

- 1 **Q. (Reference Application Schedule B, page iii) It is stated “*Newfoundland***
2 ***Power does not currently have the data or software necessary to provide***
3 ***calculations of risk mitigation or reliability improvement.”***
4 **a) How do risk mitigation and reliability rank relative to other customer**
5 **priorities?**
6 **b) Please confirm that the risk matrix shown in Figure 1 does not meet the**
7 **requirements set out in the Provisional Guidelines relating to the**
8 **calculation of risk mitigation and reliability improvement.**
9 **c) Please identify all changes that have been made to the risk matrix since**
10 **the 2024 CBA.**
11
12 A. a) Newfoundland Power notes that this Request for Information (“RFI”) is substantively
13 identical to part a) of RFI CA-NP-040 relating to Newfoundland Power’s *2024 Capital*
14 *Budget Application*. Approximately 1,800 Newfoundland Power customers are
15 surveyed each quarter. Reliability and price have been the top two issues identified
16 by customers for over a decade. The results of quarterly surveys indicate a
17 reasonable level of customer satisfaction with the Company’s service delivery.
18 Overall customer satisfaction with Newfoundland Power’s service averaged 86% over
19 the last decade.¹
20
21 b) Newfoundland Power notes that this RFI is identical to part b) of RFI CA-NP-040
22 relating to Newfoundland Power’s *2024 Capital Budget Application*. See the response
23 to RFI CA-NP-040 relating to Newfoundland Power’s *2024 Capital Budget Application*.
24 In Newfoundland Power’s view, its risk matrix methodology complies with the
25 requirement set out in Section V.A.1.b of the Provisional Guidelines.
26
27 c) No changes have been made to the risk matrix methodology developed since the
28 Company’s *2023 Capital Budget Application*.

¹ See Newfoundland Power’s *2025 Capital Budget Application*, 2025-2029 Capital Plan, page 3, footnote 9.