

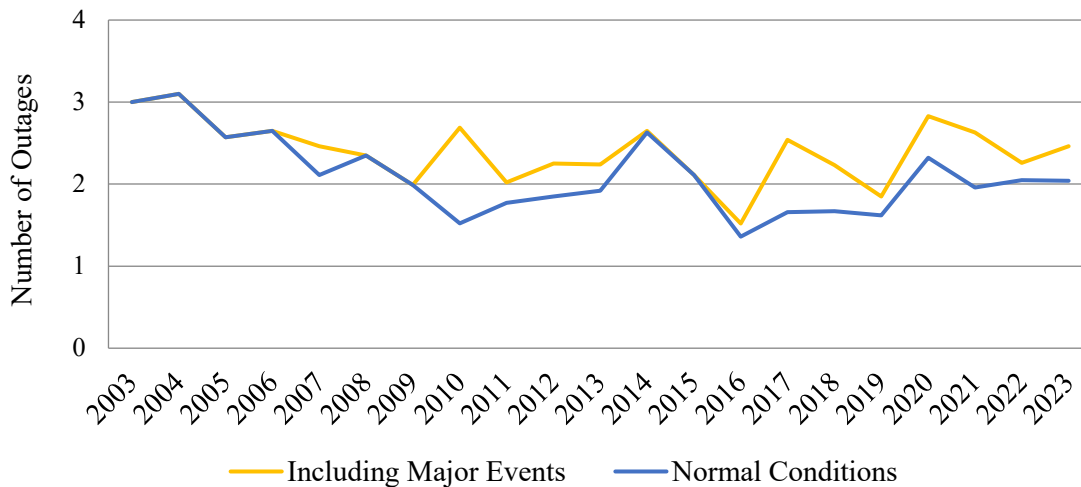
Section 2: Customer Operations/Reliability

Q. Please update Figures 2-5 to 2-9, inclusive to include the period 2003 to 2023 actuals with and without major events.

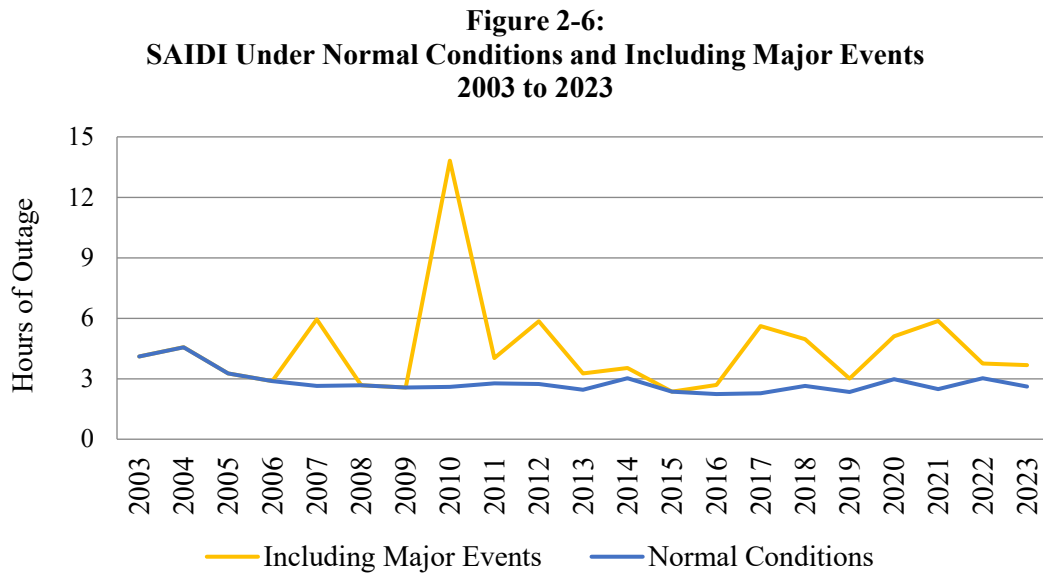
A. Updated figures are provided below as requested. Newfoundland Power is unable to include 2023 Electricity Canada Region 2 data in Figures 2-7 and 2-8 as it is not available at this time.

Figure 2-5 shows the average number of outages experienced by Newfoundland Power’s customers from 2003 to 2023 under normal conditions, and with major events.

