

1 **Section 2: Customer Operations/Operating Costs**

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3 **Q. Volume 1, Section 2, page 2-6, lines 2-4. Please provide details on Newfoundland**
4 **Power’s customer service performance targets and explain how customer surveys**
5 **are used to derive metrics to accurately assess customer service.**
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7 A. Newfoundland Power measures customer service performance through a combination of
8 performance targets and customer surveys.
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10 Performance targets measure the Company’s response time to new service connections
11 and trouble call responses. These metrics are designed to ensure the Company provides
12 service that is timely and responsive to customers’ expectations.
13

14 Customer surveys are used to assess the overall satisfaction customers have with
15 Newfoundland Power’s service delivery.
16

17 ***Performance Targets***
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19 Newfoundland Power is statutorily obliged to provide safe, reliable electrical service to
20 all who require it.¹ Section 37 of the Act requires Newfoundland Power to provide
21 service and facilities that are reasonably safe and adequate. As such, Newfoundland
22 Power considers the maintenance of an adequate response time (to both new service
23 connections and trouble calls) to be a statutory obligation.
24

25 Newfoundland Power’s target of completing new service connections within five
26 business days is measured from the date the Company receives connection authorization
27 from the relevant electrical inspection authority.² Customer requests for new service
28 connections are managed by the Company’s Technical Work Request (TWR) system.³
29 The date that connection authorization is received from the inspection authority and the
30 date the connection is completed are tracked in the TWR system.

¹ Section 3(b)(ii) of the *Electrical Power Control Act, 1994* (the “EPCA”) requires the customers be provided with “*equitable access to an adequate supply of power*” and section 3(b)(iv.1) of the EPCA requires “*open, non-discriminatory and non-preferential access to, interconnection with and service on the integrated electric system*”. Section 54(1) of the *Public Utilities Act* (the “Act”) states that a public utility “*shall supply electrical energy to premises situated within 100 metres of a transmission line, main supply-wire or cable suitable for that purpose, on being required by the owner or occupier of the premises to do so.*”

² In the city of St. John’s, electrical inspections are conducted by a municipal inspector. Elsewhere, electrical inspection is conducted by a provincial inspector. Newfoundland Power requires authorization from an inspection authority before it can proceed to connect a new service.

³ Requests for new connections can be made at any time in the construction process. As such, the length of time between a customer’s request for a new connection to actual customer connection can vary greatly, depending on the complexity of the service request. A new connection may be as simple as installing a new service wire from existing utility infrastructure to the customer’s meter mast. Alternatively, more complex new connections may require new power line construction, which may involve detailed engineering, municipal or government approvals, Contribution in Aid of Construction approval from the Board, easements, underground locates, vegetation removal, pole installation, or line construction, in addition to the actual service connection.

1 Newfoundland Power's field response target of five business days for new service
2 connections is consistent with good utility practice and being responsive to customers'
3 expectations.⁴

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5 The Company targets a field service response of an average of two hours for 85% of
6 trouble calls.

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8 Compared to other electric utilities, Newfoundland Power's service territory is subject to
9 some of the most severe wind and ice conditions for populated regions of Canada.⁵ The
10 leading causes of outages on the distribution system are related to adverse weather
11 conditions, including high winds. The Company currently serves approximately 275,000
12 customers on the island of Newfoundland with the majority being residential customers.
13 Approximately 74% of Newfoundland Power's residential customers rely on electricity
14 as their primary heating source.

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16 For these reasons, Newfoundland Power's views its trouble call response target as
17 necessary for the safe and reliable provision of electrical service to all customers in its
18 service territory. Further, the target is consistent with good utility practice and being
19 responsive to customers' expectations.⁶

20 21 **Customer Surveys**

22
23 Customer satisfaction is measured through quarterly customer satisfaction surveys.⁷
24 Approximately 1,800 customers are surveyed each quarter. Surveying customers is a
25 generally accepted method to assess customer service performance.

26
27 The following four customer satisfaction surveys are administered quarterly:

- 28
29 1. Customer Satisfaction Survey;
- 30 2. Transactional Survey, Contact Centre;
- 31 3. Transactional Survey, Web; and
- 32 4. Transactional Survey, Field.

⁴ Providing electrical service to customers is a fundamental obligation of a utility. The target of five business days is also in Ontario. Section 7.2 of the Ontario Energy Board's *Distribution System Code*, revised August 2, 2023, indicates that completing 90% of new service connections (<750v) within five business days is the industry target in Ontario. See section B for information on customer satisfaction associated with the Company's service delivery.

⁵ For a fulsome discussion on Newfoundland Power's operating environment, see Newfoundland Power's *2025/2026 General Rate Application, Volume 1, Application, Company Evidence and Exhibits, Section 3, Finance*, pages 3-27 and 3-38.

⁶ Providing safe and reliable service to customers is a fundamental obligation of a utility. The trouble call response target is consistent with the target used in Ontario. Section 7.9 of the Ontario Energy Board's *Distribution System Code*, revised August 2, 2023, indicates that responding to 80% of emergency calls within two hours in rural areas and one hour in urban areas is the industry target in Ontario. See section B for information on customer satisfaction associated with the Company's service delivery.

⁷ See the response to Request for Information CA-NP-031 for a copy of the Company's customer surveys.

1 These four customer satisfaction surveys allow Newfoundland Power to assess customer
2 service satisfaction in the areas of service delivery and contact with customers (whether
3 via phone, web or field visit). Survey results enable the Company to ensure that service is
4 timely and responsive to customers' expectations.
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6 Customers who interacted with Newfoundland Power in the field reported an average
7 satisfaction rate of 93% in 2022. Results from quarterly customer satisfaction surveys
8 showed that customers' overall satisfaction with Newfoundland Power's service delivery
9 in 2022 was 87%. This was reasonably consistent with customers' historical level of
10 satisfaction, which averaged 86% from 2013 to 2022.⁸
11

12 These results, which have been consistent over time, demonstrate that the Company's
13 approach, including its targets, is reasonable, consistent with good utility practice and
14 responsive to customers' expectations.

⁸ See Newfoundland Power's *2025/2026 General Rate Application, Volume 1, Application, Company Evidence and Exhibits, Section 2, Customer Operations*, page 2-7.