electricity rates in the
7 province.

8 Please list each specific form of engagement that Hydro has used in the period 2018-2023, to
9 date, to solicit customers views on service reliability and costs and explain how Hydro has used
10 the feedback received in planning capital budget proposals in that period.

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13 A. In 2018, Newfoundland and Labrador Hydro (“Hydro”) conducted a digital engagement of
14 Newfoundland and Labrador electricity customers, resulting in more than 2,000 respondents.
15 The results helped inform the Reliability and Resource Adequacy Study.

16 Hydro conducted the following customer satisfaction surveys:

- 17 ● 2018 residential customer survey
- 18 ● 2019 commercial customer survey
- 19 ● 2020 residential customer survey
- 20 ● 2021 commercial customer survey
- 21 ● 2022 residential customer survey

22 Stakeholder engagement provides Hydro with a better understanding of the needs and
23 sensitivities of the customers, to allow – where possible, and in line with least cost, reliable, and
24 environmentally responsible service – for adjustments to proposals to meet those needs and
25 sensitivities. While it is difficult to list each individual engagement that Hydro has had over the

1 last five years, Hydro has communicated and met with municipal officials representing
2 communities served by Hydro, Industrial Customers, and other stakeholders.

3 As an example, as outlined in the response to CA-NLH-025 as part of Hydro’s 2021 Capital
4 Budget Application (“CBA”), Hydro met with the Town of Wabush, the Town of Labrador City,
5 and Industrial Customers in 2020 (prior to filing its 2021 CBA) to discuss planned capital
6 upgrades to the Wabush Terminal Station and Substation.

7 Another example is the Long-Term Supply for Southern Labrador project where Hydro has also
8 undertaken significant engagement with Town Councils in Southern Labrador as well as the
9 Nunatukavut Community Council as part of the application for Long-Term Supply for Southern
10 Labrador, as referenced in Hydro’s response to PUB-NLH-052.¹ Hydro’s proposed solution is one
11 that best meets Hydro’s mandate of least cost, reliable, and environmentally responsible service
12 and also addresses the customer’s desire for reliable service while providing opportunity for
13 renewable energy integration.

14 Hydro is planning to launch an engagement process this fall specific to the ongoing RRA process,
15 including topics such as reliability, investment and rates. The intent of this engagement is to
16 continue the dialogue started in 2018 with our customers and interested parties regarding
17 electricity in the province. In addition to engagement directly through the regulatory process,
18 Hydro is following a multi-pronged approach beginning with:

- 19 ● One-on-one consultation with key audiences outside the regulatory process, including
20 Industrial Customers, Newfoundland Power, and Project Developers;
- 21 ● Webinars with local organizations; and
- 22 ● Digital engagement with residential and small commercial customers.

23 The digital engagement provides an opportunity for all residential and business customers to
24 share their thoughts on the Province’s energy future. It is an online survey, similar in

¹ <http://www.pub.nl.ca/applications/NLH2021Capital/NLH2021Capital_SUPP_Phase1SouthernLabrador/rfis/PUB-NLH-052.PDF>.

1 methodology to the 2018 process and it will set the stage for future touchpoints by determining
2 areas of focus and how the public would like to engage further with Hydro.

3 While the engagement may not directly inform the planning of a particular project, the
4 information does contribute to the creation and evolution of Hydro's capital investment strategy
5 by giving Hydro an understanding of customers' general satisfaction with service and reliability.