

1 **Q. In its response to NLH-NP-031, Newfoundland Power noted that:**

2  
3 **Newfoundland Power does not gather information relating to heat pumps**  
4 **installed by General Service customers.**

5  
6 **Does Newfoundland Power plan to begin gathering information related to heat**  
7 **pumps installed by General Service Customers? If yes, when? If no, why not?**

8  
9 A. Newfoundland Power does not collect annual information that would enable it to estimate  
10 the change in heat pump adoption by General Service 0-100 kW customers over the  
11 period 2015 to 2021 as requested in Request for Information NLH-NP-031.

12  
13 However, the Company periodically completes end-use surveys for General Service  
14 customers. The last survey of this kind was completed in 2018. The survey indicated  
15 that approximately 11% of General Service customers use heat pumps as their central  
16 heating source. Approximately 13% of General Service customers indicated that they use  
17 heat pumps as an auxiliary source of heating. Newfoundland Power's next General  
18 Service end-use survey is currently scheduled for 2023.