Q. How many feeders does Hydro upgrade each year to improve reliability on its distribution system? Is it always this number? Given that these upgrades are required to meet Hydro's obligations related to providing reliable service, why not do 20 or 30 feeders each year? How do you know when you have met your "*obligation*" relating to the provision of reliable service?

A. There is no specific number of feeders that Newfoundland and Labrador Hydro ("Hydro") upgrades each year; the number varies depending on the worst-performing feeder analysis.

Hydro maintains two prioritizing lists based on reliability; one is based on CHI[1] and the other one is based on SAIFI[2]/SAIDI.[3] The top 25 worst-performing feeders on each list are analyzed to identify the root cause of the poor performance. Where necessary, a feeder assessment is completed, which includes a review of current inspection data, overall system design, work completed on past capital projects, and a site visit to confirm data collected.

Once the assessment is complete, Hydro will only propose specific capital work that can improve the reliability of the feeder and is justified by available data. For example, if an issue causing poor performance was due to an isolated incident or was recently addressed by other capital work, Hydro will not undertake any capital upgrade action and the feeder is marked for continued monitoring.

If in a specific year, there are no identified capital expenditures that could cost-effectively improve reliability on any of the feeders on the worst performing lists, then Hydro would not consider any capital work on the distribution feeders.

[1] Customer Hours of Interruption ("CHI").
[2] System Average Interruption Frequency Index ("SAIFI").
[3] System Average Interruption Duration Index ("SAIDI").