

1 **Reference: Section 1: Introduction**

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3 **Q. Volume 1, page 1-3, lines 6-8. Provide a copy of the questions that are asked of**
4 **customers in the quarterly surveys.**

5

6 A. Attachments A through D provide the questions that are asked of customers in each
7 component of Newfoundland Power's quarterly customer satisfaction survey as follows:

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9 Attachment A provides Newfoundland Power's General Satisfaction Survey.

10

11 Attachment B provides Newfoundland Power's Transactional Survey, Contact Centre.

12

13 Attachment C provides Newfoundland Power's Transactional Survey, Web.

14

15 Attachment D provides Newfoundland Power's Transactional Survey, Field.

Newfoundland Power
General Satisfaction Survey

Newfoundland Power General Satisfaction Survey

Screening and Confirmation Question:

1. Do you, or anyone in your household currently work for Newfoundland Power?
 - a) Yes Thank and terminate
 - b) No Continue

Section 1: General Service

1. First, I would like to get your opinion of the overall service provided by Newfoundland Power. On a 10-point scale where 1 is “Not at all satisfied” and 10 is “Fully satisfied”, how satisfied are you with the overall service provided by Newfoundland Power?

1 2 3 4 5 6 7 8 9 10
2. Can you tell me the main reason why you gave a rating of _____ (Recall from Q1 above)?
3. How would you rate the overall reputation of the following? Please use a scale from 1 to 10 where 1 is poor and 10 is excellent.
 - a) Newfoundland Power
 - b) Newfoundland and Labrador Hydro
 - c) Bell Aliant
 - d) Nalcor Energy
4. When dealing with a service provider such as Newfoundland Power, what is your preferred method of contact?
 - a) In-person
 - b) Phone
 - c) Email
 - d) Online chat - if available
 - e) Other
 - f) No preference
 - g) Prefer not to say/don't know

Section 2: Demographic Information

1. Gender of respondent:

- a) Male
- b) Female

2. Would you mind telling me into which of the following categories your age falls?

- a) 18 to 34
- b) 35 to 49
- c) 50 to 64
- d) 65 or older
- e) Refused

3. What is your postal code?

- a) _____
- b) Don't know
- c) Prefer not to say

Newfoundland Power
Transactional Survey, Contact Centre

**Newfoundland Power
Transactional Survey, Contact Centre**

Screening and Confirmation Questions:

1. Do you, or anyone in your household currently work for Newfoundland Power?
 - a) Yes Thank and terminate
 - b) No Continue

2. According to information provided to us, you placed a call to Newfoundland Power on (Recall date). Is this correct?
 - a) Yes Continue
 - b) No Thank and terminate

Section 1: General Service

1. First, I would like to get your opinion of the overall service provided by Newfoundland Power. On a 10-point scale where 1 is “Not at all satisfied” and 10 is “Fully satisfied”, how satisfied are you with the overall service provided by Newfoundland Power?

1 2 3 4 5 6 7 8 9 10

2. Can you tell me the main reason why you gave a rating of _____ (Recall from Q1 above)?

Section 2: Contact Centre Service

1. On (Recall date), what was the main reason for your call to Newfoundland Power?
 - a) Account maintenance
 - b) Billing
 - c) Meter reading
 - d) Energy management
 - e) Credit
 - f) Technical and field work
 - g) Outage management
 - h) Other (specify) _____

2. Now, thinking about the Newfoundland Power representative(s) you spoke with on the phone, how would you rate your satisfaction towards the employee(s) who handled your call in terms of:

- a) Being courteous and polite (1-10)
- b) Being respectful (1-10)
- c) Making you feel like a valued customer (1-10)
- d) Taking the necessary time to understand your needs (1-10)
- e) Providing thorough and accurate information in response to your questions (1-10)

3. Now, considering all the aspects we just mentioned as well as anything else you might think of, overall how satisfied were you with the quality of service provided by the Newfoundland Power representative(s) you dealt with on this call?

4. Can you tell me the main reason why you gave a rating of _____ (Recall from Q3 above)?

5. How satisfied would you be to speak with this/these representative(s) again during your next telephone inquiry?

1 2 3 4 5 6 7 8 9 10 Don't Know

6. On a scale of 1 to 10, how satisfied were you with the time you had to wait before you were able to speak with a representative?

1 2 3 4 5 6 7 8 9 10 Don't Know

7. Did the Newfoundland Power representative(s) complete your request or resolve your issue the first time you called?

8. Can you tell me why you had to call more than once to have this issue resolved?

Section 3: Other Forms of Customer Service

1. During the past month, have you called Newfoundland Power's Power Outages & Emergencies line?

- a) Yes (Continue to Q2 below)
- b) No (Continue to Q1 in Section 4)

2. Now, thinking about the time(s) that you called this telephone line, how would you rate your satisfaction in terms of:

- a) Your ability to get the information you were seeking (1-10)
- b) Timeliness of updates (1-10)

Section 4: Demographic Information

1. Gender of respondent:

- a) Male
- b) Female

2. Would you mind telling me into which of the following categories your age falls?

- a) 18 to 34
- b) 35 to 49
- c) 50 to 64
- d) 65 or older
- e) Refused

3. What is your postal code?

- a) _____
- b) Don't know
- c) Prefer not to say

Newfoundland Power
Transactional Survey, Web

Newfoundland Power Transactional Survey, Web

Screening and Confirmation Questions:

1. Do you, or anyone in your household currently work for Newfoundland Power?

- a) Yes Thank and terminate
- b) No Continue

2. According to information provided, you made at least one visit to the website newfoundlandpower.com on (Recall date). Is this correct?

