

1 Q. **Reference: Application, 2025 Capital Budget Overview, pages 1 and 2.**

2 It is stated *“Hydro conducted a digital engagement process where it asked customers to share*
3 *their thoughts on the costs and reliability of the province’s electrical grid. As part of that process,*
4 *four out of five customers told Hydro they believed the system was reliable and 87% said they did*
5 *not want to pay more for reliability improvements that led to fewer or shorter outages.*
6 *Customers largely prioritize the lowest impact on electricity rates rather than other factors, and*
7 *Hydro is mindful of this concern as it continues asset management planning.”*

8 a) What role did Newfoundland Power play in the digital engagement process?

9 b) Does Hydro believe that the results of the digital engagement process properly reflect
10 the “thoughts” of Newfoundland Power’s customers relating to reliability and cost? Why
11 or why not?

12 c) Does Hydro believe that the digital engagement process applies to all elements of the
13 provision of electricity service including production, transmission and distribution?

14 d) Has Hydro engaged stakeholders and customers to inform its 2025 capital budget?

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17 A. a) Newfoundland and Labrador Hydro’s (“Hydro”) digital engagement was implemented as
18 part of its 2024 Resource Adequacy Plan¹ preparation, filed as part of the *Reliability and*
19 *Resource Adequacy (“RRA”) Study Review* proceeding. All intervenors, including
20 Newfoundland Power Inc., were advised of the engagement. Intervenors were not directly
21 involved in the engagement strategy, research design or data analysis.

22 b) The 2024 digital engagement was an opportunity for all provincial residential and business
23 customers to share their thoughts on our energy future. Hydro believes that digital
24 engagement reflects the thoughts of all Newfoundlanders and Labradorians, regardless of
25 which utility is the final distributor of power. The survey was open to residents of

¹ “2024 Resource Adequacy Plan – An Update to the Reliability and Resource Adequacy Study,” Newfoundland and Labrador Hydro, rev. August 26, 2024 (originally filed July 9, 2024).

1 Newfoundland and Labrador between January 23 and February 13, 2024. Overall, 1,763
2 residents started the survey, with 1,667 completed responses collected. The breakdown of
3 respondents was similar to the general population and weighting was applied by age,
4 region, and gender to ensure results were representative.

5 **c)** The digital engagement was focused on a holistic view of the electricity system, reflecting all
6 components—generation, transmission, and distribution. The survey focused on the
7 collective impact of those components on cost and reliability, with more detailed
8 questioning to inform specific decision points being considered in the RRA, for example,
9 options for backup generation or use of a combustion turbine.

10 **d)** There has been no supplemental engagement specific to the 2025 Capital Budget
11 Application (“CBA”), although the noted 2024 digital engagement survey does have
12 relevance to the 2025 CBA since the cost of service and investment features prominently in
13 the line of questioning. Hydro also implements annual customer satisfaction surveys each
14 fall, alternating each year between General Service (Commercial) and Residential customers.
15 The most recent survey was completed in the fall of 2023 by Commercial customers, with
16 the next Residential customer satisfaction surveys to proceed in the fall of 2024.