

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 correlation between amounts NLH has spent
4 to improve the reliability of the network, and the power cuts in each region of
5 the Province served by NLH.

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8 A. Hydro does not have a correlation between the amounts it has spent to
9 improve the reliability of the network and outages in each region of the
10 Province served by Hydro. Hydro does focus its efforts, both from a
11 maintenance and capital investment perspective, to address portions of its
12 system requiring improvements in reliability of service. The response to CA-
13 147 was drawn from the 2002 Residential Customer Satisfaction Survey that
14 was designed to gauge overall levels and trends of customer perceptions
15 related to the services Hydro provides.