

- 1 **Q. (Reference Application, 2021 Capital Plan, page 10) Please provide all reports and**
2 **Board Orders since the year 2000 indicating that customers were not satisfied with**
3 **current levels of reliability and were willing to pay for improved reliability**
4 **performance at the distribution level.**
5
- 6 A. Newfoundland Power is not aware of any Board Orders or reports indicating that
7 customers were not satisfied with reliability and were willing to pay for improved
8 reliability at the distribution level since 2000.
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- 10 For more information on customers' service expectations, and how Newfoundland Power
11 meets those expectations, see responses to Requests for Information PUB-NP-001 and
12 CA-NP-008.