

- 1 **Q. (Reference Application, 2025 Capital Budget Overview, page 8) It is stated**
 2 **"While overall levels of service reliability are viewed as acceptable, customers**
 3 **in certain areas experience service reliability that is considerably below**
 4 **Newfoundland Power's corporate average."**
 5 **a) What SAIDI and SAIFI levels for "customers in certain areas" are**
 6 **considered acceptable by NP?**
 7 **b) How many customers experienced no distribution-related service outages**
 8 **in 2021, 2022 and 2023?**
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- 10 **A. a)** Newfoundland Power has no set measurement to define an acceptable level of
 11 reliability outside system level targets. Newfoundland Power is focused on
 12 maintaining current levels of overall service reliability for its customers under normal
 13 operating conditions. The Company's annual targets for service reliability are based
 14 on the most recent five-year average.
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 16 System level SAIDI and SAIFI metrics represent the average reliability experienced
 17 by customers. As such, it is inevitable that some customers will have reliability that is
 18 above or below the average value.¹
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 20 See response to Request for Information PUB-NP-018 for an explanation on how the
 21 company assesses the reliability performance of the Company's worst performing
 22 distribution feeders.
 23
 24 **b)** Table 1 lists the number of customers who experienced no outages during normal
 25 operating conditions in 2021, 2022 and 2023.

Table 1: Customers Experiencing No Outages Normal Operating Conditions ² 2021 to 2023		
2021	2022	2023
90,000	88,000	72,000

¹ The average is a number expressing the central or typical value in a set of data. In this case it is the mean, which is calculated by dividing the sum of the values in the set by their number.

² These customers may have experienced outages due to loss of supply or major weather events, or momentary outages of duration less than one minute. There may be other customers who did not experience a distribution-related outage. Newfoundland Power is unable to separate service outages by Distribution, Substation, or Transmission on an individual customer basis.