

Q. **Reference: NP-NLH-014, Issue Topic: System Reliability and Customer Operations.**

Please provide a table comparing (i) SAIDI (Hydro-Only) Performance to SAIDI (End-Consumer) Performance and (ii) SAIFI (Hydro-Only) Performance to SAIFI (End-Consumer) Performance, for the years 2019 to 2025. All figures should exclude major events.

A. Newfoundland and Labrador Hydro (“Hydro”) measures distribution reliability for both consumers supplied directly by Hydro-owned distribution (Service Continuity) and to all end consumers of electricity in Newfoundland and Labrador (End Consumer). Hydro uses Service Continuity SAIDI¹ and SAIFI² metrics, calculated in conformance with Electricity Canada (“EC”) practices, to determine its distribution business reliability performance. Please refer to Table 1 for the requested statistics.

Table 1: Service Continuity versus End Consumer SAIDI and SAIFI

	Hydro Service Continuity SAIFI	End Consumer SAIFI	Hydro Service Continuity SAIDI	End Consumer SAIDI
2019	5.05	0.88	14.98	2.71
2020	4.61	0.77	17.90	2.68
2021	6.02	1.45	21.27	3.03
2022	4.93	1.08	17.49	2.44
2023	6.28	1.32	16.57	2.33
2024	5.29	1.65	13.26	2.33
2025	5.55	1.29	21.09	3.16

As stated in its 2026 General Rate Application, Hydro has a relatively small population of distribution customers, who are widely dispersed geographically. Customers are primarily located in rural and/or remote and isolated areas, which differs from other utilities within its EC comparator group, whose service territories are more concentrated. These more urban areas

¹ System Average Interruption Duration Index (“SAIDI”).

² System Average Interruption Frequency Index (“SAIFI”).

1 typically have greater system redundancy and flexibility, which is often not practical or feasible
2 in smaller geographic areas or isolated regions.

3 The frequency of outages for Hydro's distribution customers is generally stable, with an average
4 of approximately five to six per year. The duration of outages is, on average, 15–20 hours per
5 year and is impacted by the remote nature of Hydro's operational area. Hydro strives for
6 incremental improvements in reliability for its distribution customers via prudent investment.