

1 Q. (a) Provide copies of any internal or external reports dated or created from
2 1999 through 2001 on the Hydro customer service system (WEW, page
3 19, lines 17-20).

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5 (b) Provide reports on the information gathered on all customer surveys
6 conducted from 1997 to 2001 (WEW, page 19, line 30).

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9 A. (a) The customer service system is used for billing, customer account
10 tracking and work orders for new services and other customer
11 requests. Any reports generated would be only operational in nature
12 and used for tracking purposes. Other than these reports generated
13 by the system, there are no reports about the customer service
14 system.

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16 (b) Find attached the customer surveys for the years 1999 and 2000.

17 There are no surveys for 1997 or 1998.