

1 **Q. Reference: “2022/2023 General Rate Application,” Newfoundland Power, May 27,**
2 **2021.**

3
4 **a) Please provide copies of any press releases and public communications materials**
5 **relating to Newfoundland Power’s 2022/2023 General Rate Application-related**
6 **rate increases and the most recent Rate Stabilization Account rate change.**

7
8 **b) How does Newfoundland Power plan to educate and inform customers and**
9 **stakeholders on the projected rate impacts, and specifically what contributes to**
10 **the rate impacts?**

11
12 A. a) Attachment A provides Newfoundland Power’s media release issued on
13 May 27, 2021, entitled *Newfoundland Power files 2022/2023 General Rate*
14 *Application*.

15
16 Attachment B provides the Company’s Power Connection Newsletter for June 2021.
17 This newsletter included information on the Company’s *2022/2023 General Rate*
18 *Application*. It was included with all customer bills in June 2021 and was also posted
19 on Newfoundland Power’s customer website and social media accounts.

20
21 Attachment C provides the Company’s Power Connection Newsletter for July 2021.
22 This newsletter included information on the most recent Rate Stabilization Account
23 rate change on July 1, 2021. It was included with all customer bills in July 2021 and
24 was also posted on Newfoundland Power’s customer website and social media
25 accounts.

26
27 b) Newfoundland Power educated and informed its customers and stakeholders about its
28 *2022/2023 General Rate Application* through the media release and public
29 communications materials in Attachments A and B. These communications detailed
30 the Company’s 0.8% proposed customer rate increase, including what is contributing
31 to the proposed rate increase.

32
33 Upon receipt of a final Board order on the *2022/2023 General Rate Application*, the
34 Company will issue a media release informing customers of the approved customer
35 rate change. A Power Connection Newsletter will also be issued during the month
36 when the rate change comes into effect.

Media Release May 27, 2021
Newfoundland Power files 2022/2023 General Rate Application

For Immediate Release// May 27, 2021

Newfoundland Power files 2022/2023 General Rate Application

(St. John's, NL): Newfoundland Power Inc. today filed a 2022/2023 General Rate Application (GRA) as ordered by the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB). In the application, the Company is proposing an average increase to current electricity rates of 0.8%, or 80 cents on a \$100 electricity bill, effective March 1, 2022, for both residential and commercial customers. As a regulated utility, Newfoundland Power is required to file a GRA about every three years. This process includes a full review of the Company's costs and customer rates.

"We recognize this last year has been challenging and understand what's most important to customers is reliable service at affordable rates. We understand any rate increase matters to our customers. By effectively managing our costs, there has been no customer rate increase related to our operations in six years," said Gary Murray, President and Chief Executive Officer, Newfoundland Power. "Today, we serve more customers more efficiently than we did 10 years ago. At the same time, we continue to be responsive to changing customer expectations while enhancing energy conservation programs."

Despite operating in a harsh environment, the Company's reliability record is among the best in the country when compared with utilities of similar size and service territory. Providing safe, reliable electricity service largely depends on maintaining the quality and condition of the electricity system, including replacing aging equipment.

"As the primary distributor of electricity in our province, we operate and maintain an electricity system of approximately \$1.2 billion that is comprised of approximately 12,850 kilometres of transmission and distribution lines, and 131 substations across a large, geographically dispersed territory," added Murray. "Establishing a fair return on this investment is a component of this application."

This application reflects all changes in the costs to deliver electricity to Newfoundland Power's customers, including continued investment in the electricity system. With this proposed rate change, Newfoundland Power's impact on electricity rates will have been 80 cents on a \$100 electricity bill over an eight year period since 2016.

Newfoundland Power's GRA outlines a number of ways in which the Company is being responsive to customers' changing service expectations. The adoption of energy-efficient LED street lights offer customers better lighting quality and improved reliability while reducing overall costs to customers. The Company plans to replace all street lights with LED technology by 2026. A new five-year Electrification, Conservation and Demand Management Plan has been filed with the PUB to continue longstanding conservation programs and introduce customer electrification programs. Both conservation and electrification programs help customers save money.

Newfoundland Power expects that its GRA will be subject to a thorough review over the coming months. Visit newfoundlandpower.com to review Newfoundland Power's 2022/2023 GRA.

Newfoundland Power is the primary distributor of electricity on the island portion of Newfoundland and Labrador, and purchases 93% of its energy needs from Newfoundland and Labrador Hydro. With a customer base of approximately 271,000 accounts, Newfoundland Power is committed to safety, dedicated to the highest level of customer service and delivers reliable electricity at the lowest possible cost. For more information on Newfoundland Power's programs, services and community partnerships, please visit newfoundlandpower.com.

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For further information, please contact:

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Power Connection Newsletter June 2021
Newfoundland Power files 2022/2023 General Rate Application

powerconnection

A newsletter for customers of Newfoundland Power June 2021

NEWFOUNDLAND POWER FILES 2022/2023 GENERAL RATE APPLICATION

Newfoundland Power filed a 2022/2023 General Rate Application (GRA) as ordered by the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB) on May 27, 2021, proposing an average increase to current electricity rates of 0.8%, or 80 cents on a \$100 electricity bill, effective March 1, 2022, for both residential and commercial customers. As a regulated utility, Newfoundland Power is required to file a GRA about every three years. This process includes a full review of the Company's costs and customer rates.

