

1 **Q. [page 2-2, line 19] Please provide the quarterly customer survey reports for the past**
2 **two years including a copy of the questions.**

3
4 A. Attachment A contains Newfoundland Power's quarterly survey and report for December
5 2010.

6
7 Attachment B contains the quarterly surveys and reports for March, June, September and
8 December of 2011.

9
10 Attachment C contains the quarterly surveys and reports for March, June and September
11 of 2012.

**Newfoundland Power's Quarterly Survey and Report
for December 2010**

**Newfoundland Power
Customer Satisfaction Survey
December 2010**

SECTION 1: GENERAL SERVICE (gensat)

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) (gensatwy)

SECTION 2: CONTACT CENTRE SERVICE

3. Have you called Newfoundland Power within the past six months? (callast6)

- 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. (phnsat)

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 ____? (phsatwhy)

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? (whatcald)

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 (whycall1)

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

2. Billing (whycall2)

(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 (whycall4)

(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 (whycall58)

(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 (whycall3)

(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 (whycl791)

(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 (whycl611)

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

(whycloth)

(whycltxt)

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? (firstme)
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? **(hwmnytme)**

- 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? **(whymore)**

Text box for 250 characters

SECTION 4: FIELD SERVICE

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

- 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) or MISC Section 5 if it exists**
- 6. None of the above **(Do not read) If "None of the above", skip to Q17 or MISC Section 5**

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? **(ratevist)**

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 ____? **(whyrtvst)**

SECTION 5: Miscellaneous

Energy Efficiency Questions

47. Are you aware of **takeCHARGE**? **(awaretkc)**

- ☐ Yes
- ☐ No

48. Are you aware of the **takeCHARGE** rebate for the following? (✓all that apply) **(awartcrb)**

- ☐ ENERGY STAR windows **(awatcrb1)**

- ☐ Thermostats (awatcrb2)
- ☐ Insulation (awatcrb3)
- ☐ Commercial Lighting (awatcrb4)

49. Have you visited the takeCHARGE website at takechargenl.ca? (vsttcweb)

- ☐ Yes ☐ No

50. Do you have any of the following energy saving features in your home? (eefeatsr)

- ☐ Low flow shower heads (eefeats1)
- ☐ Faucet aerators in your kitchen or bathroom (eefeats2)
- ☐ Compact fluorescent light bulbs (eefeats3)
- ☐ Foam gaskets behind outlet covers and switch plates (eefeats4)
- ☐ Weather stripping around exterior doors (eefeats5)
- ☐ Insulation blanket around the outside of the hot water tank (eefeats6)
- ☐ Motion detectors on exterior lighting (eefeats7)
- ☐ Foam insulation around hot water system pipes (eefeats8)
- ☐ Programmable thermostats (eefeats9)
- ☐ High Performance thermostats (eefeats10)

51. Are you considering any of the following energy efficient upgrades? (consupgr)

- ☐ ENERGY STAR windows (consupg1)
- ☐ Insulation upgrade (consupg2)
- ☐ Thermostats (consupg3)
- ☐ ENERGY STAR appliances (consupg4)
- ☐ Heat pump (consupg5)
- ☐ Heat Recovery Ventilator (consupg6)

52. On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, how would you rate the overall energy efficiency of your home? (ratehome)

1 2 3 4 5

53. To the best of your knowledge, when was your home/building constructed? (hmecontr)

1. Before 1950
2. 1950 to 1964
3. 1965 to 1979
4. 1980 to 1989
5. 1990 to 1999
6. 2000 to Present
7. Unsure (Do not read)

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SECTION 6: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS – new numbers required.

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

(Ask for and type in percentage)

- | | | | | | |
|-----------------|-------------|-----------|-----------|------------|--|
| 1. _____ | Electricity | (elec) | (elecpc) | | |
| 2. _____ | Oil | (oil) | (oilpc) | | |
| 3. _____ | Wood | (wood) | (woodpc) | | |
| 4. _____ | Propane | (propane) | (proppc) | | |
| 5. Other: _____ | | (other) | (otherpc) | (mnfultxt) | |

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

- 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) (manhttxt)

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

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

Questions 20 & 21 for Residential Survey only

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

- 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 (mntyptxt)

21. Gender of respondent (gender)

- 1. Male
- 2. Female

(age)

