

1 Q. Please confirm if Hydro’s ratepayers were surveyed/consulted on: 1) Hydro’s involvement in EV  
2 electrification, and 2) that Hydro’s involvement will lead to increased electricity rates for all  
3 Hydro’s ratepayers.

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6 A. 1) Newfoundland and Labrador Hydro (“Hydro”) regularly engages with electricity customers in  
7 the province through its Electricity Feedback Panel (“Panel”). The Panel was designed to  
8 help Hydro better meet the needs of customers, who provide opinions and feedback on  
9 various electricity-related topics through online surveys. While Hydro has not specifically  
10 surveyed ratepayers about the utility’s involvement in electric vehicles (“EVs”) or potential  
11 impacts on ratepayers, Hydro has conducted surveys with the Panel related to their  
12 interests and understanding of EVs, in general.

13 In November 2019, prior to moving forward to develop the first 14 fast chargers in the  
14 province, Hydro conducted a survey through the Panel to understand opinions and  
15 perceptions regarding EVs, including: the likelihood of purchasing an EV;  
16 motivators/deterrents to purchasing an EV; and, information sources on EVs.<sup>1</sup>  
17 Approximately one in ten respondents indicated they would buy or lease an all-EV in the  
18 next five years; among those, more than 60% indicated that lack of available charging  
19 stations was a key deterrent to purchasing an EV. At the time, the addition of a fast charging  
20 network significantly impacted the likelihood participants would consider  
21 purchasing/leasing an EV in the next five years, with 61% indicating they would be  
22 somewhat or much more likely to do so if charging infrastructure was available that  
23 facilitated easier travel around the province.

24 In a subsequent Panel survey conducted in May 2021, Hydro again asked participants’  
25 opinions and perceptions regarding electrification, including EVs and electricity rates.<sup>2</sup>

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<sup>1</sup> Online survey conducted by Narrative Research from November 6–18, 2019. 510 panelists participated out of 638 members of the Panel, resulting in a response rate of 80%.

<sup>2</sup> Online survey conducted by Narrative Research from May 10–17, 2021. 633 panelists participated out of 933 members of the Panel, resulting in a response rate of 68%.

1            Similar to previous results, of the 633 panelists that participated in the survey,  
2            approximately 40% of those hesitant to purchase an all-EV (i.e., those that did not say they  
3            definitely would) indicated lack of available charging stations as a primary reason for their  
4            decision. More than half of respondents (54%) indicated they would be somewhat or much  
5            more likely to purchase or lease an all-EV as a result of increased access to chargers along  
6            the Trans Canada Highway.

7            2) It is not confirmed. Please refer to Hydro’s response to PUB-NLH-004, Section C.