We recognize this last year has been challenging and that any rate increase matters to our customers. By effectively managing our costs, there has been no customer rate increase related to our operations in six years. Despite operating in a harsh environment, our reliability record is among the best in the country when compared with utilities of similar size and service territory.

As the primary distributor of electricity in our province, we operate and maintain an electricity system of approximately \$1.2 billion that is comprised of approximately 12,850 kilometres of transmission and distribution lines, and 131 substations across a large, geographically dispersed territory. Providing safe, reliable electricity service largely depends on maintaining the quality and condition of our electricity system, including replacing aging equipment.

This application reflects all changes in the cost to deliver electricity to our customers, including continued investment in the electricity system and a fair return on this investment. With this proposed rate change, our impact on electricity rates will have been 80 cents on a \$100 electricity bill over an eight year period from 2016 through 2023.

This GRA will be subject to a thorough review over the coming months. Visit our website to review the 2022/2023 GRA.

We are always here to help you save energy and money with our takeCHARGE programs, rebates and energy saving advice. Visit takechargenl.ca to find out more.



We understand what's most important to you is reliable service at affordable rates. Today, we serve more customers more efficiently than we did 10 years ago while continuing to be responsive to your expectations. We'll continue to do our part by working hard to manage our operations in a way that keeps costs as low as possible.

Our customers experience **HALF** the Canadian average in length of power outages



There has been **NO** customer rate increase related to our operations in



HOT TIPS TO **SAVE ENERGY** THIS SUMMER



Use a clothesline instead of a dryer



Dehumidifiers can be big energy users, so use only as needed



Unplug and enjoy energy-free activities like a bike ride

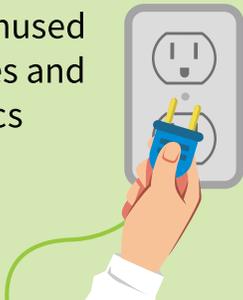


Close drapes to keep cool



ENERGY SAVERS TO KEEP IN MIND **YEAR-ROUND**

Unplug unused appliances and electronics



Turn off lights in rooms not in use



Take shorter showers



For more tips and all things energy efficiency, check out TakeChargeNL.ca

Power Connection Newsletter July 2021
Newfoundland and Labrador Hydro Increased Electricity Rates Effective July 1, 2021

powerconnection

A newsletter for customers of Newfoundland Power • July 2021

Newfoundland and Labrador Hydro Increased Electricity Rates Effective July 1, 2021

Effective July 1, 2021, there was an overall average increase in electricity rates to our customers from Newfoundland and Labrador Hydro (Hydro) of approximately 2.5%, or about \$2.50 on a \$100 monthly electricity bill. This rate increase is the net result of a 4.6% increase by Hydro and a 2.1% decrease related to the annual operation of Newfoundland Power's Rate Stabilization Account.

This rate increase is not related to our operations and has no financial benefit for Newfoundland Power.

The actual amount of Hydro's rate increase will vary for individual customers depending on your type of service and the amount of electricity used. Equal payment plan monthly amounts will be adjusted to reflect the increase.

Residential Customers

The residential electricity rate will increase to 12.520 cents per kilowatt hour. The average increase will be approximately 2.4%. The basic customer charge will increase to \$16.00 per month.

Commercial/Industrial Customers

The average electricity rate increase is as follows:

Rate	Average Increase
2.1	2.4%
2.3	2.9%
2.4	3.2%

Street and Area Lighting

Monthly rates for street and area lighting will increase on average by 0.7%.

We are here to help by providing practical ways for you to save energy and money through our takeCHARGE programs, rebates and energy saving advice. Visit takechargenl.ca to learn more.



We understand what's most important to you is reliable service at affordable rates. Today, we serve more customers more efficiently than we did 10 years ago while continuing to be responsive to your expectations. We'll continue to do our part by working hard to manage our operations in a way that keeps costs as low as possible.

Our customers experience **HALF** the Canadian average in length of power outages



There has been **NO** customer rate increase related to our operations in



**Light up
summer
nights
with LEDs.**

LEDs use
**75% less
energy**
than incandescent
bulbs.



**Dehumidify
only as needed.**

Also look for ENERGY STAR®
models which use
**15% less
energy.**



**Take
shorter
showers.**
Save
\$37/year.

Hot Tips for Summer!

Save energy and money
with these simple tips.

**Unplug
and enjoy.**

Save 3%
of electricity costs by
unplugging devices
while enjoying
energy-free
activities, like
going for a walk.

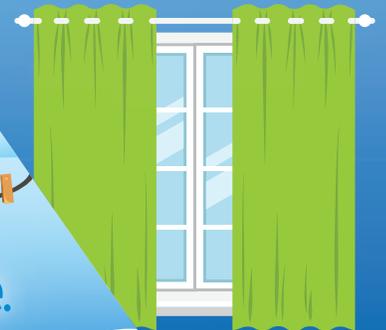


Use a clothesline.
Save \$40/year

by hanging half of your laundry
instead of using a dryer.

Keep it cool.

Close your curtains,
or fire up the grill
instead of the oven,
to keep your home cool.



Visit TakeChargeNL.ca for more ways to save this summer and all year round!