

1 **Section 2: Customer Operations/Operating Costs**
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3 **Q. Volume 1, Section 2, page 2-1. Please provide Newfoundland Power’s corporate**
4 **performance measures for each year for the period 2020 to 2024, showing targets**
5 **and actuals for 2020 to 2023 and targets for 2024.**
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7 A. Attachment A provides Newfoundland Power’s corporate performance measures for the
8 period 2020 to 2024.

Corporate Performance Measures

**Table 1:
Newfoundland Power
Corporate Performance Measures
2020-2024**

Category	Measure	2020		2021		2022		2023		2024
		Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan	Plan
Safety	All Injury Frequency Rate (AIFR) ¹	0.74	0.74	0.56	0.74	0.73	0.56	0.17	0.56	0.56
	Quality Leading Indicators (%) ²	N/A	N/A	N/A	N/A	N/A	N/A	91.7	87.8	91.8
Customer Satisfaction	Customer Satisfaction (%) ³	87.6	85.8	88.3	86.3	87.2	86.8	87.4	86.9	86.9
Reliability	Outage Hours per Customer (SAIDI) ⁴	2.98	2.37	2.48	2.50	3.02	2.55	2.62	2.69	2.69
	Earnings (\$ millions) ⁵	43.2	42.1	43.8	43.5	45.7	44.0	46.0	45.5	49.2
Financial	Cash Flow from Operating Activities (\$ millions) ⁶	136.8	108.7	148.1	126.4	120.1	117.6	98.7	127.4	N/A
	Regulated Operating Cost per Customer (\$) ⁷	235	238	233	241	258	244	265	255	270

¹ Injuries per 200,000 hours worked.

² Quality leading indicators include the quality of incident investigations and job safety planning. The Company started measuring these performance indicators in 2021 and in 2023 they were added as Corporate Performance Measures.

³ Based on a quarterly customer satisfaction survey.

⁴ System performance statistics exclude interruptions due to loss of supply from Newfoundland and Labrador Hydro and those meeting the Institute of Electrical and Electronics Engineers definition of major events.

⁵ Earnings applicable to common shares.

⁶ Cash flow from operating activities before working capital. This Corporate Performance Measure was removed in 2024.

⁷ Excludes conservation program costs, employee future benefit costs and non-regulated expenses.