

- 1 **Reference: "2023 Capital Budget Application," Newfoundland Power Inc., June 29,**
2 **2022, Schedule B, p. 10, para. 1 (Distribution Reliability Initiative).**
3
- 4 **Q. Data for distribution feeder SUM-01 indicates that there have**
5 **been 153 outage incidents on the feeder between September**
6 **2019 and the end of 2021.**
7
- 8 **a) Please define "outage incident."**
9
- 10 **b) Does Newfoundland Power monitor customer satisfaction through**
11 **customer complaints or stakeholder engagement (e.g., local town**
12 **councils, businesses, etc.) in evaluating adequacy of service reliability**
13 **to the affected towns and businesses prior to moving forward with a**
14 **distribution rebuild project? If yes, please describe the customer**
15 **engagement process and provide any available documentation.**
16
- 17 A. a) An "outage incident" can be defined as an abnormal condition on the electrical
18 system that results in an unplanned customer outage.
19
- 20 b) See the responses to Requests for Information CA-NP-016 and CA-NP-083.