

1 **Q. List the demand management and energy efficiency programs that Newfoundland**  
2 **Power has implemented in the past five years, and that it intends to implement in the**  
3 **next five years.**  
4

5 A. A summary of the Demand Side Management (DSM) and energy efficiency programs  
6 offered by Newfoundland Power is contained in the Company's annual DSM Reports to  
7 the Public Utilities Board. Attachments A through E contain the DSM reports for the  
8 years 1997 to 2001 inclusive.  
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10 The intent of DSM programs is to manage the demand side use of electrical energy in  
11 order to minimize electricity rates. During the last several years, Newfoundland Power  
12 has focused its DSM activities on programs that improve customer service and enhance the  
13 value customers receive from electricity. The Company has taken this approach because  
14 the size and isolated nature of the Newfoundland electrical system, and its current  
15 dynamics as reflected in load forecasts and generation cost projections, suggest that larger  
16 scale DSM activities are unlikely to have a significant impact, either on load or on  
17 generation requirements. Unless circumstances warrant a change in direction, the  
18 Company will maintain the current focus of its DSM activities into the future.  
19

20 It is the intent of the Company that all customers benefit from the Company's DSM  
21 activities either directly as participants, indirectly as non-participants or through improved  
22 customer service. DSM initiatives will be assessed on an ongoing basis to ensure they  
23 meet the needs of the Company's customers.