

1 Q. **Volume 1 (1st Revision), Chapter 3: Operations**

2 Please explain if the End Consumer Reliability measure is Hydro’s own reliability
3 measure or if it is an established reliability measure used by other electric utilities in
4 Canada. (Volume I (1st Revision), Chapter 3: Operations, Page 3.9, Footnote 27)

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7 A. The End Consumer Reliability measure is a reliability measure of all end customers
8 of electricity in the province supplied by Hydro. The measure is a combination of
9 Hydro’s service continuity data and Newfoundland Power’s service continuity data
10 for Loss of Supply outages resulting from events on Hydro’s system. Hydro
11 developed the End Consumer Reliability measure using IEEE Standard 1366-2012
12 and the CEA guidelines for SAIFI and SAIDI performance measures. These
13 performance measures are used by many electric utilities across Canada.¹

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15 This measure has been reported by Hydro to the Board since 2016 as part of
16 Hydro’s PUB Quarterly Reports. In those reports, the measure was called “End
17 Customer.” Hydro has updated the name.

¹ CEA Region 2 (Urban/Rural Utilities) ; ATCO Electric, B.C. Hydro, FortisAlberta, FortisBC, Hydro One, Manitoba Hydro, Maritime Electric Company, New Brunswick Power, Newfoundland and Labrador Hydro, Newfoundland Power Inc., Newmarket-Tay Power Distribution Ltd, Northland Utilities (NWT), Northland Utilities (Yellowknife), Northwest Territories Power Corporation, Nova Scotia Power Inc., Qulliq Energy Corporation, SaskPower, Veridian Connections, Waterloo North Hydro Inc., Yukon Electrical Co. Ltd. and, Yukon Energy.