Q. **Reference: Application, Upgrade Worst-Performing Distribution Feeders (2025-2027)**

a) Have customers served by EHW-L1 expressed increasing levels of dissatisfaction with reliability performance?

b) The evaluation of alternatives (page17) identifies "Construct New Feeder" as an alternative, but does not identify the cost. What would be the approximate cost to construct a new feeder?

c) Is "reconstruction of 23 kilometres of the three-phase section of EHW-L1" (page 18) the same as constructing 23 km of new feeder?

A. **a)** Newfoundland and Labrador Hydro ("Hydro") does not capture or track data related to customer complaints about reliability by feeder. Customer contact tracking does not include the reliability of service. These programs identify emerging trends which need to be addressed routinely in order to maintain an acceptable level of service and are intended to be proactive in order to optimally achieve a balance between reliability, environmental responsibility, and cost. Decisions made on the balance between those components as informed by customer opinion and satisfaction are made for larger, overall system planning activities as opposed to individual proposals, as Hydro can more reliably track and assess customer opinions on province-wide measurements.

b) The approximate cost to construct a new feeder for the English Harbour West distribution system is approximately $22 million. This estimate is classified as an AACE[1] Class 5 estimate intended for screening purposes.

c) The reconstruction of the 23-kilometre three-phase section will utilize existing distribution equipment and their structures (such as the three-phase voltage regulators). The remaining

[1] Association for the Advancement of Cost Engineering ("AACE").

infrastructure required is effectively equivalent to that required for the construction of a new feeder.