

- 1 **Q. (Reference Application, 2025 – 2029 Capital Plan, page 7) It is stated “*The***  
2 ***distribution system performance is addressed through the Distribution***  
3 ***Reliability Initiative, which targets the worst performing feeders for capital***  
4 ***investment.” Are the customers served by these feeders consulted with***  
5 ***respect to their concerns about reliability? Does NP track customer***  
6 ***complaints about service reliability on its worst performing feeders?***  
7
- 8 A. Newfoundland Power’s customer satisfaction survey provides a consistent method of  
9 collecting and monitoring customer feedback. Each quarter, approximately 1,800  
10 customers are surveyed. These surveys help Newfoundland Power understand trends in  
11 customer satisfaction, as well as identify areas for improvement and areas of concern to  
12 customers, such as the reliability of electricity service.  
13
- 14 The Company does not consult specifically with customers served by feeders identified  
15 for upgrades through the *Distribution Reliability Initiative*. In addition, Newfoundland  
16 Power does not capture data related to customer complaints about reliability on specific  
17 feeders.