

1 Q. Reference: Corporate Overview: Evidence, p. 19, where it states that
2 residential customer service satisfaction has been maintained at 93% from
3 2003. Is Hydro able to segregate the level of residential customer service
4 satisfaction by town or geographical location within the province? If yes,
5 please provide the same for the past 5 years. If not, what would be entailed
6 in gathering data in such a form?

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9 A. The level of residential customer service satisfaction by geographical location
10 within the province is as follows:

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| Operating Region | 2001 | 2002 | 2003 | 2004 | 2005 |
|-------------------------|-------|-------|-------|-------|-------|
| Central Interconnected | 95.0% | 94.0% | 96.0% | 98.0% | 96.0% |
| Central Isolated | 94.9% | 95.0% | 92.0% | 99.9% | 93.1% |
| Labrador City / Wabush | 93.9% | 88.9% | 77.6% | 81.5% | 87.8% |
| Happy Valley-Goose Bay | 87.7% | 91.4% | 88.8% | 93.8% | 92.7% |
| Labrador Isolated | 83.8% | 77.8% | 73.9% | 86.4% | 88.0% |
| Northern Interconnected | 96.4% | 96.1% | 89.1% | 95.0% | 91.0% |
| Southern Labrador | 89.2% | 91.1% | 89.1% | 87.0% | 85.0% |

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13 The average sample for each of the above regions is 93 and the average
14 margin of error is 9.92%.