

1 Q. **Reference: RRAS, 2022 Update, Vol. I, page 7 (12 pdf)**

2 Citation:

3 Hydro expects to launch a customer engagement initiative in 2023, focused on  
4 determining the value of additional reliability to customers.

5 Please provide details about this customer engagement initiative.

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8 A. Please refer to Newfoundland and Labrador Hydro's response to PUB-NLH-241 of this  
9 proceeding.