

- 1 **Q. (Reference Application, 2022 Capital Plan, pages 3 and 4 describing the Capital**
2 **Planning Process) It is stated “Overall, Newfoundland Power’s capital planning process**
3 **ensures all proposed projects are consistent with its obligation to provide safe and**
4 **reliable service to customers at least cost”**
5
6 a) **There is no mention that customer input was incorporated in the Capital Planning**
7 **Process. Please confirm that customer input was not incorporated in the**
8 **development of the 2022 capital budget, and if it was, please provide the**
9 **references.**
10 b) **Please explain how Newfoundland Power “ensures all proposed projects are**
11 **consistent with its obligation to provide safe and reliable service to customers at least**
12 **cost” when it has not surveyed its customers about the value customers place on**
13 **reliable service. How can “reliable service” be defined without customer input? Is**
14 **it true that reliability can always be improved, but at some point the reliability**
15 **improvements exceed the cost that customers are willing to pay?**
16
17 A. a) It is confirmed that customer input was not incorporated in the development of the
18 *2022 Capital Budget Application*. However, customers’ service expectations are
19 taken into account in Newfoundland Power’s capital planning process. For more
20 information on how customers’ service expectations were incorporated into the
21 Company’s *2022 Capital Budget Application*, see response to Request for
22 Information CA-NP-013.
23
24 b) See response to Request for Information CA-NP-008 for information on
25 Newfoundland Power’s capital planning process and how the Company ensures
26 proposed projects are consistent with its statutory obligations.
27
28 See response to Request for Information CA-NP-014 for information on how
29 Newfoundland Power defines reliable service.
30
31 While it may be true that reliability can always be improved, Newfoundland Power is
32 focused on *maintaining* current levels of service reliability for its customers.