

1 Q. **Other**

2 What are Hydro's current plans for improving customer satisfaction going forward  
3 and what is the target for 2015?

4

5

6 A. Based on the results of the customer satisfaction survey completed in December  
7 2014, Hydro will develop an action plan by fall of 2015. In addition, a customer  
8 service strategy was developed and filed with the Board and will be executed over  
9 the next three to five years. The focus of the strategy is to enhance Hydro's  
10 customer experience. A customer satisfaction survey is not planned for 2015.