

- 1 **Q. (Reference Application, 2022 Capital Plan, 4.1 Distribution Reliability Initiative)**
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3 **a) Please provide the date of all customer surveys undertaken by Newfoundland**
4 **Power in the last 10 years that provide insight into the value that each class of**
5 **customers puts [sic] increased reliability. Explain the conceptual approach that**
6 **was used in each case to determine the value of increased reliability (e.g.,**
7 **willingness to pay).**
8 **b) For the most recent customer survey identified in part (a), please provide**
9 **documentation of that question and methodology used, and all reports that were**
10 **provided by the external consultant and by internal staff that assess and/or**
11 **interpret the responses received.**
12
13 **A. a) Newfoundland Power does not survey its customers on the value that customers put**
14 **on increased reliability.**
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16 Newfoundland Power surveys its customers to determine their overall satisfaction
17 with its service delivery. Customers have indicated a reasonable level of satisfaction
18 with the Company's service delivery over the last decade.¹ Newfoundland Power is
19 focused on maintaining current levels of overall service reliability for its customers.
20
21 b) See part a).

¹ Customers' satisfaction with Newfoundland Power's service delivery averaged approximately 87% over the period 2010 to 2020.