

- 1 **Q. Please provide any documentation from Newfoundland Power senior**  
2 **management to line managers with respect to the 2023 CBA relating to budget**  
3 **control in light of rate pressures brought on by the Muskrat Falls Project and**  
4 **the economic downturn in the province.**  
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- 6 A. There is no documentation to provide from senior management relating to budget  
7 control in light of rate pressures brought on by the Muskrat Falls Project and the  
8 economic downturn.  
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- 10 Newfoundland Power manages its capital investments to ensure the delivery of reliable,  
11 least-cost service to customers in *all* operating environments.<sup>1</sup> Balancing the cost and  
12 reliability of the service provided to customers is consistent with the provincial power  
13 policy and customers' service expectations.<sup>2</sup>  
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- 15 See the response to Request for Information CA-NP-011 for further information.

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<sup>1</sup> For a fulsome discussion on how Newfoundland Power balances cost and service reliability, see the *2023 Capital Budget Application, 2023 Capital Budget Overview, Section 2.3 Balancing Cost and Service*.

<sup>2</sup> Section 3(b)(iii) of the *Electrical Power Control Act, 1994* requires that customers receive reliable service at the lowest possible cost. Quarterly surveys indicate the two most important issues to customers are reliability and price. For more information on customers' service expectations, see the response to Request for Information CA-NP-016.