

1 Q. Does Hydro and Newfoundland Power Inc. use the same survey and
2 methods to determine customer satisfaction? If not, why not and what would
3 it entail in terms of time and costs to adopt a standardized and common
4 approach to determining customer satisfaction?

5

6

7 A. No, Hydro and Newfoundland Power do not use the same survey and
8 methods to determine customer satisfaction. Due to key differences such as
9 Hydro's various rate structures, geography, reliability issues in remote
10 locations, and other service differences, Hydro opted to develop its own
11 survey for rural customers. However, Hydro's customer surveys are tied as
12 close as possible to the Canadian Electricity Association's (CEA) customer
13 survey for comparison of their Customer Service Indices.

14

15 With respect to the time and costs to adopt a standardized and common
16 approach to determining customer satisfaction, Newfoundland Power and
17 Hydro would have to investigate this option to determine if the appropriate
18 outcomes can be achieved for each company to ensure their customers'
19 needs are met.