

1 Q. **Reference: Volume 1, 2023 Capital Budget Overview, page 9, lines 7-13**

2 The End Consumer Performance Index was developed to measure the reliability
3 of service to all end consumers of electricity in the province that are supplied by
4 Hydro, other than Hydro’s Industrial customers . . . Therefore, the SAIDI
5 (hours/customer) and SAIFI (interruptions/customer) data provided for End
6 Consumer are measures of the duration and frequency of service interruptions
7 experienced as a result of Hydro system events.

8 Has Hydro developed a similar Index to measure reliability of service to industrial customers,
9 either individually or as a class? If not, why not?

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12 A. Newfoundland and Labrador Hydro (“Hydro”) does not have an index similar to the End
13 Consumer Performance Index to measure reliability of service to Industrial customers. Since
14 Industrial customers are fed directly from Hydro’s transmission system, Hydro measures the
15 reliability of service to Industrial customers as a class within Hydro’s Transmission Delivery Point
16 Reliability Performance Index statistics. Hydro’s Transmission Delivery Point Reliability
17 Performance Index measures the reliability of service on a per-delivery point basis rather than a
18 per-customer basis. Please refer to Table 1 for Hydro’s Transmission Delivery Point Reliability
19 Performance statistics for the Industrial class delivery points.

**Table 1: Hydro’s Transmission Delivery Point Reliability Performance Statistics
For Industrial Class Delivery Points**

Year	T-SAIFI¹	T-SAIDI²
2017	0.43	2.43
2018	0.14	0.57
2019	0.14	10.29
2020	0.00	0.00
2021	0.14	38.43
2022YTD ³	0.29	2.29

¹ Transmission System Average Interruption Frequency Index (“T-SAIFI”). Average number of interruptions per delivery point.
² Transmission System Average Interruption Duration Index (“T-SAIDI”). Average number of outage minutes per delivery point.
³ Year-to-date (“YTD”).