

1 Q. **Reference: Volume I, Section 2.1.1, footnote 5, Issue Topic: System Reliability and Customer**
2 **Operations**

3 Did Hydro's survey provide context to respondents associated with the level of investments
4 required by Hydro, and more generally in the utility industry, to maintain current levels of
5 reliability? If so, please provide details. If not, why not?

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8 A. In the February 2026 Newfoundland and Labrador Hydro ("Hydro") Electricity Feedback Panel
9 survey on the January 2026 frazil ice event, respondents were asked for their views on the
10 relationship of reliability and investment. The survey included information on how extreme
11 weather and climate change could impact reliability and the level of investment required to
12 support it.

13 To help respondents consider their preferences, Hydro explained that investments to reliability
14 can impact the rates customers pay, while increases in extreme weather could require
15 additional investments to maintain reliability.

16 In Hydro's experience, when being asked for feedback on utility topics, customers typically
17 benefit from understanding how they can be personally affected by a given situation or decision.
18 In asking customers to provide thoughts on the relationship between investment and reliability,
19 they are likely best able to answer questions which relate to their own service, such as the
20 electricity rates they pay and the duration and frequency of outages they experience.

21 The two questions posed to customers on investment and reliability in the survey included
22 information and a level of detail which would help respondents explain their preferences in
23 ways they are familiar with as a utility customer.

24 In the survey, Hydro did not specify the typical or historical levels of investment required by
25 utilities to maintain reliability as a measure for which customers could assess the balance
26 between the two. Providing such data could be extraneous and unrelatable to customers and

1 would require a higher level of explanation to ensure all respondents understood what would be
2 considered high, average or low levels of investments or reliability measures.

3 The analytical aids and context provided were in line with Hydro's treatment of similar questions
4 in previous surveys, including in the digital engagement process in 2024, and other panel
5 feedback methods.