

1 **Q. What steps are planned by Newfoundland Power in response to the Board's**
2 **Decision from the Hydro rate hearing in 2001/02 (page 178 (sic), point 90) that "The**
3 **Board believes NLH should focus attention on conservation and bring forward to**
4 **the Board a multi-year plan directed to these kinds of initiatives"?**
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6 A. In the Board's decision resulting from the Hydro rate hearing in 2001/02 (Order No. P.U.
7 7 (2002-2003)), the Board agreed that community based conservation initiatives, similar
8 to those undertaken by the Conservation Corps of Newfoundland and Labrador, have
9 merit in assisting consumers and reducing energy demands which, if sustained, may
10 lower generating capacity requirements into the future.
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12 As outlined in the Company's response to Request for Information CA-239, and the
13 reports filed as attachments thereto, Newfoundland Power has focused its Demand Side
14 Management (DSM) activities on programs that improve customer service and enhance
15 the value customers receive from electricity. This is because the size and isolated nature
16 of the Island's electrical system, and its current dynamics as reflected in load forecasts
17 and generation cost projections, suggest that larger scale DSM activities are unlikely to
18 have a significant impact, either on load or on generation requirements. Unless
19 circumstances warrant a change in direction, the Company will maintain the current
20 focus.
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22 Newfoundland Power has already allied with the Conservation Corps of Newfoundland
23 and Labrador, a non-profit organization that can provide homeowners with detailed
24 household energy assessments (*EnerGuide for Houses* assessments). The Company
25 assists the Conservation Corps generally with the promotion of their aims by making
26 their promotional material available to customers at Company offices. The Company's
27 Customer Service Specialists will also, in appropriate cases, discuss with customers the
28 benefits obtainable by availing of the *EnerGuide for Houses* assessment service. In
29 addition, Customers can finance the cost of the *EnerGuide for Houses* assessment as well
30 as the purchase and installation costs associated with following the assessment's
31 recommendations through Newfoundland Power. Financing is available for up to \$5,000
32 for terms up to 60 months pending credit approval, with monthly payments included on
33 the customer's electrical bill.