

1 Q. **Reference: CA-NLH-073**

2 It is stated (part e) “Hydro does not capture or track data related to customer complaints about  
3 reliability by feeder. Customer contact tracking does not include the overall level of reliability of  
4 service.” Why not? What are the top three priorities of Hydro’s customers?

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7 A. Newfoundland and Labrador Hydro (“Hydro”) tracks feeder reliability performance statistics and  
8 utilizes these statistics for capital planning. For example, Hydro utilizes reliability statistics to  
9 identify feeders to be upgraded within its Upgrade of Worst-Performing Feeders program. The  
10 use of reliability statistics such as SAIDI<sup>1</sup> and SAIFI<sup>2</sup> allow for a holistic and objective comparison  
11 of feeder performance against company and industry averages. Therefore, Hydro does not  
12 believe that tracking customer complaints concerning reliability by feeder is necessary to obtain  
13 material benefits for capital planning purposes.

14 Hydro does, however, survey its customers annually and ask them to rate service attributes in  
15 terms of importance to them. In separate surveys conducted in the past two years, both  
16 Residential and General Service customers rank ‘Concerns for Public Safety’ and ‘Accuracy of  
17 Bills’ as the two most important attributes for both sets of respondents. In 2020, Residential  
18 customers scored the attribute ‘Ensuring a Sufficient Supply of Electricity for the Foreseeable  
19 Future’ in a tie with the two aforementioned attributes (9.7/10). Commercial customers, in their  
20 2021 survey, reported ‘Speed when Restoring Power when a Problem Occurs’ as an equally  
21 important attribute as the first two (9.6/10).

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<sup>1</sup> System Average Interruption Duration Index (“SAIDI”).

<sup>2</sup> System Average Interruption Frequency Index (“SAIFI”).