

- 1 **Q. (Reference Application Schedule B, Reconstruction, page 39) It is stated**  
2 **"Newfoundland Power's distribution system has operated reliably over the last**  
3 **five years with an average of 1.4 outages per year and an average outage**  
4 **duration of 1.8 hours per year". Please provide all documentation showing that**  
5 **customers have indicated a willingness to pay for reliability exceeding**  
6 **Canadian averages. Please identify the cost and rate impact of providing**  
7 **service at current levels of reliability relative to the cost of providing service**  
8 **consistent with the Canadian average.**  
9
- 10 **A.** Newfoundland Power does not survey its customers on the value that customers place  
11 on current levels of reliability.  
12  
13 Newfoundland Power surveys its customers to determine their overall satisfaction with  
14 its service delivery. Customers have indicated a reasonable level of satisfaction with the  
15 Company's service delivery over the last decade.<sup>1</sup> Approximately 1,800 Newfoundland  
16 Power customers are surveyed each quarter. The results of these surveys consistently  
17 indicate the two most important issues to customers are reliability and price.  
18 Newfoundland Power is focused on maintaining current levels of overall service reliability  
19 for its customers.  
20  
21 Newfoundland Power does not have the information required to provide the cost and  
22 rate impacts of the requested scenario. For a fulsome discussion on the relationship  
23 between the Company's capital investments, revenue requirements and customer rates,  
24 see the *2023 Capital Budget Application, 2023 Capital Budget Overview, Section 2.3.3*  
25 *Customer Rates*.

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<sup>1</sup> Customers' satisfaction with Newfoundland Power's service delivery averaged approximately 86% over the period 2012 to 2021.