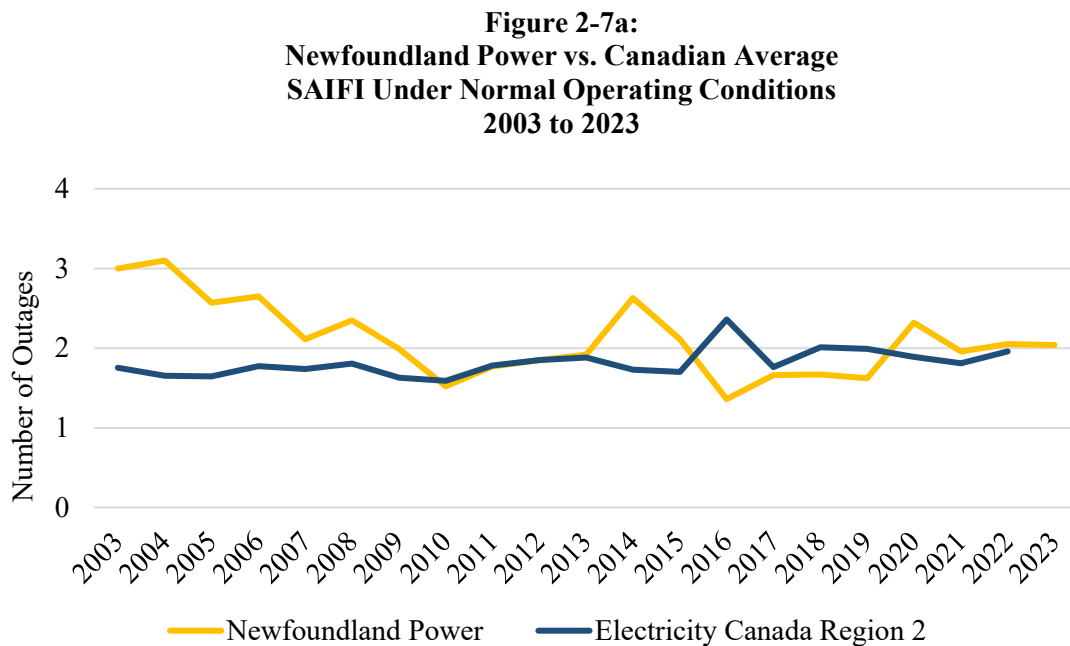
**Figure 2-5:
SAIFI Under Normal Conditions and Including Major Events
2003 to 2023**



1 Figure 2-6 shows the average duration of outages experienced by Newfoundland Power’s
 2 customers from 2003 to 2023 under normal conditions, and with major events.

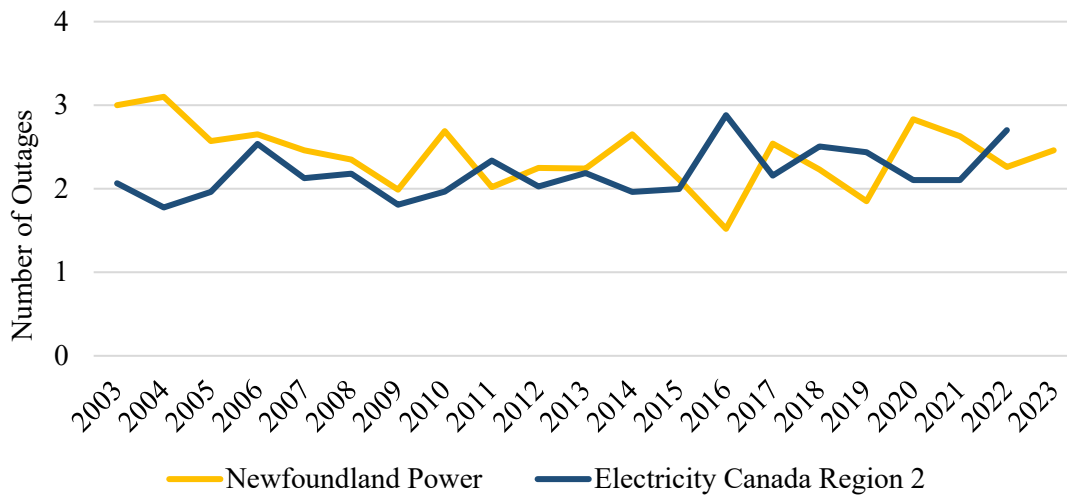


3 Figure 2-7a shows the average frequency of outages experienced by Newfoundland
 4 Power’s customers in comparison to the Canadian average from 2003 to 2023 under
 5 normal operating conditions.



