

1 Q. **Reference: Volume I, Section 2.1.1, Issue Topic: System Reliability and Customer Operations**

2 Please provide the survey and the results. Did Hydro assess the results of the survey for its own
3 customers only? If so, please provide that assessment. If not, why not?

4
5
6 A. Please refer to NP-NLH-014, Attachment 1 for the engagement questions. The results of the
7 2024 digital engagement process were filed with the Board of Commissioners of Public Utilities
8 (“Board”) as Appendix D to the 2024 Resource Adequacy Plan and are available on the Board’s
9 website at the following link: [2024 Resource Adequacy Plan](#).

10 The 2024 digital engagement process was open to all electricity customers in Newfoundland and
11 Labrador.

12 Electricity used by end-consumers in the province is primarily generated by Newfoundland and
13 Labrador Hydro (“Hydro”), including for customers of Newfoundland Power Inc. As such, when
14 gauging customer opinions on asset planning and performance, Hydro believes it is suitable and
15 important to include all electricity consumers in the province who are directly or indirectly
16 served by those same assets.

17 The results of the engagement process reported in the 2026 General Rate Application reflect the
18 responses of all those who participated.

NL Hydro – ENGAGEMENT STRATEGY – FINAL

INTRO:

We want to hear from you.

At Hydro, we're always planning for the future and we're working hard to ensure safe, reliable electricity – because that's something we all need...and will need more of.

It's a time of transition for our electricity system, and it's our responsibility to guide our province forward as we plan for the future. We've always depended on engineering data, forecasts, and utility best practice to make decisions, but we also want to hear from someone equally important. You, electricity consumers!

It's important we know what is most important to you, so we can make the best decisions. Any decision we make will need to meet the regulations that apply to our industry and follow the regulatory processes that provide oversight of our work. Your input will be considered as part of these processes, and we will let you know what we've heard.

We welcome you to complete this 10-minute survey at a time that works best for you. The survey will remain open until December 10, 2023. Remember your responses are anonymous and will only be used to help us understand what the people of the province are looking for in their electricity system.

If you would like to respond to the questions by phone please call 1-833-738-5038 or email survey@mqoresearch.com and include a message with your phone number and the best time to reach you. A representative from MQO Research will follow-up with you.

To begin...

Q1a. Please indicate what region of Newfoundland and Labrador that you reside in:

1. Island
2. Labrador
98. Prefer not to say

VIDEO 1 | Understanding The System Today

Please watch this video before answering the next series of questions.

Note: If by telephone, read following transcript from video:

Insert final copy.

SURVEY | SECTION ONE: OUR SYSTEM

Hydro is a government-owned utility, regulated by the Public Utilities Board. It's our responsibility to provide reliable electricity to the province. We've always depended on things like engineering data, forecasts, and utility best practice to make decisions – but we'd like your feedback too.

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The next questions are about our current electricity system:

Q2. How would you rate the reliability of electricity you receive?

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent	Don't know
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q3. Over the past year, have you experienced fewer, about the same, or more outages than you experienced in previous years?

	Select one
Fewer outages	☐
About the same number of outages	☐
More outages	☐
Don't know / can't recall	☐

Q4. **[PROGRAMMER NOTE: ROTATE ITEMS]** Please indicate to what extent you agree or disagree with each of the following statements.

	1 – Completely Disagree	2	3	4	5	6	7	8	9	10 - Completely Agree	Don't know
a. NL needs a more reliable system than it has right now	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
b. My power reliability has improved over the past few years	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
c. I am more concerned about power outages this year than I was this time last year	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q5. Would you be willing to pay a little more for electricity if it meant:

Rotate a/b

- | | |
|--------------------|-----------------------|
| a. Fewer outages | Yes / No / Don't know |
| b. Shorter outages | Yes / No / Don't know |

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- Q6. The Labrador Island Link has been delivering electricity to homes and businesses on the Island, contributed to our energy sales, and helped us deliver 91.5% of our electricity from renewable energy sources.

Please indicate the extent to which you agree or disagree with the following statement.

I am comfortable with the reliability of the Labrador Island Link

1 – Completely Disagree	2	3	4	5	6	7	8	9	10 – Completely Agree	Don't know
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

VIDEO 2 | Reliability

Please watch this video before answering the next series of questions.

