

1 Q. **Reference: CA-NP-004**

2 It is stated “Liberty found that the initiative did not provide substantial guidance in analyzing
3 tradeoffs between cost and reliability.” Does Hydro agree with the Liberty finding?
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6 A. Newfoundland and Labrador Hydro (“Hydro”) values the importance of seeking customer input
7 for consideration and decision-making purposes. Customer input, along with analysis and
8 evidence, assists Hydro in making informed decisions about the future of electricity in the
9 province. Hydro reviews and considers all feedback collected through these processes when
10 considering options for system investment. These decisions require balancing cost and
11 reliability. Hydro is committed to finding the solutions that best meet the needs of its
12 customers, including cost-conscious solutions that also meet its commitment to providing
13 reliable, clean energy.

14 In recent years, Hydro has engaged in various forms of customer and public engagement,
15 providing customers with an opportunity to register their opinions regarding electricity service
16 reliability as well as share their perceptions about levels of capital investment and electricity
17 rates in the province. Hydro uses information gathered from its various engagement activities to
18 help inform its capital investment strategy.

19 Surveying customers regarding preferences for balancing cost, reliability, and clean energy
20 provides an important context that helps to inform Hydro’s resource planning and capital
21 investment strategy. In 2018, Hydro conducted extensive digital engagement of the province’s
22 electricity customers as part of the Reliability and Resource Adequacy Study. The information
23 from the 2018 survey has been valuable and, as such, Hydro has continued this engagement
24 through a digital survey in 2023–2024.¹

¹ For further information, please refer to Hydro’s response to CA-NLH-026 of Hydro’s 2024 Capital Budget Application proceeding. <<http://www.pub.nl.ca/applications/NLH2024Capital/responses/CA-NLH-026.PDF>>

1 The 2024 engagement builds on the line of questioning in the 2018 survey, with added inquiry
2 on prioritization. Engagement is an ongoing process and Hydro's survey methodology will be
3 complemented by other opportunities for meaningful dialogue with customers.