

1 Q. **Reference: Application, 2027 Capital Budget Overview, page 1**

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.*” To what extent has
4 Hydro engaged stakeholders and customers to inform its 2027 capital budget?

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7 A. Newfoundland and Labrador Hydro (“Hydro”) completes general and specialized research to
8 help inform its operations, including asset and capital planning.

9 The digital engagement process referenced in this question was conducted in 2024. This
10 engagement was originally completed in relation to the Reliability and Resource Adequacy
11 Review proceeding, with results reported in the 2024 Resource Adequacy Plan.¹

12 Customers were asked to provide their opinions on asset planning and performance, including
13 reliability, cost, and environmental responsibility. Beyond the 2024 Resource Adequacy Plan, the
14 data received from the digital engagement process has been used to inform other planning
15 activities, including for capital budget applications.

16 Hydro also completes annual and transaction-based customer feedback activities, specialized
17 surveys through its Electricity Feedback Panel, and targeted research for ad-hoc purposes.
18 Results from these activities are used where applicable, including in Hydro’s capital planning.

¹ “*Reliability and Resource Adequacy Study Review – 2024 Resource Adequacy Plan – Revision 2,*” Newfoundland and Labrador Hydro, August 26, 2024, Sch. 1, App. D.