

1 Q. **Reference: NP-NLH-014, Attachment 1, Question 9, Issue Topic: System Reliability and**
2 **Customer Operations.**

3 Please reconcile the statement provided in the question “Given an outage caused by loss of
4 supply could last approximately 4-8 hours...” to information provided as part of Hydro’s 2024
5 *Resource Adequacy Plan* that indicates that a Labrador Island Link shortfall event could extend
6 for six weeks or more, requiring customer load rotation during that time.

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9 A. The Digital Engagement Survey was conducted to ask customers to share their perspectives on
10 how Newfoundland and Labrador Hydro (“Hydro”) should achieve its mandate of providing
11 service that best balances cost, reliability, and environmental responsibility, in relation to
12 system planning and asset selection.

13 In asking Question 9, Hydro was seeking to understand customers’ thoughts on an increased
14 frequency of outages compared to additional costs. To help gain this understanding, Hydro felt it
15 important to provide customers with a range in outage duration that could reasonably be
16 expected during a loss of supply. This question did not contemplate the scenario of a tower
17 collapse in a remote location, which could result in the loss of the Labrador-Island Link (“LIL”)
18 bipole for approximately six weeks.

19 At the time of the release of the digital engagement, the average amount of time a customer
20 was without power during an outage was 2.33 hours.¹ While this is below the range provided in
21 the survey, there are some customers who would have experienced a longer average duration
22 of outages. The longer timeline was chosen to accommodate this fact.

23 The survey was intended to gauge customers’ impressions of how Hydro should choose assets
24 and prioritize general planning and management of the system, as well as their tolerance for

¹ In 2023, the annual End-Consumer System Average Interruption Duration Index value was 2.33.

- 1 costs and reliability. As a LIL shortfall event due to a tower failure in a remote region is less
- 2 likely, the scenario and its potential effects were outside of the scope of the survey question.