

1 **Section 2: Customer Operations/Reliability**

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3 **Q. Volume 1, Section 2, page 2-16. Please list all metrics and results in a table, that are**
 4 **considered by Newfoundland Power in assessing reliability performance such as**
 5 **SAIDI, SAIFI and CAIDI for the 2013 to 2023 period.**

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7 A. The reliability of Newfoundland Power’s electrical system can be measured in both the
 8 frequency and duration of customer outages. Outage frequency is measured using the
 9 System Average Interruption Frequency Index (“SAIFI”). Outage duration is measured
 10 using the System Average Interruption Duration Index (“SAIDI”).¹ Newfoundland Power
 11 does not consider the Customer Average Interruption Duration Index (“CAIDI”) in
 12 assessing its reliability performance.

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14 Table 1 shows the target and actual reliability performance results for the 2013 to 2023
 15 period, under normal operating conditions.²

**Table 1:
 Reliability Performance
 Targets and Actual Results
 2013 to 2023**

| | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 |
|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Actual SAIFI | 1.71 | 2.44 | 2.11 | 1.36 | 1.66 | 1.67 | 1.62 | 2.35 | 1.96 | 2.06 | 2.04 |
| Target SAIFI | 1.65 | 1.71 | 1.64 | 1.93 | 1.87 | 1.86 | 1.85 | 1.64 | 1.73 | 1.85 | 2.01 |
| Actual SAIDI | 2.23 | 2.93 | 2.36 | 2.24 | 2.28 | 2.65 | 2.34 | 2.98 | 2.48 | 3.02 | 2.62 |
| Target SAIDI | 2.53 | 2.41 | 2.38 | 2.36 | 2.30 | 2.27 | 2.39 | 2.37 | 2.50 | 2.55 | 2.69 |

¹ Newfoundland Power calculates its SAIFI and SAIDI in accordance with industry guidelines. SAIFI is calculated by dividing the total number of customer interruptions by the total number of customers served. SAIDI is calculated by dividing the total number of customer outage minutes by the total number of customers served.

² The data shown in Table 1 does not include customer outages due to major events or loss of supply from Newfoundland and Labrador Hydro.