

1 **Q. (Reference CA-NP-036) Please explain why Newfoundland Power tracks the number**
2 **of customer contacts by feeder but does not categorize the reasons for the contact.**
3 **What percentage of customer contacts overall (including all feeders) relate to**
4 **reliability? Please provide all data used to make the calculation.**
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6 A. Request for Information CA-NP-036 requested “*a list of all **complaints** related to poor*
7 *reliability received over the past 5 years from customers supplied by the feeders*
8 *proposed for work in 2022 [emphasis added].”*
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10 As stated in response to Request for Information CA-NP-036, Newfoundland Power does
11 not capture data related to customer complaints about reliability by feeder. This is
12 because the Company does not categorize contacts from customers as complaints. The
13 Company does, however, capture data related to customer contacts to categorize the
14 subject matter of the contact. To be responsive to the question, the Company provided
15 the number of customer contacts regarding electrical service issues for distribution feeder
16 BCV-04 for the 5-year period requested.¹
17

18 In the 5-year period 2016 to 2020, approximately 7% of agent-answered telephone calls
19 and 30% of visits to the Company’s website were related to reliability.²

¹ Electrical service issues include no power, flickering lights, fluctuating voltage and safety concerns. BCV-04 is the only feeder identified for work under the *Distribution Reliability Initiative* in 2022.

² Between 2016 and 2020, there were approximately 1,293,000 agent-answered telephone calls, of which 92,000 were related to reliability ($92,000 / 1,293,000 = 0.071$ or 7.1%). Between 2016 and 2020, there were approximately 10,379,000 visits to the Company’s website, of which 3,131,000 were visits to the outage section of the website ($3,131,000 / 10,379,000 = 0.302$ or 30.2%).