

1 **Q. In NP's opinion, what is a reasonable time in calendar days to respond to customer**
2 **complaints expressed directly to the Company? What is a reasonable time in**
3 **calendar days to respond to customer complaints expressed through the Board?**
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5 A. It is Newfoundland Power's view that customer issues and complaints should be
6 responded to and resolved as quickly as possible.
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8 Newfoundland Power responds to customer issues including complaints, during the initial
9 contact. Depending on the nature of the issue or complaint, this will not always be
10 possible to resolve them during the initial contact.
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12 Given that customers' issues and complaints vary in complexity, and may involve parties
13 other than Newfoundland Power, placing a time limit on response and resolution is
14 impractical.
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16 The time required to respond to a complaint expressed through the Board should not, in
17 principle, vary materially from the time required to address a complaint expressed
18 directly to Newfoundland Power.