

1 Q. (GRA, Volume II, Exhibit 2 - Annual Report on KPIs, page E32 and E33)
2 What are Hydro's plans for improving customer satisfaction going forward and what
3 is the target for customer satisfaction in 2013/14?
4
5

6 A. At this time Hydro has not finalized targets for customer satisfaction in 2013 and
7 2014. Hydro is presently developing a five-year customer service strategy focussed
8 on improving the services it provides to customers. The strategy is anticipated to
9 be completed in 2014.