Note: If by telephone, read following transcript from video:

Insert final copy.

SURVEY | SECTION TWO: RELIABILITY AND RATES

The next questions are about reliability, something we work hard to provide for customers.

- Q7. Part of ensuring reliable service is maintaining backup generation that can be brought online in the event we need more electricity to supply customers during planned or unplanned maintenance activities or during a system event, such as an outage.

Were you aware that Hydro follows this practice?

1. Yes
2. No
99. Don't know

NL Hydro – ENGAGEMENT STRATEGY – FINAL

- Q8. There is a cost to maintain all assets, so they are ready for service. Improving reliability also requires investment. A decision to upgrade or add to our supply of power has a cost, which can impact customer rates. More investment can help ensure fewer or shorter outages but has a greater impact on how much customers pay for electricity.

Help us find the right balance. Please select the alternative that best describes your preference.

Reliability	GOOD (Maintain the current level of reliability)	BETTER	BEST
	Hydro should plan to have some back up generation to partially reduce the impact of a sudden loss of power supply	Hydro should plan to have additional back up generation to moderately reduce the impact of a sudden loss of power supply	Hydro should plan to have enough back up generation to significantly reduce the impact of a sudden loss of power supply
Impact on Electricity Cost	LOWER	MODERATE	HIGHER

- Q9. In the previous question you said <Q13>. Given an outage caused by loss of supply could last approximately 4-8 hours, how many outages in a given year would you consider acceptable?

99. Don't know

- Q10. We have been seeing more frequent and severe weather events, which will likely increase due to the impacts of climate change. Some utilities choose to make investments to help protect the system from these extreme risks, and some do not.

[PROGRAMMER NOTE: ROTATE ITEMS] Please indicate the extent to which you agree or disagree with the following statements.

	1 – Completely Disagree	2	3	4	5	6	7	8	9	10 – Completely Agree	Don't know
a. I am comfortable with our power system's current level of reliability, so I would prefer that additional investment be made cautiously.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
b. Hydro should invest more to reduce the impact of outages during extreme events.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

SURVEY | SECTION THREE: GROWTH OF ELECTRICITY SYSTEM

Q11. Net-zero means keeping greenhouse gases such as carbon dioxide out of our atmosphere, which is important for fighting climate change.

Were you aware that the Government of Canada has set a target for a net-zero electricity industry by 2035?

- 1. Yes
- 2. No
- 99. Don't know

Q12. While Hydro has made great progress, reaching 91.5 percent renewable energy in 2022, we do have some fossil fuelled assets, which includes the Holyrood TGS, generators in some isolated communities, and some backup generation. Reaching our net-zero goal will require solutions, decisions and investment.

[PROGRAMMER NOTE: ROTATE ITEMS] Please indicate the extent to which you agree or disagree with each of the following statements.

	1 – Completely Disagree	2	3	4	5	6	7	8	9	10 – Completely Agree
a. It's important that we achieve a net-zero electricity sector	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
b. Hydro should take action to fight climate change	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q13. Electrification means that things that were once powered by fossil fuels (such as diesel, gas or propane), are now being powered by electricity. It is estimated that the Province's current supply will need to double to meet this new demand.

Please indicate the extent to which you agree or disagree with the following statement.

Hydro must ensure that the system can support all expected growth from electrification, such as Electric Vehicles, Oil to Electric Heat, etc.

1 – Completely Disagree	2	3	4	5	6	7	8	9	10 – Completely Agree	Don't know
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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Q14a. Do you expect your electricity usage to increase, stay the same, or decrease over the next 10 years?

	Select one
Increase	☐
Stay the same	☐
Decrease	☐
Don't know	☐

Q14b. **If Q22a=Increase:** Is electrification one of the reasons for this increase?

1. Yes
2. No
99. Don't know

Q15. To prepare for the additional demand expected in the next 10 years from our current and new customers, and in response to electrification, we will need to look at new supply solutions to accommodate this growth. In addition to building new generating facilities, there are opportunities to upgrade or expand some of Hydro's existing assets.

Please indicate the extent to which you agree or disagree with the following statements.

