

- 1 **Q. (Reference CA-NP-057, CA-NP-108) Please confirm that Newfoundland Power**
2 **defines reliable service without any input from customers concerning their willingness**
3 **to pay. Specifically, please confirm that Newfoundland Power: i) has no customer**
4 **input on willingness to pay for current levels of service reliability, and ii) has no**
5 **customer feedback on willingness to accept reduced levels of reliability in exchange**
6 **for reduced rates. If such information exists, please file it for the record including**
7 **relevant information gained by Hydro in its digital engagement initiative.**
8
- 9 A. Newfoundland Power surveys approximately 1,800 of its customers each quarter. These
10 surveys provide a broad indication of customers' satisfaction with Newfoundland
11 Power's service delivery. Survey results indicate the 2 most important issues to
12 customers are reliability and price. Over the last decade, customers have indicated a
13 reasonable level of satisfaction with the Company's service delivery.¹
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- 15 As stated in response to Request for Information CA-NP-058, Newfoundland Power does
16 not survey its customers regarding reduced reliability. The provincial power policy
17 requires that customers be provided with reliable service at the lowest possible cost.²
18
- 19 As stated in response to Request for Information CA-NP-058, the results of Hydro's
20 Digital Engagement Initiative were not incorporated in Newfoundland Power's 2022
21 *Capital Budget Application*.³ For information on how customers' service expectations
22 were incorporated into the application, see response to Request for Information
23 CA-NP-013.

¹ See response to Request for Information CA-NP-152.

² See section 3(b)(iii) of the *Electrical Power Control Act, 1994*.

³ Ibid.