Q. (Reference Application, 1.1 Distribution Reliability Initiative, page 1) It is stated "*On average, the project has improved the reliability performance of Newfoundland Power's worst performing feeders by approximately 68%.*" At what cost, and what impact did this have on the number of customer complaints relating to reliability?

A. Newfoundland Power does not capture data related to customer complaints about reliability by feeder. As such, the Company is unable to provide the requested information.

The *Distribution Reliability Initiative* is a data-driven project that is supplemented with engineering assessments. This project addresses issues on feeders where customers experience service reliability significantly below the Company average.[1]

While customers' views about reliability, such as complaints and contacts, are not a direct input into this project, quarterly surveys indicate that the most important issues to customers are reliability and price.[2]

Newfoundland Power has been implementing the *Distribution Reliability Initiative* for over two decades. On average, the project has improved the reliability performance of the Company's worst performance feeders by approximately 68% at a relative cost of $17.2 million.[3]

Targeting capital investments towards Newfoundland Power's worst performing feeders is consistent with maintaining an acceptable level of reliability for customers at least-cost.

1 See the *2023 Capital Budget Application*, report *1.1 Distribution Reliability Initiative*, page 1.
2 For more information on quarterly customer satisfaction surveys, see the response to Request for Information CA-NP-016.
3 The analysis compared the reliability performance of distribution feeders refurbished under this project from 1999 to 2016 by examining the average duration of outages during the five years prior to capital upgrades and five years following capital upgrades. The average outage duration prior to capital upgrades was 8.23 hours. The average outage duration following capital upgrades was 2.64 hours. The total cost of the projects completed over the 1999 to 2016 period was $17.2 million.