

1 Q. Further to CA-19 NLH, please provide the number of customer complaints
2 per 1000 customers for each of the past five years.

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5 A. Hydro does not directly track customer complaints. Hydro's Communications
6 Center handled approximately 32,000 account and general inquiries calls in
7 2000, 33,000 in 2001 and 38,000 in 2002. Of these calls approximately 60%
8 fall into three categories; account balance, overdue accounts and payment
9 inquiries. (Other categories include; name changes, high consumption and
10 address correction.) Less than 1% of the calls received required an
11 investigation and follow up.