

1 **Q. Reference: “2022/2023 General Rate Application,” Newfoundland Power, May 27,**
2 **2021, Volume 1, Page 1-4, Lines 12-14.**

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4 **Please provide the supporting information related to gross operating cost per**
5 **customer for each year of the decade referenced and include the data used to**
6 **calculate the 16% reduction.**

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8 **A. Table 1 provides the data used to calculate Newfoundland Power’s gross operating cost**
9 **per customer on an inflation-adjusted basis from 2011 to 2020.**

**Table 1:
Gross Operating Cost per Customer
2011 to 2020**

Year	Labour (\$millions)¹	Non-labour (\$millions)²	Number of Customers	Gross Operating Cost per Customer (\$)
2011	45.0	23.9	247,163	279
2012	43.0	24.6	251,531	269
2013	42.9	24.6	255,618	264
2014	43.0	25.7	258,879	265
2015	39.3	25.5	261,774	248
2016	37.7	25.8	264,406	240
2017	38.4	24.9	266,450	238
2018	37.3	24.9	267,995	232
2019	36.1	26.6	269,045	233
2020	36.5	26.9	270,285	235

10 On an inflation-adjusted basis, Newfoundland Power’s gross operating cost per customer
11 is approximately 16% lower in 2020 when compared to 2011.³

¹ Inflation-adjusted using Newfoundland Power’s labour inflation rates. See Table 1 in response to Request for Information NLH-NP-081.

² Inflation-adjusted using the GDP deflator for Canada. See Table 1 in response to Request for Information NLH-NP-081.

³ $(\$235 - \$279) / \$279 = -16\%$.