	1 – Completely Disagree	2	3	4	5	6	7	8	9	10 – Completely Agree
a. Upgrading existing facilities is a good way to meet increasing demand for electricity.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
b. New sources of electricity are needed to meet the growing demand.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
c. We need to act quickly to ensure there is enough electricity to meet the growing demand.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q16. Technology is rapidly evolving. We know new technologies that can help generate or deliver electricity to customers will continue to become available to us over time. At what stage should Hydro consider using new technologies to supply power to customers? Please indicate the extent to which you agree or disagree with the following statements

	1 – Completely Disagree	2	3	4	5	6	7	8	9	10 – Completely Agree
a. Hydro should test new technologies here in Newfoundland and Labrador.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
b. Hydro should wait until new technologies are proven elsewhere before introducing to Newfoundland and Labrador.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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- Q17. **Skip if Q1=5 (Labrador):** In some areas of the province a Combustion Turbine provides backup generation. They are used infrequently but are important for reliability, particularly during emergency situations.

This option is being studied to determine if a new turbine would be a good option for additional backup generation. Hydro would only consider options that could transition to cleaner fuel sources (such as biofuels) and meet Canada's Clean Electricity Regulations. These are the regulations that outline our climate change commitments. No decision has been made, but it's important to understand all available options that may help balance cost and reliability.

Have you heard about the Combustion Turbine study?

1. Yes
2. No
99. Don't know

- Q18. **Skip if Q1=5 (Labrador):** **[PROGRAMMER NOTE: ROTATE ITEMS]** Please indicate the extent to which you agree or disagree with the following statements.

	1 – Completely Disagree	2	3	4	5	6	7	8	9	10 – Completely Agree
a. I would support a new Combustion Turbine if it meets Canada's Clean Electricity Regulations.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
b. I would support a new Combustion Turbine if it could transition to renewable fuels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

- Q19. Is there anything else you would like to share with us?

- Q20. As Hydro continues to plan for the future to continue to meet its mandate of providing safe, least-cost, environmentally responsible, and reliable electricity to the province, we are interested in continued feedback from consumers. Hydro has been building a feedback panel, where you could have the opportunity to provide feedback via online surveys on various topics or issues.

Would you be interested in joining Hydro's electricity feedback **panel**?

	Select one
Yes	☐
No	☐

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Programmer notes: IF YES, CONTINUE

Q21. **If Q28=Yes** Please provide your email address and you will receive an invitation to join the panel within the next few weeks.

Q22. Are there other ways you would prefer Hydro engage with you?

Section FOUR: Respondent Profile

To finish up, please share a little information to help with our analysis of results.

IF ONLY COMMERCIAL CUSTOMER Q2 ASK D1, D5 and D9 ONLY

D1. What are the first three digits of your postal code?

98 Prefer not to say

D2. Do you identify as?

- 1 Male
- 2 Female
- 3 Non-binary/Gender diverse
- 98 Prefer not to say

D3. In what year were you born?

____ _
98 Prefer not to say

D4. Do you currently own or rent your home?

- 1 Own
- 2 Rent
- 3 Neither, do not own or rent

D5. **[If 1 or 2 in D4]** Do you currently receive your power bill from Newfoundland Power or NL Hydro?

- 1 Newfoundland Power
- 2 NL Hydro
- 3 Do not receive a power bill
- 99 Don't know/No answer

D6. Do you currently work for a utility?

- 1 Yes
- 2 No

D7. Which of the following best describes you?

	Choose all that apply
Residential Customer	☐
Commercial Customer	☐
Elected Official	☐
Other	☐

D8. Which of the following broad income categories best describes your total household income before taxes last year?

- 1 Less than \$25,000
- 2 At least \$25,000 but less than \$50,000
- 3 At least \$50,000, but less than \$75,000
- 4 At least \$75,000, but less than \$100,000
- 5 At least \$100,000, but less than \$125,000
- 6 At least \$125,000, but less than \$150,000
- 7 \$150,000 or more
- 98 Prefer not to say

D9. In what industry does your business operate?

FIN. Thank you for sharing your thoughts on our energy future! We will be sharing what we've heard through this engagement opportunity.

If you would like a copy of the What We Heard Report, and have not signed up for the Electricity Feedback Panel, please share your email here (emails will not be kept and only used for sharing of the report).

Thank you for taking time to share your thoughts with us.