

- 1 **Q.** (Reference Application, 2022 Capital Plan, page 10) It is stated “*The Company has*  
2 *focused on maintaining current levels of service reliability for customers over the last*  
3 *decade.*” Is this consistent with customer expectations? Please provide customer  
4 feedback indicating that they want current levels of reliability at current rates, and  
5 are not interested in marginally reduced levels of reliability in exchange for lower  
6 rates. Were the results of Hydro’s Digital Engagement Initiative incorporated in the  
7 2022 Capital Budget Application?  
8
- 9 **A.** Yes, maintaining current levels of service reliability is consistent with customers’  
10 expectations. Newfoundland Power surveys approximately 1,800 of its customers each  
11 quarter. Survey results indicate that customers are satisfied with the Company’s service  
12 delivery. Over the period 2010 to 2020, customers’ satisfaction with Newfoundland  
13 Power’s service delivery averaged approximately 87%.  
14
- 15 The provincial power policy establishes that customers should be provided with reliable  
16 service at the lowest possible cost. The Company has not surveyed its customers to  
17 determine whether they are interested in reduced levels of reliability.  
18
- 19 No, the results of Hydro’s Digital Engagement Initiative were not incorporated in  
20 Newfoundland Power’s 2022 *Capital Budget Application*. For information on how  
21 customers’ service expectations were incorporated into the application, see response to  
22 Request for Information CA-NP-013.