

1    Q.    Further to CA-19 NLH, please provide the Percent of customer outage calls  
2           answered for each of the past five years.

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5    A.    Hydro began tracking customer outage calls in 2000. The percent of calls  
6           answered for the years 2000, 2001 and 2002 are as follows.

7

8           2000           -           91.2%

9           2001           -           92.9%

10          2002           -           89.5%