

- 1 Q. Please provide the number of customer complaints (broken down by
2 geographic area, if possible) and categorized by type of complaint received
3 by Hydro over the last three years.
4
5
- 6 A. Hydro does not maintain records strictly related to complaints. Hydro
7 maintains a customer assistance database that contains various inquiries,
8 issues, and complaints. Complaint information cannot be readily extracted
9 from this database.