

1 Q. Mr. Wells (page 19, lines 30/31 and page 20, line 1 of Prefiled Testimony)  
2 refers to an annual residential customer survey conducted as a means to  
3 identify those areas of greatest concern to customers and to measure  
4 progress in meeting those concerns. Provide a summary of survey results,  
5 and Hydro's progress in meeting customer concerns. Provide the most  
6 recent survey.

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9 A. Please see the response to NP-27(b) for most recent survey. Section 4.0,  
10 pages 13 to 17 of the 2000 Customer Satisfaction Survey lists the attributes  
11 to which service delivery was measured, their importance to customers (page  
12 14) and how Hydro is performing (page 16). Comparison of the 2000 survey  
13 with the 1999 survey shows how Hydro is measuring its progress. We will  
14 continue to use the 16 attributes within the same five key dimensions in our  
15 annual survey both as a measure of progress and as a planning tool for  
16 addressing customers' main areas of concern.