

**Q. Does the Customer Information System log customer complaints?**

A. Newfoundland Power's Customer Information System, which the Company refers to as the Customer Service System ("CSS"), does not log customer complaints.

Newfoundland Power does not formally track customer complaints. However, since 2006, Newfoundland Power has tracked in the CSS certain types of customer interactions considered to be sensitive.

Table 1 shows the total number of enquiries regarding billing adjustments, damage claims and high bills for the period 2004 to 2009 year to date, as tracked in CSS.

**Table 1**  
**Customer Enquiry by Type**  
**2004 to 2009**

<b>Enquiry Type<sup>1</sup></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Billing adjustments	-	-	2,152	2,630	3,265	1,304
Damage claims	-	-	289	459	424	208
High bills	6,555	7,579	5,558	6,578	5,874	3,746

<sup>1</sup> Billing adjustments and damage claims enquiries were not tracked in the CSS prior to 2006.