

- 1 **Q. (Application Volume 1, page 2-9) It is stated “Customers’ satisfaction with**  
2 ***Newfoundland Power’s service delivery is assessed through quarterly surveys.”***  
3 **Identify all questions in the survey relating to cost and rate impacts, and customer**  
4 **willingness to pay for service improvements. For example, were customers asked if**  
5 **they:**  
6  
7 **a) Would be willing to trade off reduced reliability in the form of an expected**  
8 **additional hour of interruption annually in exchange for a 2% reduction in**  
9 **rates?**  
10  
11 **b) Desire service reliability that is superior to other Canadian provinces regardless**  
12 **of the cost (Tables 2-7, 2-8 and 2-10)?**  
13  
14 **A.** See response to Request for Information PUB-NP-002 for the questions posed during  
15 quarterly customer satisfaction surveys.  
16  
17 a) No, customers are not surveyed regarding reduced reliability. See response to  
18 Request for Information CA-NP-046.  
19  
20 b) No, customers are not surveyed on their desire for service reliability that is superior to  
21 other Canadian provinces regardless of the cost. See response to Request for  
22 Information CA-NP-046.