

- 1 **Q. (Reference Application, 1.1 Distribution Reliability Initiative, pages 1 and 2) It**  
2 **is stated “On average, the project has improved the reliability performance of**  
3 **Newfoundland Power’s worst performing feeders by approximately 69%.” At**  
4 **what cost, and what impact did this have on the number of customer**  
5 **complaints relating to reliability?**  
6
- 7 A. As stated in report *1.1 Distribution Reliability Initiative*, page 2, the improved reliability  
8 performance of approximately 69% was measured for distribution feeders included as  
9 part of the *Distribution Reliability Initiative* project five years after completion. The  
10 analysis included distribution feeders from *Distribution Reliability Initiative* projects from  
11 1998, when the project was first initiated, to 2018. The total expenditure for the  
12 *Distribution Reliability Initiative* projects over this period was \$22,575,000.  
13
- 14 Newfoundland Power does not capture data related to customer reliability complaints by  
15 feeder. See the response to Request for Information CA-NP-075 for additional  
16 information regarding customer complaints related to reliability.