

1 **Q. Pages 2-24 - 2-25: The data indicates that the average duration of outages has been**  
2 **approximately half the Canadian average from 2008-2017 while the average number**  
3 **of outages has been broadly consistent with the Canadian average. What role does**  
4 **reliability performance in relation to Canadian peers factor into Newfoundland**  
5 **Power's consideration of capital and operating reliability projects? In the response**  
6 **include whether Newfoundland Power has identified a target for reliability**  
7 **performance such as performance at the Canadian average or top quartile.**  
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9 A. Newfoundland Power's reliability performance in relation to its Canadian peers does not  
10 currently factor into the Company's consideration of capital and operating reliability  
11 projects.  
12

13 Comparing Newfoundland Power's reliability performance to the Canadian average is  
14 one basis from which to assess the Company's performance. For example, a 1998  
15 Quality of Service Report commissioned by the Board concluded:  
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17 *The reliability of supply to Company customers is considered to be*  
18 *acceptable, although lower than the average for Canadian utilities. It is*  
19 *important that the utility maintain and in fact seek to improve its*  
20 *performance in this regard.<sup>1</sup>*  
21

22 Following the 1998 Quality of Service Report, Newfoundland Power sought to improve  
23 its overall reliability performance. The average duration of customer outages is now ½  
24 the Canadian average. The frequency of customer outages is now broadly consistent with  
25 the Canadian average.  
26

27 Newfoundland Power is currently focused on maintaining the overall reliability  
28 experienced by customers. Annual reliability performance targets are established based  
29 on the Company's own performance over the previous 5 years.  
30

31 Any capital and operating projects aimed at improving reliability are completed using  
32 sound engineering judgement and economic analyses to ensure they are consistent with  
33 the least-cost provision of reliable service to customers. More information on how  
34 Newfoundland Power balances service reliability and cost management is provided in  
35 response to Request for Information PUB-NP-019.  
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37 For more information on the Company's reliability performance in comparison to its  
38 Canadian peers, please see response to Request for Information CA-NP-023.

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<sup>1</sup> See *Newfoundland Light & Power Co. Limited Quality of Service and Reliability of Supply*, Mr. D.G. Brown, P.Eng, (1998), page v.