

- 1 Q. Please provide the following for each of the past five years:
- 2 a. Number of customer complaints per 1000 customers.
- 3 b. Percent of customer calls answered within 30 seconds.
- 4 c. Percent of customer outage calls answered.
- 5 d. Percent of new customer services installed and energized by the date
- 6 promised to the customer.
- 7 e. Percent of estimated bills.
- 8
- 9
- 10 A. a. Hydro does not directly track this data. Please refer to CA 172 NLH.
- 11
- 12 b. Hydro does not track this data.
- 13
- 14 c. Hydro does not track this data.
- 15
- 16 d. Hydro does not maintain this statistic.
- 17
- 18 e. Percentage of estimated bills is as follows:
- 19

Percentage of	
Year	Estimated Bills
2001	2.19
2002	1.80
2003	1.87
2004	3.91
2005	3.72
