

1 **Q. (Reference CA-NP-076)**  
2 **It is stated "The Company does not consult specifically with customers served**  
3 **by feeders identified for upgrades through the Distribution Reliability**  
4 **Initiative." Why not?**

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6 A. Newfoundland Power's *Distribution Reliability Initiative* targets the Company's worst  
7 performing feeders and sections of feeders for capital upgrades.

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9 The *Distribution Reliability Initiative* involves:

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11 (i) Calculating reliability performance indices for all feeders to determine the  
12 Company's worst performing feeders;  
13 (ii) Analyzing the reliability indices for the worst performing feeders to identify  
14 the cause of the poor reliability performance; and  
15 (iii) Completing engineering assessments for those feeders where poor reliability  
16 performance cannot be directly related to isolated events that have already  
17 been addressed.

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19 While the Company does not consult with customers specifically about the identified  
20 *Distribution Reliability Initiative* projects, Newfoundland Power aims to maintain an  
21 adequate and equitable level of service for customers throughout its service territory at  
22 the lowest possible cost.