

Q. With respect to the quarterly customer satisfaction surveys provided in CA-NP-59, provide a sample questionnaire with sample customer's responses provided thereon and explain how the information provided by the customer is used to yield that customer's level of satisfaction with the Company.

A. Attachment A provides the questionnaire for the March 2009 customer satisfaction survey. This survey is representative of those administered quarterly to a random sample of 800 of Newfoundland Power's residential customers and 400 commercial customers. These sample sizes yield statistically valid results.

This survey includes a question regarding the customer's opinion of the overall service provided by Newfoundland Power. The response to this question is indicative of that customer's overall level of satisfaction with the Company. A customer satisfaction index is calculated as an indicator of aggregate customer satisfaction levels, based on the responses from all participants in each survey. However, the index is not calculated for each customer participating in the survey.

Table 1 illustrates the calculation of the customer satisfaction index for the 1st quarter of 2009.

Table 1
1st Quarter 2009 Customer Satisfaction Index

	Index Proportion	Residential Satisfaction Level	Commercial Satisfaction Level	Index Subtotal¹
Contact Centre Service	40%	8.794	8.904	3.5
Field Service	20%	9.500	9.327	1.9
First Call Resolution	20%	8.680	8.160	1.7
General Satisfaction	20%	8.772	9.081	1.8
Customer Satisfaction Index				8.9

The customer satisfaction index is based on responses to the survey questions regarding (i) General Satisfaction (question 1), (ii) Contact Centre Service (question 4), (iii) First Call Resolution (question 8), and (iv) Field Service (question 12). All survey participants are asked the General Satisfaction question. The questions regarding Contact Centre Service, First Call Resolution and Field Service include responses only from customers who experienced those services from the Company in the last six months.

¹ Index Subtotal = Index Proportion × (90% × Residential Satisfaction Level) + (10% × Commercial Satisfaction Level)

1 Weighted averages of the responses to each of these questions are calculated for
2 residential and commercial customers. The weighting of the Contact Centre Service
3 question is 40% while all other questions are weighted at 20%.

4
5 The customer satisfaction index is then calculated as a weighted average, with residential
6 responses weighted at 90% and commercial responses at 10%. These are the relative
7 proportions of the Company's Domestic and General Service customers.

Newfoundland Power
Customer Satisfaction Survey Questionnaire
March 2009

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Customer Satisfaction Survey
March 2009**

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

IF RESPONSE IS 6 OR LESS GO TO QUESTION 2, ELSE GO TO QUESTION 3.

2. Can you tell me the main reason why you gave a rating of ____? (Bring answer from Q1)

SECTION 2: CONTACT CENTRE SERVICE

3. Have you called Newfoundland Power within the past six months?

- 1. Yes **(Continue at Q4)**
- 2. No **(Skip to Q11)**
- 3. Don't know **(Skip to Q11)**

4. Overall, on a scale of 1 to 10, where 1 is “Not at all satisfied” and 10 is “Fully satisfied”, how satisfied are you in general with the service you receive by phone from Newfoundland Power's.

1 2 3 4 5 6 7 8 9 10

IF RESPONSE IS 6 OR LESS, CONTINUE AT QUESTION 5, ELSE SKIP TO Q6

5. Can you tell me the main reason why you gave a rating of ____?
6. Did you speak to a Customer Account Representative or did you call to get your account balance using the recorded telephone system, or did you call for recorded power outage information?
- 1. Customer Account Representative **(Continue at Q7)**
 - 2. Automated Account System **(Skip to Q11)**
 - 3. Automated power outage information system **(Skip to Q11)**

7. What was the main reason for your recent call to Newfoundland Power?

DO NOT READ LIST. PROMPT IF NECESSARY. ACCEPT ALL APPROPRIATE RESPONSES. (Check boxes for multiple responses)

1. Account Maintenance

(New account hookup, moving to new address, closing an account, change of address, change of contact information etc.)

2. Billing

(billing adjustment, sign up for ebills or Equal payment plan or Automatic Payment Plan, as about payment locations, ask a question about the bill)

3. Meter Reading

(Inquiry about a meter reading estimate, to provide a meter reading, to ask about access to meter or a meter change out)

4. Energy Management

(To ask how to reduce energy usage, find out about programs and rebates for thermostats or insulation, to ask for energy efficiency advise)

5. Credit

(Find out balance owing on account, customers who are disconnected, customer who are in collection status and need to make payment arrangements)

6. Technical and Field work

(Inquiry about tree trimming, inquiry about a cabin hookup or powerline extensions, calls looking for a technician or is expecting a field visit from a technician or linesperson.)

7. Outage Management

(Outage information, report an outage, report a power emergency, report a damaged or non--working streetlight)

IF 5, or 7 WAS CHECKED, SKIP TO QUESTION 11, ELSE CONTINUE QUESTION 8

8. Did the Newfoundland Power representative complete your request or resolve your issue the first time you called the Contact Centre?

- 1. Yes **(Skip to Q11)**
- 2. No **(Continue at Q9)**

9. How many times did you call Newfoundland Power to get your request completed or your issue resolved?

- 1 Two times
- 2 Three times
- 3 More than three times

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

SECTION 4: FIELD SERVICE

11. Have any of the following field representatives visited your home/business in the past six months?

1. Customer Service Specialist (Continue at Question 12)
2. Lineperson (Continue at Question 12)
3. Technician (Continue at Question 12)
4. Meter Person, NOT the Meter Reader (Continue at Question 12)
5. Collector (Skip to Question 17)
6. None of the above (Do not read) **If “None of the above”, skip to Q17**

12. Overall, on a scale of 1 to 10, where 1 is “Not at all satisfied” and 10 is “Fully satisfied”, how would you rate the quality of service provided by the field representative who spoke with you?

1 2 3 4 5 6 7 8 9 10

IF RESPONSE IS 6 OR LESS, GO TO QUESTION 13, ELSE GO TO QUESTION 17

13. Can you tell me the main reason why you gave a rating of _____?

SECTION 5: Miscellaneous – No questions

SECTION 6: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS – note question numbers out of sequence.

17. What fuels are used to heat your home/business?

(Ask for and type in percentage)

1. _____ Electricity
2. _____ Oil
3. _____ Wood
4. _____ Propane
5. Other: _____

18. What is the main heating system in your home/business? **Read list, accept only one response**

- 1 Electric Baseboard
- 2 Forced Air Furnace
- 3 Hot Water Furnace
- 4 Heating Stove
- 5 Ground Source Heat Pump
- 6 Air Source Heat Pump
- 7 Fireplace
- 8 Radiant panels
- 9 Other (please specify)

19. What is the main fuel used for water heating in your home/business? **Read list, accept only one response**

- 1 Electricity
- 2 Oil
- 3 Wood
- 4 Propane
- 5 Other (please specify)

Questions 20 & 21 for Residential Survey only

20. Which of the following best describes your home: **Read list, accept only one response**

- 1 Detached House, no basement apartment (house separated on all sides from any other dwelling).
- 2 Semi-Detached House, Townhouse, or Row House, no basement apartment
- 3 2 Apartment Home (Detached/Semi-detached) House with basement apartment: Upstairs residence
- 4 Downstairs/Basement apartment (in 2 Apartment Home)
- 5 Mobile Home
- 6 Apartment in apartment building (includes bachelor apartments – does not include basement apartment).
- 7 Other (please specify) Text box for Other

21. Gender of respondent

1. Male
2. Female

THANK YOU VERY MUCH FOR YOUR HELP.