

Q. (Reference CA-NP-023) For the January 1 to July 31 period, how many Extensions requests and how many New Services requests has Newfoundland Power received in 2023, 2024, 2025 and 2026F?

A. Newfoundland Power is unable to provide the information in the format as requested. Customer requests for new connections may involve work under the *Extensions* program or the *New Services* program, both or neither.

For example, a new connection could require the construction of primary and/or secondary distribution lines prior to the installation of service wires to connect a customer. The construction of primary and/or secondary distribution lines is an expenditure under the *Extensions* program while the installation of service wires is an expenditure under the *New Services* program. In addition, a new subdivision request from a developer may only require work under the *Extensions* program. Then, as each new home in the subdivision is connected, the customer request would only require work under the *New Services* program. There are also new connection requests that do not require work under either program, such as a customer adding a basement apartment where only a new meter is required.

To be responsive to the Request for Information, Table 1 below provides the number of customer requests for new connections received in the period of January 1 to July 31 for 2023 to 2026.¹

Table 1 Customer Connection Requests January 1 to July 31	
Year	Customer Connection Requests
2023	2,380
2024	2,475
2025	2,821
2026	2,666

¹ Note that the number of customer connection requests received in the period does not correspond to the actual number of new customers connected during the same period. There is a lead-lag relationship between the receipt of a customer connection request and the completion of the field work to connect the customer to the electricity system. In addition, some customer service requests may be cancelled by the customer.