

1   Q.    Further to the response to CA-147 NLH that states “customers are not willing  
2           to pay more for more reliable service, and that less reliable service is not  
3           desirable”, please provide the number of hours of service outages, on an  
4           annual basis, that NLH’s customers are willing to accept.

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7   A.    Hydro does not have an estimate of the annual number of hours of service  
8           outages that customers are willing to accept. The response to CA-147 NLH  
9           was drawn from the 2002 Residential Customer Satisfaction Survey that was  
10          designed to gauge overall levels and trends of customer perceptions related  
11          to the services Hydro provides.