

1 Q. Further to CA-NLH-316 which states that “a decision was made in 2012 to conduct
2 customer satisfaction surveys every two years, as this would be more effective and
3 efficient from a cost and resource perspective.” Please provide the cost of an
4 annual survey versus bi-annual and explain the resource commitment involved in
5 making it an annual exercise.

6

7

8 A. If a customer satisfaction survey was to be completed annually, Hydro would incur
9 this cost every year rather than every two years. Conducting a customer
10 satisfaction survey every two years allows Hydro to develop and execute plans that
11 can effectively have an impact on customer satisfaction and produce quantifiable
12 results at the time of the next survey.