

1 Undertaking Request (U-4)

2 Transcript Reference: Pg. 6, lines 1-4

3 Re: Reliability Operations System Performance

4 Who (in Hydro) developed the matrix (criteria)?

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8 Undertaking Response

9 A measure was developed in 2014 by Systems Operations to measure the performance of
10 Newfoundland & Labrador Hydro's performance to all customers in Newfoundland &
11 Labrador. This measure includes both Hydro's service continuity data and Newfoundland
12 Power (NP) service continuity Loss of Supply data. NP loss of supply interruptions are
13 caused by forced and planned outages on Hydro's transmission system.