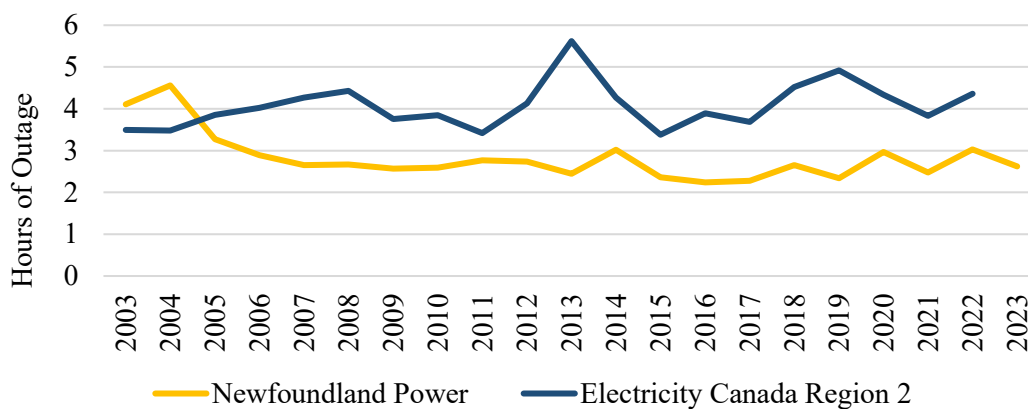
1 Figure 2-7b shows the average frequency of outages experienced by Newfoundland
 2 Power’s customers in comparison to the Canadian average from 2003 to 2023 including
 3 major events.

**Figure 2-7b:
 Newfoundland Power vs. Canadian Average
 SAIFI Including Major Events
 2003 to 2023**



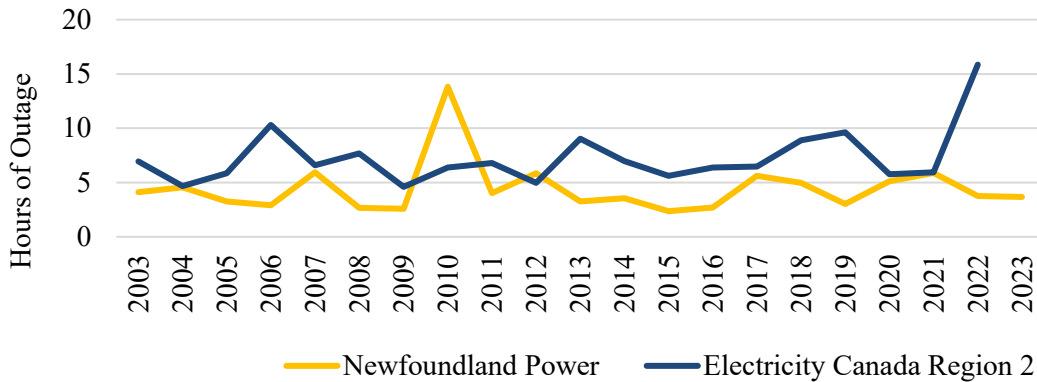
4 Figure 2-8a shows the average duration of outages experienced by Newfoundland
 5 Power’s customers in comparison to the Canadian average from 2003 to 2023 under
 6 normal operating conditions.

**Figure 2-8a:
 Newfoundland Power vs. Canadian Average
 SAIDI Under Normal Operating Conditions
 2003 to 2023**



1 Figure 2-8b shows the average duration of outages experienced by Newfoundland
 2 Power’s customers in comparison to the Canadian average from 2003 to 2023 including
 3 major events.

**Figure 2-8b:
 Newfoundland Power vs. Canadian Average
 SAIDI Including Major Events
 2003 to 2023**



4 Figure 2-9 shows the average duration of outages experienced by Newfoundland Power’s
 5 customers under normal conditions and including major events from 2003 to 2023.

**Figure 2-9:
 Newfoundland Power
 SAIDI Under Normal Conditions and Including Major Events
 2003 to 2023**