- a) Yes Continue
- b) No Thank and terminate
- c) Yes, but can't remember the exact date Continue

Section 1: General Service

1. First, we would like to get your opinion of the overall service provided by Newfoundland Power. On a 10-point scale where 1 is "Not at all satisfied" and 10 is "Fully satisfied", how satisfied are you with the overall service provided by Newfoundland Power?

1 2 3 4 5 6 7 8 9 10

2. What is the main reason why you gave a rating of _____ (Recall from Q1 above)?

Section 2: Website Services

1. How often do you visit newfoundlandpower.com per month?

- a) Less than once per month
- b) 1-2 times
- c) 3-5 times
- d) 6-10 times
- e) More than 10 times
- f) Don't Know

2. What was the main reason for your visit(s) to newfoundlandpower.com during the last month? Were there any other reasons?
 - a) To get information on my bill
 - b) To change account information
 - c) To fill out forms
 - d) To get information on power outage
 - e) To review my usage history
 - f) To get phone number to call customer service
 - g) Other (specify) _____

3. Now, thinking about your visit(s) to newfoundlandpower.com during the past month, were you:
 - a) Able to complete everything you wanted to do online, without having to call Newfoundland Power?
 - i. Yes
 - ii. No
 - iii. N/A

 - b) If Yes in part a, were you able to complete your request or find your information easily?
 - i. Yes
 - ii. No
 - iii. N/A

 - c) If No in part a, what else would you like to have done or what did you have to call about? (Specify) _____

 - d) If your inquiry required a response, did you receive one in a timely manner?
 - i. Yes
 - ii. No
 - iii. N/A

4. Overall, on a scale from 1 to 10, where 1 is not at all satisfied and 10 is fully satisfied, how satisfied are you with newfoundlandpower.com ?

1 2 3 4 5 6 7 8 9 10

5. What is the main reason why you gave a rating of _____ (Recall from Q4 above)?

6. What, if anything, would you like to see or be able to do on newfoundlandpower.com?

Section 3: Demographic Information

1. Gender of respondent:

- a) Male
- b) Female

2. Would you mind telling me into which of the following categories your age falls?

- a) 18 to 34
- b) 35 to 49
- c) 50 to 64
- d) 65 or older
- e) Refused

3. What is your postal code?

- a) _____
- b) Don't know
- c) Prefer not to say

**Newfoundland Power
Transactional Survey, Field**

3. Now, considering all the aspects we just mentioned as well as anything else you might think of, using the same scale, overall how satisfied were you with the quality of service provided by the Newfoundland Power field representative(s) that came to your <house/business>?

1 2 3 4 5 6 7 8 9 10 Don't Know

4. Can you tell me the main reason why you gave a rating of _____ (Recall from Q3 above)?

5. How satisfied would you be to have this/these field representative(s)/technician(s) visit your <home/business> again should you have another request that required a visit?

1 2 3 4 5 6 7 8 9 10 Don't Know

6. On a scale of 1 to 10, how satisfied were you with the time you had to wait between when you called for your request and when a field representative was able to meet with you to handle your request?

1 2 3 4 5 6 7 8 9 10 Don't Know

Section 3: Other Forms of Customer Service

1. During the past month, have you called Newfoundland Power's Power Outages & Emergencies line?

- a) Yes (Continue to Q2 below)
b) No (Continue to Q1 in Section 4)

2. Now, thinking about the time(s) that you called this telephone line, how would you rate your satisfaction in terms of:

- a) Your ability to get the information you were seeking (1-10)
b) Timeliness of updates (1-10)
c) Ability to easily identify which menu number to press for your inquiry (1-10)

3. Using a scale of 1 to 10, where 1 is "Not at all satisfied" and 10 is "Fully satisfied", from start to finish how satisfied were you with the overall process of having your work order completed by Newfoundland Power?

1 2 3 4 5 6 7 8 9 10 Don't Know

4. Can you tell me the main reason why you gave a rating of _____ (Recall from Q3 above)?

Section 4: Demographic Information

1. Gender of respondent:

- a) Male
- b) Female

2. Would you mind telling me into which of the following categories your age falls?

- a) 18 to 34
- b) 35 to 49
- c) 50 to 64
- d) 65 or older
- e) Refused

3. What is your postal code?

- a) _____
- b) Don't know
- c) Prefer not to say