

1 **Q.** **(Application Volume 1, page 2-26)** It is stated “*Newfoundland Power aims to*
2 *complete new service connections within 10 business days. The Company’s target is to*
3 *meet this timeframe for at least 85% of new service connections.*” Provide all
4 documentation indicating that customers expect/desire new service connections
5 within 10 days. Provide the time frame when the customers were interviewed and
6 evidence that customers continue to expect this level of service during these difficult
7 economic times in the Province.

8 **A.** Connecting customers to the electrical system is a cornerstone of Newfoundland Power’s
9 operations and forms part of the Company’s obligation to serve.¹ This obligation applies
10 during *all* economic conditions.

11 Newfoundland Power aims to complete 85% of new service connections within 10 days
12 from receipt of electrical authorization. This target has been met in each of the past 5
13 years.

14 The Company does not survey its customers on their expectation/desire that new service
15 connections be completed within 10 days. However, a quarterly survey is conducted to
16 understand customers’ satisfaction with Newfoundland Power’s response to requests for
17 field service. This includes both customers who recently required new service and
18 customers experiencing issues relating to their existing service. Customers are asked to
19 indicate their satisfaction with Newfoundland Power’s field service, including the
20 timeliness of that service.² Over the past 5 years, customers who received field service
21 from Newfoundland Power have indicated an average satisfaction level of 93%.

22 In Newfoundland Power’s view, this indicates the Company’s target for new service
23 connections is reasonable.

¹ Section 37(1) of the *Public Utilities Act* requires Newfoundland Power to provide service and facilities that are reasonably safe and adequate and just and reasonable. Section 3(b)(ii) of the *Electrical Power Control Act, 1994* requires the Company to provide customers with equitable access to an adequate supply of power. These requirements comprise Newfoundland Power’s obligation to serve.

² For the survey questions, see response to Request for Information PUB-NP-002, Attachment D.