

1 **Section 2: Customer Operation/Operating Costs**  
2

3 **Q. (Section 2, page 2-6) It is stated that Newfoundland Power targets completion of new**  
4 **service connections within five business days.**

5 **a) What is the basis for this target and how does it compare to the industry average**  
6 **in Canada?**

7 **b) How are these data collected?**

8 **c) Is this work performed by Newfoundland Power staff or contractors?**

9 **d) Please provide data that supports the quoted performance.**  
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11 A. a) Newfoundland Power has a statutory obligation to provide safe, reliable electrical  
12 service to all who require it.<sup>1</sup> Section 37 of the Act requires Newfoundland Power to  
13 provide service and facilities that are reasonably safe and adequate. As such,  
14 Newfoundland Power considers the maintenance of an adequate response time to be a  
15 statutory obligation. In the Company's view, a field service response of an average of  
16 five business days for new service connections is reasonably adequate. Newfoundland  
17 Power does not have access to a Canadian industry average of this metric. However,  
18 the Company is aware that its response times are comparable with industry targets in  
19 other jurisdictions.<sup>2</sup>  
20

21 b) Newfoundland Power's field response target of five business days is measured from  
22 the date the Company receives connection authorization from the relevant electrical  
23 inspection authority.<sup>3</sup> Customer requests for new service connections are managed by  
24 the Company's Technical Work Request ("TWR") system.<sup>4</sup> The date that connection  
25 authorization is received from the inspection authority and the date the connection is  
26 completed are tracked in the TWR.  
27

28 c) Final connection work tasks are completed by Newfoundland Power employees.

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<sup>1</sup> Section 3(b)(ii) of the *Electrical Power Control Act, 1994* (the "EPCA") requires that customers be provided with "equitable access to an adequate supply of power" and section 3(b)(iv.1) of the EPCA requires "open, non-discriminatory and non-preferential access to, interconnection with and service on the integrated electric system". Section 54 of the *Public Utilities Act* (the "Act") states that a public utility "shall supply electrical energy to premises situated within 100 metres of a transmission line, main supply-wire or cable suitable for that purpose, on being required by the owner or occupier of the premises to do so."

<sup>2</sup> For example, section 7.2 of the Ontario Energy Board's Distribution System Code, revised December 18, 2018, indicates that completing 90% of new service connections (<750v) within five business days is the industry target in Ontario.

<sup>3</sup> In the City of St. John's, electrical inspections are conducted by a municipal inspector. Elsewhere, electrical inspection is conducted by a provincial inspector. Newfoundland Power requires authorization from an inspection authority before it can proceed to connect a new service.

<sup>4</sup> Requests for new connections can be made at any time in the construction process. As such, the length of time between a customer's request for a new connection to actual customer connection can vary greatly, depending on the complexity of the service request. A new connection may be as simple as installing a new service wire from existing utility infrastructure to the customer's meter mast. Alternatively, more complex new connections may require new power line construction, which may involve detailed engineering, municipal or government approvals, Contribution in Aid of Construction approval from the Board, easements, underground locates, vegetation removal, pole installation, or line construction, in addition to the actual service connection.

1           d) Newfoundland Power’s field response target of five business days for new service  
2           connections is consistent with good utility practice. Customers’ overall satisfaction  
3           with Newfoundland Power’s service delivery was 87% in 2022. This is reasonably  
4           consistent with customers’ average level of satisfaction over the last decade.  
5           Customers who have had a direct interaction with the Company report the highest  
6           levels of satisfaction. Customers who interacted with Newfoundland Power in the  
7           field reported an average satisfaction rate of 93% in 2022. Customers who interacted  
8           with the Company by telephone reported an average satisfaction rate of 94% in  
9           2022.<sup>5</sup>

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<sup>5</sup> See the *2025/2026 General Rate Application, Volume 1, Application, Company Evidence and Exhibits, Section 2.2 Customer Service*.