

- 1 **Q. (Reference Application) How has Newfoundland Power ensured that its 2023**
2 **Capital Budget provides an appropriate balance between reliability, rate**
3 **impacts, and the value customers place on service? Has Newfoundland Power**
4 **conducted a customer engagement process and incorporated the results in its**
5 **2023 Capital Budget Application, or any other Capital Budget Application in**
6 **recent years? If so, please provide customer surveys and documentation**
7 **relating to customer feedback that Newfoundland Power has relied upon to**
8 **determine the appropriate balance between reliability, rate impacts, and the**
9 **value customers place on service, and please provide specific references to**
10 **customer input and feedback used in the development of the 2023 Capital**
11 **Budget Application.**
- 12
- 13 A. Newfoundland Power’s capital planning process used in developing its *2023 Capital*
14 *Budget Application* is a deliberate effort to balance the cost and reliability of the service
15 provided to its customers. This is consistent with customers’ service expectations, as
16 quarterly surveys show the two most important issues to customers are reliability and
17 price. The results of quarterly surveys indicate a reasonable level of customer
18 satisfaction with Newfoundland Power’s service delivery. The Company is focused on
19 maintaining current levels of overall service reliability for its customers at the lowest
20 possible cost. The capital expenditures proposed for 2023 represent the investments
21 required to maintain reliable service for customers at the lowest possible cost.
- 22
- 23 For more information, see the *2023 Capital Budget Application, 2023 Capital Budget*
24 *Overview, Section 2.2 Capital Planning at Newfoundland Power* and *Section 2.3*
25 *Balancing Cost and Service*.
- 26
- 27 See the response to Request for Information CA-NP-016 for information regarding the
28 Company’s quarterly customer satisfaction surveys and how customer preferences are
29 considered in the *2023 Capital Budget Application*.