

- 1 Q. In the response to Request for Information CA-NLH-320 Hydro states:
2 *"A customer satisfaction survey is not planned for 2015."*
3 In light of major system events and customer disruptions in 2014 and 2015, why
4 does Hydro believe a customer satisfaction survey in 2015 is not necessary?
5
6
7 A. Please refer to Hydro's response to CA-NLH-352.