

- 1 **Q. (Reference Application, 2020 Capital Expenditure Status Report, page 1 of 13, and**  
2 **A-1) The expected number of new customer connections is shown to have decreased**  
3 **by 10% in 2020 from a forecast of 2639 to 2378. Please explain the decrease and how**  
4 **it has influenced the calculation of new customer connections in the 2021 Capital**  
5 **Budget.**  
6
- 7 A. The forecast number of new customer connections for Newfoundland Power's *2021*  
8 *Capital Budget Application* were based on the Conference Board of Canada's forecast of  
9 housing starts and completions dated February 12, 2020.<sup>1</sup>  
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- 11 Based on that Conference Board of Canada forecast, Newfoundland Power's forecast  
12 number of new customer connections for 2020 was reduced to 2,378 from last year's  
13 forecast of 2,639.<sup>2</sup>

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<sup>1</sup> Given the nature of Newfoundland Power's customer base, customer growth is primarily influenced by these key economic indicators.

<sup>2</sup> The forecast number of new customer connections for Newfoundland Power's *2020 Capital Budget Application* were based on the Conference Board of Canada's forecast of housing starts and completions dated February 5, 2019.