

1 **Q. (Reference Application Schedule B, Distribution Reliability Initiative) Please provide**
 2 **a list of all complaints related to poor reliability received over the past 5 years from**
 3 **customers supplied by the feeders proposed for work in 2022.**
 4

5 A. Feeder BCV-04 is the only feeder proposed for work in 2022 under the *Distribution*
 6 *Reliability Initiative*. Newfoundland Power does not capture data related to customer
 7 complaints about reliability by feeder. However, data is available on the number of
 8 customer contacts received related to electrical service issues by feeder.
 9

10 Table 1 shows the number of contacts received from customers related to electrical
 11 service issues on BCV-04 for the 5-year period 2016 to 2020.

Table 1
Customer Contacts – BCV-04

| 2016 | 2017 | 2018 | 2019 | 2020 |
|-------------|-------------|-------------|-------------|-------------|
| 193 | 311 | 148 | 81 | 251 |

12 The *Distribution Reliability Initiative* is a data-driven project that is supplemented with
 13 engineering assessments. This project addresses issues on feeders where customers
 14 experience service reliability significantly below the Company average.¹
 15

16 While customers' views about reliability, such as complaints and contacts, are not a
 17 direct input into this project, quarterly surveys indicate that the 2 most important issues to
 18 customers are reliability and price.²
 19

20 Targeting capital investments towards Newfoundland Power's worst-performing feeders
 21 is consistent with maintaining an acceptable level of reliability for all customers at least
 22 cost.

¹ See the 2022 Capital Budget Application, Report 4.1 Distribution Reliability Initiative, page 1.

² For more information on quarterly customer satisfaction surveys, see response to Request for Information CA-NP-013.