

- 1 **Q. (Reference CA-NP-034) It is stated that about 86,000 customers had worse SAIDIs**
2 **than the average and about 101,000 customers had worse SAIFIs than the average.**
3 **a) How many customers had inferior service reliability to the company average**
4 **with respect to both SAIDI and SAIFI?**
5 **b) Can Newfoundland Power meet its mandate when so many of its customers**
6 **are experiencing inferior service reliability compared to the company average?**
7 **Please explain.**
8 **c) Is the distribution reliability initiative influenced in any way by the desire to**
9 **maintain a constant work force?**
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11 **A. a) Approximately 72,000 customers experienced both greater than average outage**
12 **duration and more interruptions than average from 2016 to 2020.**
13
14 **b) Yes, Newfoundland Power is meeting its mandate to provide least-cost, reliable**
15 **service to its customers.**
16
17 The service reliability experienced by the Company’s customers varies.
18 Customers are not necessarily experiencing inferior service reliability simply
19 because the service they receive differs from the Company average.
20
21 The System Average Interruption Duration Index (“SAIDI”) and System Average
22 Interruption Frequency Index (“SAIFI”) represent the *average* reliability
23 experienced by customers. As such, there will always be customers that
24 experience worse than average reliability, and customers that experience better
25 than average reliability.
26
27 **c) No, the *Distribution Reliability Initiative* is not influenced in any way by the**
28 **desire to maintain a constant workforce.**