

- 1 **Q. (Reference Application Schedule B, Distribution Reliability Initiative, page 12)**
 2 **It is stated "The reliability performance experienced by the 658 customers**
 3 **served by this section of WAV-01 feeder has been considerably worse than**
 4 **Newfoundland Power's corporate average over the last three years."**
 5 **a) For how long has this been the case?**
 6 **b) Please provide a list of all complaints relating to reliability of supply by**
 7 **customers served by this section of the feeder. What percentage of all**
 8 **complaints related to reliability on NP's system does this represent?**
 9 **c) Please list each reliability problem with this feeder that NP has addressed**
 10 **since 2000, describe the action and cost needed to address each, and**
 11 **describe the associated impact on customers served by the feeder.**
 12
- 13 A. a) Newfoundland Power implemented a new Outage Management System ("OMS") in
 14 2019. Prior to the implementation of the new OMS, reliability indices were only
 15 available at the feeder level. The new OMS is capable of providing reliability indices
 16 with much greater granularity, allowing Newfoundland Power to isolate specific
 17 sections of feeders that are experiencing poor reliability performance. As a result,
 18 outage data for the specific section of distribution feeder WAV-01, downstream of
 19 WAV-01-R2, supplying the 658 customers is limited to the three-year period
 20 commencing in 2020. The average System Average Interruption Duration Index
 21 ("SAIDI") for customers along this section of feeder for the three-year period is 8.77,
 22 approximately five times the corporate SAIDI average. The average System Average
 23 Interruption Frequency Index ("SAIFI") is 3.98, approximately three times the
 24 corporate SAIFI average.
 25
- 26 b) Newfoundland Power does not capture data related to customer reliability complaints
 27 by feeder. As such, the Company is unable to provide the requested information.
 28 The *Distribution Reliability Initiative* is a data-driven project that is supplemented
 29 with engineering assessments. This project addresses issues on feeders where
 30 customers experience service reliability significantly below the Company average.
 31
- 32 While customer views about reliability, such as complaints and contacts, are not a
 33 direct input into this project, quarterly surveys indicate that the most important
 34 issues to customers are reliability and price. For additional information on customer
 35 surveys, see the response to Request for Information CA-NP-016.
 36
- 37 c) See the response to Request for Information NLH-NP-032, Table 1 for the number
 38 and percentage of outages by cause for WAV-01 feeder included in the *Distribution*
 39 *Reliability Initiative* project since 2020. Similar data for this section of feeder prior to
 40 2020, and the implementation of the new OMS, is not available. Cost data for each
 41 individual feeder outage event response are not tracked.