Q. **Reference: Upgrade Worst-Performing Distribution Feeders (2027-2028); Response to PUB-NLH-052, Table 2**

Explain why the reliability metrics for the Central Region are higher than the Northern and Labrador regions for the period from 2021 to 2025.

A. Higher reliability metrics in the Central Region, compared to the Northern and Labrador regions during the five-year period from 2021 to 2025, can be attributed to the following factors:

- Length of Distribution Line per Region

  Newfoundland and Labrador Hydro ("Hydro") owns and operates the following amount of distribution lines per region:
  - Central – 1375km
  - Northern – 826km
  - Labrador – 586km

Higher quantity of distribution line and longer overall feeder lengths in the Central region result in more exposure to weather-related events, vegetation, and potential asset degradation failures, all of which can result in customer outages. In addition, feeders of longer lengths are more difficult and timely to patrol and troubleshoot due to the geographical footprint of the feeder. This can also contribute to longer outage durations when compared to shorter feeders. Furthermore, equipment located in more northern regions of the province, particularly Labrador, is subject to fewer freeze-thaw cycles, which may contribute to lower asset deterioration.

- Outlying Weather-Related Events and Distribution Feeders

  Outages can occur in concentrated areas or on specific feeders and systems due to weather-related events. In 2025, the reliability statistics experienced in the Central Region were substantially higher than those in the Northern and Labrador Regions and indicates that an isolated number of feeders are driving a disproportionate share of the Central

Region's reliability metrics. The majority of these outages were as a result of isolated extreme weather-related events causing component failures and vegetation related outages.

- Isolated, Remote & Hard to Access Feeders

The Central Region includes some of the more isolated, remote, and difficult-to-access feeders, which serve several of Hydro's larger customer bases, including regions which require ferry access to respond to outages which may delay response. Responding crews often experience delays of several hours to potentially days while working to safely access these areas and complete repairs. Major weather-related event can render certain areas inaccessible, delaying restoration effort and leading to extended outages for customers. The Northern Region serves very few isolated or remote areas. The Labrador Region also serves remote and isolated areas; however, the number customers and the length of these feeders are generally lower than those in the Central Region.