

- 1 **Q. Reference: Section 2.2.1 Responding to Customer Expectations where it states at**
2 **lines 8 to 9: “Newfoundland Power’s customer satisfaction index was 88% in 2007**
3 **and 29% in 2008. This is consistent with customer satisfaction over the past**
4 **decade.” What is the company’s target customer satisfaction index in 2009 and**
5 **2010?**
6
7 **A. The target customer satisfaction index for 2009 is 89%. The 2010 target has not been**
8 **set yet.**