

1 **Q. (Reference Technical Conference Issue 6)**

- 2 a) **According to NLH-NP-014, over the past 5 years, SAIDI performance has**  
 3 **been 47% of the Canadian average and SAIFI performance has been**  
 4 **84% of the Canadian average. Please confirm that this performance**  
 5 **reflects NP's target reliability when making decisions on planning and**  
 6 **operating its power system.**
- 7 b) **Please confirm that the basis for NP's reliability performance strategy is**  
 8 **NP's customer surveys.**
- 9 c) **Please confirm that NP's customer surveys do not ask customers about**  
 10 **the value they place on reliability of supply. If this is not confirmed,**  
 11 **please identify questions in the survey that assess customer trade-offs**  
 12 **between cost and reliability.**
- 13 d) **Did Hydro's digital engagement initiative attempt to gain this**  
 14 **information? Does NP use the results of this initiative in any way to**  
 15 **inform its planning and operation decisions?**

16  
 17 A. a) It is not confirmed.

18  
 19 Newfoundland Power's target reliability performance is determined based on the  
 20 Company's SAIDI and SAIFI performance over the most recent five-year period.  
 21 While the Company evaluates its overall reliability performance in relation to the  
 22 Canadian average, the performance of other Canadian utilities does not factor  
 23 into the performance targets set for a specific year.

24  
 25 Newfoundland Power's reliability performance targets reflect the Company's  
 26 objective of maintaining current levels of overall service reliability for its  
 27 customers.<sup>1</sup> The service reliability experienced by customers primarily reflects  
 28 the general condition of the electrical system and Newfoundland Power's  
 29 operational response when customer outages occur. The capital investments  
 30 proposed in Newfoundland Power's *2023 Capital Budget Application* represent  
 31 the capital additions, replacements and enhancements necessary to maintain the  
 32 condition of the electrical system and the Company's operational response.

33  
 34 b) It is not confirmed.

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 36 As explained in part a), Newfoundland Power's objective is to maintain current  
 37 levels of overall service reliability for its customers. The Company has viewed  
 38 current levels of service reliability as acceptable for over a decade.

39  
 40 No single factor forms the basis of Newfoundland Power's view that current  
 41 levels of overall service reliability are acceptable. The Company evaluates its  
 42 reliability performance in the context of customers' satisfaction with its service  
 43 delivery as measured through quarterly surveys. Customers have indicated a  
 44 reasonable level of overall satisfaction over the last decade.<sup>2</sup> The Company also  
 45 considers, as examples, its current performance relative to its long-term history,  
 46 engineering judgment regarding the level of service reliability that can

<sup>1</sup> See the *2023 Capital Budget Application, 2023 Capital Budget Overview*, page 8.

<sup>2</sup> See the *2023 Capital Budget Application, 2023-2027 Capital Plan*, page 3.

Requests for Information

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- 1                    reasonably be achieved given the conditions in its service territory, and  
2                    evaluations of the Company's performance relative to its peers.  
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4            c)        See the response to Request for Information CA-NP-144.  
5  
6            d)        See the response to Request for Information CA-NP-156.