

1 **Q. In reference to the evidence of Philip Hughes, page 7, lines 17 to 18 –**
2 **“Newfoundland Power’s approach to plant replacement is a measured one that**
3 **balances customers’ expectations as to cost and service” - provide the criteria used**
4 **by Newfoundland Power to quantify customer willingness to pay for service, and**
5 **provide an example of how Newfoundland Power has balanced the “value” its**
6 **customers place on service reliability versus the cost to provide increased reliability.**
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8 A. Please refer to the Company’s response to Request for Information CA-85 (b), filed
9 during the Company’s 2003 Capital Budget Hearing, for information relating to
10 Newfoundland Power’s approach to balancing customers’ expectations as to cost and
11 service.