

1 Q. **Reference: CA-NLH-048**

2 Please confirm that Hydro's end-consumer SAIFI on a 5-year rolling average basis has been less  
3 than half the CEA average.

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6 A. End Consumer data is a combination of Newfoundland and Labrador Hydro's ("Hydro") Service  
7 Continuity data and Newfoundland Power Inc.'s ("Newfoundland Power") Service Continuity  
8 data for outages related to loss of supply from Hydro affecting Newfoundland Power  
9 distribution customers. A comparison between the End Consumer metric and the Electricity  
10 Canada Region 2 average should be used cautiously, as the End Consumer data does not include  
11 Newfoundland Power customer outages due to events not related to loss of supply from Hydro,  
12 whereas the Electricity Canada Region 2 Service Continuity SAIFI<sup>1</sup> metric includes all outages  
13 affecting distribution customers.

14 For the period of 2017 to 2021, the average of the annual End Consumer SAIFI five-year rolling  
15 averages is 1.34 interruptions per customer. This is less than half of the average of the Electricity  
16 Canada Region 2 Service Continuity SAIFI metric of 2.70 interruptions per customer for that  
17 period.

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<sup>1</sup> System Average Interruption Frequency Index ("SAIFI").