

1 **Reference: Section 2: Customer Operations**

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3 **Q. Volume 1, pages 2-17 to 2-22. Provide Newfoundland Power’s corporate performance**
4 **measures for the period 2019-2021, showing targets and actuals for 2019 and 2020**
5 **and actual year-to-date for 2021.**

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7 A. Table 1 provides Newfoundland Power’s corporate performance measures for the period
8 2019 to 2021. See page 2 of this response for the notes corresponding to the data
9 provided.

**Table 1:
Newfoundland Power
Corporate Performance Measures
(2019 to 2021)**

Category	Measure	2019		2020		2021	
		Actual	Plan	Actual	Plan	YTD	Plan
Safety	All Injury Frequency Rate ^{1,2}	0.4	0.9	0.7	0.7	0.4	0.7
	Preventable Vehicle Accidents ²	9	12	8	11	4	10
	Public Contact Incidents ²	49	41	27	41	10	36
Customer Satisfaction	Customer Satisfaction (%) ³	85.8	85.6	87.6	85.8	89.0	86.3
	Service Level (%) ⁴	76.9	80.0	81.0	80.0	88.0	80.0
	Customer Self Service (%) ⁵	85	86	88	86	85	86
Customer Operations	Trouble Call Response (%) ⁶	81	85	80	85	90	85
	Street Light Call Response (%) ⁷	85	85	83	85	90	85
	New Service Response (%) ⁸	85	85	87	85	93	85
	Customer Appointments Met (%)	94	90	96	90	97	90
	PLT Hours/Job ⁹	7.4	7.1	7.3	7.0	7.8	7.1
Reliability	New Customer Connections	2,379	2,593	2,062	2,639	1,113	2,389
	Outage Hours/Customer (SAIDI) ^{10,11}	2.34	2.39	2.98	2.37	0.92	2.50
Electricity Supply	Outage/Customer (SAIFI) ^{10,12}	1.62	1.85	2.35	1.64	0.80	1.73
	Energy Purchased (GWh) ¹³	5,741.9	5,800.7	5,604.3	5,813.2	3,142.9	5,676.4
	Peak Demand (MW) ¹³	1,439.8	1,392.7	1,367.3	1,388.8	1,299.8	1,361.1
	Plant Availability (%) ¹⁴	95.7	95.0	96.8	95.0	95.9	95.0
Capital Program	Hydro Plant Production (GWh)	361.7	429.5	438.0	427.4	235.7	435.6
Energy Conservation	Capital Expenditures (\$000s)	106,567 ¹⁵	100,856 ¹⁶	88,522 ¹⁷	96,614 ¹⁸	41,461	111,298 ¹⁹
Environment	Energy Saved (GWh)	42.3	41.9	35.4	36.9	8.2	35.3
Financial ²¹	Number of Spills ²⁰	44	61	54	53	27	53
	Electricity Sales (GWh) ¹³	5,846.6	5,889.0	5,729.0	5,910.8	3,218.6	5,788.5
	Electricity Revenue (\$ millions) ^{13,22}	665.3	671.1	694.4	675.2	378.5	708.1
	Purchased Power Costs (\$ millions) ¹³	444.9	447.3	468.8	448.4	270.9	483.1
	Regulated Operating Cost per Customer (\$) ²³	229	232	235	238	113	241
	Earnings (\$ millions) ²⁴	42.3	40.9	43.2	42.1	18.9	42.1

- 1 Injuries per 200,000 hours worked.
- 2 Plan based on historical average.
- 3 Result from quarterly customer satisfaction survey.
- 4 % of customer calls answered within 60 seconds.
- 5 % of customer contacts via technology (no person-to-person contact).
- 6 % of trouble call responses within 2 hours.
- 7 % of street light call responses within 5 days.
- 8 % of new service connections within 10 days of authorization received.
- 9 Plan based on 3-year average with productivity improvement of 1.5% each year.
- 10 System performance statistics exclude interruptions due to loss of supply from Newfoundland and Labrador Hydro (“Hydro”) and those meeting the Institute of Electrical and Electronic Engineers (“IEEE”) definition of significant events.
- 11 2019 excludes 1.01 for loss of Hydro supply, 0.06 for a February storm, 0.31 for Hurricane Dorian in September and 0.30 for a November storm. 2020 excludes 0.45 for loss of Hydro supply and 2.12 for a January storm. 2021 excludes 0.16 for loss of Hydro supply and 0.09 for a February storm.
- 12 2019 excludes 0.29 for loss of Hydro supply, 0.02 for a February storm, 0.08 for Hurricane Dorian in September and 0.07 for a November storm. 2020 excludes 0.21 for loss of Hydro supply and 0.51 for a January storm. 2021 excludes 0.16 for loss of Hydro supply and 0.02 for a February storm.
- 13 Weather adjusted.
- 14 Excludes hours the generation unit is out of service due to system disruptions and major plant refurbishment.
- 15 Includes approximately \$3.1 million related to prior years’ capital projects completed in 2019.
- 16 Includes approved budget of \$93.3 million and approved supplemental capital expenditures for the Long Pond substation (\$4.6 million), Pepperrell substation (\$2.6 million) and 114L transmission line relocation (\$0.3 million).
- 17 Includes approximately \$3.1 million related to prior years’ capital projects completed in 2020 and excludes \$11.6 million in projects carried forward into 2021.
- 18 Includes the approved budget of \$96.6 million.
- 19 Includes the approved budget of \$111.3 million.
- 20 Excludes all third-party spills and spills due to significant events.
- 21 Plan for 2019, 2020 and 2021 reflects Customer, Energy and Demand forecasts dated April 6, 2018, April 8, 2019 and April 14, 2020, respectively.
- 22 Excludes regulatory amortizations and other revenue.
- 23 Excludes conservation program and employee future benefit costs.
- 24 Earnings applicable to common shares.