1   **Q.   (Reference CA-NP-016)**
2   **a)   Please provide survey questions and responses concerning customer**
3   **trade-offs between service improvements (e.g., SAIDI and SAIFI), costs**
4   **and rate impacts.**
5   **b)   Please provide survey questions and responses relating to customer**
6   **ability and willingness to pay for electricity service.**
7   **c)   Has Newfoundland Power informed ratepayers in their surveys of the**
8   **relevance of SAIDI and SAIFI and their significance in deciding projects**
9   **and how Newfoundland Power's SAIDI and SAIFI numbers compare**
10   **with other Canadian utilities?**
11
12 A.   a)   Newfoundland Power does not survey its customers regarding trade-offs between
13   service improvements, costs and rate impacts, or their willingness to pay for
14   electricity service.
15
16   Newfoundland Power surveys approximately 1,800 customers each quarter.
17   These surveys provide a broad indication of customers' satisfaction with the
18   Company's service delivery. Customers have indicated a reasonable level of
19   satisfaction with Newfoundland Power's service delivery over the last decade,
20   averaging approximately 86%.[1]
21
22   b)   See part a).
23
24   c)   SAIDI and SAIFI are technical concepts used in the utility industry to measure
25   the average duration and frequency of customer outages. These concepts are
26   not incorporated in the Company's quarterly customer surveys.
27
28   Newfoundland Power's SAIDI and SAIFI performance, including a comparison to
29   other Canadian utilities, is provided in its *2023 Capital Budget Application* (the
30   "Application").[2] The Application is publicly available to customers and other
31   interested parties via the Board's website and the Company's customer website.

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[1]   See the *2023 Capital Budget Application, 2023-2027 Capital Plan*, page 3, footnote 9.
[2]   See the *2023 Capital Budget Application, 2023 Capital Budget Overview, Section 2.3 Balancing Cost and Service*.