

1 **General**

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3 **Q. Reference: “2025/2026 General Rate Application,” Newfoundland Power Inc.,**
4 **December 12, 2023, vol. 1, Evidence, sec. 3.3.2, p. 3-37/11–13.**

5 **From 2019 to 2023, what percentages of power outages to Newfoundland Power's**
6 **customers were caused by Newfoundland and Labrador Hydro versus**
7 **Newfoundland Power?**

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9 A. From 2019 to 2023, 2% of outages to Newfoundland Power’s distribution customers
10 were caused by Newfoundland and Labrador Hydro (“Hydro”), while 98% of outages
11 were caused by issues on Newfoundland Power’s electrical system. Over that same
12 period, Hydro caused 10% of overall customer minutes of outage. The disparity between
13 the overall number of outages caused by Hydro and the customer minutes of outages
14 caused by Hydro is due to the fact that outages caused by Hydro generally have a larger
15 scale of impact on Newfoundland Power’s customers than outages on Newfoundland
16 Power’s distribution system.