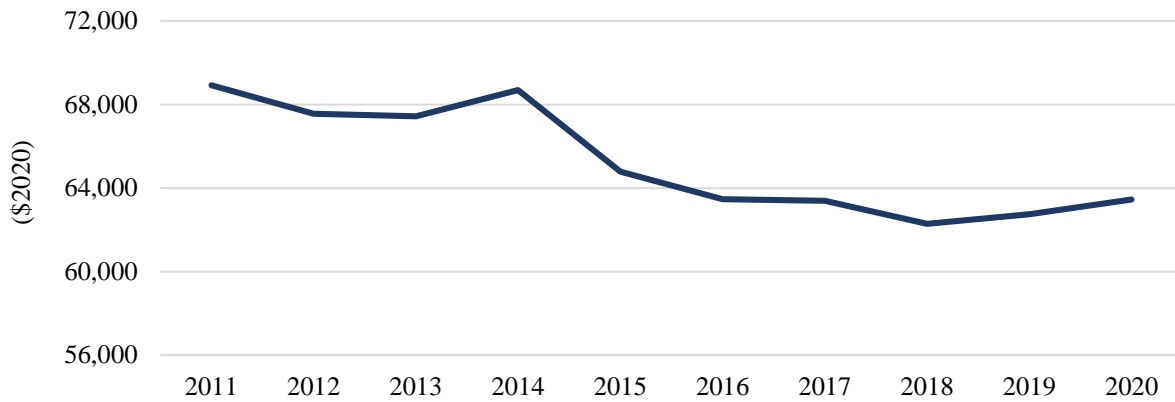


1 **Reference: Section 2: Customer Operations**

2  
3 **Q. Volume 1, page 2-30. The gross operating costs per customer on an inflation adjusted**  
4 **basis over the last decade was provided. Provide a figure showing the gross operating**  
5 **costs on an inflation adjusted basis for the same period. Provide a separate figure**  
6 **showing the number of customers over the period.**

7  
8 A. Figure 1 shows Newfoundland Power’s gross operating costs from 2011 to 2020 on an  
9 inflation-adjusted basis.

**Figure 1:  
Gross Operating Costs  
2011 to 2020  
(\$000s)**



10 Figure 2 shows the Company’s number of customers from 2011 to 2020.

**Figure 2:  
Number of Customers  
2011 to 2020**

