

1 **Q.** (Reference NL Hydro's 2025 CBA, 2025 Capital Budget Overview, pages 1 and
2 **2) It is stated "Hydro conducted a digital engagement process where it asked**
3 **customers to share their thoughts on the costs and reliability of the**
4 **province's electrical grid. As part of that process, four out of five customers**
5 **told Hydro they believed the system was reliable and 87% said they did not**
6 **want to pay more for reliability improvements that led to fewer or shorter**
7 **outages. Customers largely prioritize the lowest impact on electricity rates**
8 **rather than other factors, and Hydro is mindful of this concern as it continues**
9 **asset management planning."**

10 **a) Does NP accept Hydro's customer survey as being representative of the**
11 **views of NP customers?**

12 **b) Did NP engage stakeholders and customers to inform its 2026 CBA? If so,**
13 **please provide all such documentation.**

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15 **A.** a) Newfoundland Power observes that the results of Hydro's 2024 digital engagement
16 had "lowest impact on rates" and "most reliable" as the two most important issues
17 to customers.¹ These results are generally consistent with Newfoundland Power's
18 quarterly surveys, which routinely show that price and reliability are top concerns for
19 customers.²

20
21 Newfoundland Power notes that while there are similarities in customer concerns
22 between Hydro's 2024 digital engagement process and Newfoundland Power's
23 quarterly surveys, the process for each is different. This reflects the different
24 engagement strategies, methodologies and questions used by Hydro versus
25 Newfoundland Power.³ As such, the results of each process are unique and not
26 necessarily representative of the results of the other process.⁴

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28 b) Newfoundland Power utilizes a comprehensive capital planning process to ensure
29 customers are provided with access to safe and reliable service, in an
30 environmentally responsible manner, at the lowest possible cost. This is consistent
31 with the Company's legislative requirements as well as customers' service
32 expectations.⁵

¹ See Hydro's *What Was Said Report: 2024 Public Engagement*, filed with the Board in relation to Hydro's *Reliability and Resource Adequacy Study* review, page 19.

² Based on quarterly customer surveys since 2014.

³ For example, Hydro's 2024 digital engagement process was open to all residents of Newfoundland and Labrador and yielded 1,667 responses. By comparison, Newfoundland Power's quarterly customer satisfaction surveys are issued to a random sample of approximately 1,800 customers. Both commercial and residential customers are included in the Company's survey.

⁴ For example, Newfoundland Power's operations are focused on maintaining current levels of overall service reliability for customers whereas the quoted passage in this Request for Information refers to reliability improvements.

⁵ See part a).

1 The Company routinely works with its customers in the execution of capital
2 programs and projects to ensure their service expectations are met. For example,
3 when a new subdivision is planned, Newfoundland Power works with the developer
4 and municipality to determine the appropriate distribution plant layout. The plans are
5 ultimately approved by the municipality. The LED Street Lighting Replacement
6 project included engagements with street lighting customers on the costs and
7 benefits of LED street lighting and that project ultimately received a letter of support
8 from the largest municipal organization in the province, Municipalities Newfoundland
9 and Labrador. In addition, when new customers are connected to the electrical
10 system, Newfoundland Power technologists routinely meet with customers to ensure
11 their service preferences are understood. This would include, for example, where to
12 install a service on a customer's premises. Customer surveys were also used to
13 inform the Customer Correspondence Modernization project.