

- 1 **Q. (Reference CA-NP-066) It is stated "Newfoundland Power does not track**
 2 **customer contacts according to the overall level of reliability they experience,**
 3 **nor does the Company survey its customers on the value that customers place**
 4 **on current levels of reliability."**
- 5 **a) Given the importance that customers place on reliability and the legislative**
 6 **requirement that NP provide reliable service at lowest possible cost, why**
 7 **does NP not attempt to obtain this information?**
- 8 **b) Are customer contacts tracked by NP, and if so, what would be involved in**
 9 **identifying the reason for the contact?**
- 10 **c) Has NP ever in the past included questions in its customer surveys asking**
 11 **customers about the value they place on service reliability?**
- 12 **d) What would be involved in collecting such information in the future?**
- 13 **e) What are the primary considerations associated with improving/reducing**
 14 **the average duration of interruptions on the distribution network?**
- 15
- 16 **A.** a) Newfoundland Power uses customer input from a number of sources and a range of
 17 benchmarks to help ensure electrical service is delivered in a manner consistent with
 18 customers' expectations, at the lowest possible cost. For additional details, see the
 19 response to Request for Information PUB-NP-057.
 20
- 21 b) Newfoundland Power tracks customer contacts, including the reason for the contact.
 22 In 2022, the Company had over 500,000 customer interactions via email, telephone
 23 and live chat. Customer interactions are coded by topic. High level topics include
 24 outages, meter reading, billing, credit, and energy management. Further
 25 subcategories also exist. For example, energy management can be coded to
 26 subcategories such as utility program, government program, financing or increased
 27 usage.
 28
- 29 c) Newfoundland Power's customer satisfaction survey has not included specific
 30 questions about the value customers place on service reliability. Surveys show that
 31 reliability and price are the most important issues to customers. See the response to
 32 Request for Information CA-NP-016 for information on how customer preferences
 33 are considered in Newfoundland Power's *2024 Capital Budget Application*.
 34
- 35 d) As noted in the response to Request for Information PUB-NP-057, gauging the value
 36 customers place on reliability can be challenging. At this time, Newfoundland Power
 37 does not plan on undertaking any customer engagement initiatives to query
 38 customers on the specific topic of overall system reliability and the value customers
 39 place on reliability. Consistent with legislation, Newfoundland Power's capital plan
 40 focuses on maintaining overall reliability at the lowest possible cost.¹
 41
- 42 e) Newfoundland Power is focused on maintaining its current reliability
 43 performance. In the Company's view, maintaining the reliability of the system
 44 through fully justified capital projects contributes to the delivery of least-cost,
 45 reliable service for customers. See the response to Request for Information

¹ See Newfoundland Power's *2024 Capital Budget Application, 2024-2028 Capital Plan*, page 4.

- 1 PUB-NP-020 for information on the factors which contributed to improving
- 2 Newfoundland Power's reliability performance over the 2004 to 2022 period. In
- 3 addition, the Company's historical improvement in reliability and reliability outlook is
- 4 outlined in the response to Request for Information PUB-NP-002.