

1 Q. **Reference: NP-NLH-014 and NP-NLH-127, Issue Topic: System Reliability and Customer**
2 **Operations.**

3 Do major events exclude loss of supply events? If so, please provide the table requested in NP-
4 NLH-127 adjusted for the inclusion of loss of supply events.

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7 A. Major events do not explicitly exclude loss of supply events. However, if a loss of supply event
8 were to meet Newfoundland and Labrador Hydro's ("Hydro") criteria for a major event, it would
9 be classified and reported as a major event. The table requested in NP-NLH-127 of this
10 proceeding presents both the Hydro Service Continuity and End Consumer metrics and includes
11 loss of supply events which do not meet Hydro's major event criteria. The Service Continuity
12 metric captures impacts experienced by Hydro customers, excluding major events. The End
13 Consumer metric captures impacts experienced by Hydro customers, as well as impacts to
14 Newfoundland Power Inc.'s customers resulting from Hydro-related outages, also excluding
15 major events.