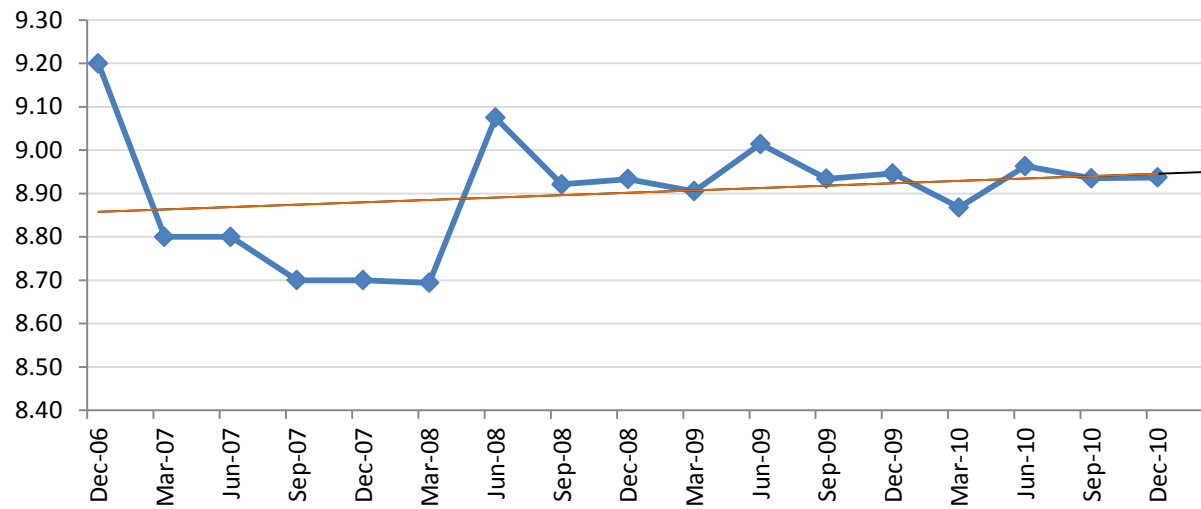
(area)

(type)

THANK YOU VERY MUCH FOR YOUR HELP.

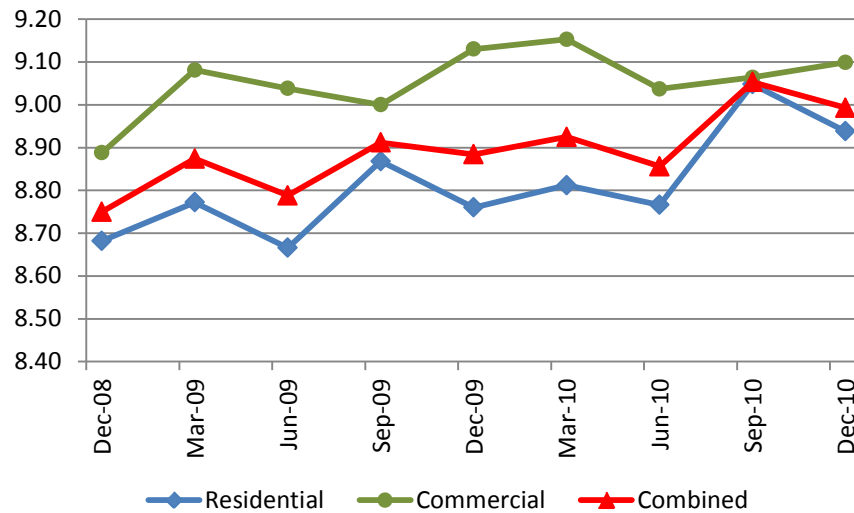
Customer Satisfaction Report December 2010

Quarterly Index



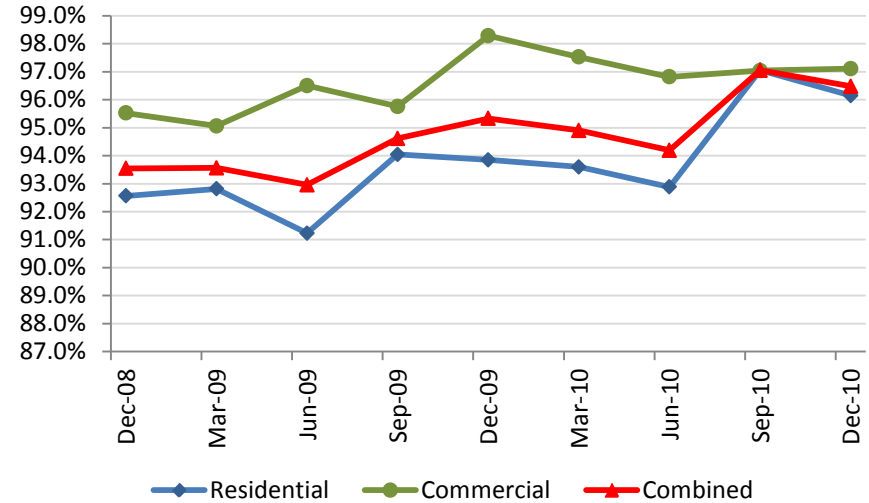
The historical quarterly trend is shown in the above graph. The customer satisfaction index in the fourth quarter 2010 is 89.4% same as last quarter. This compares with 89.5% in December 2009 and 89.3% December 2008. Quarterly results have fluctuated between 87% and 91% over the past three years.

General Satisfaction - Mean



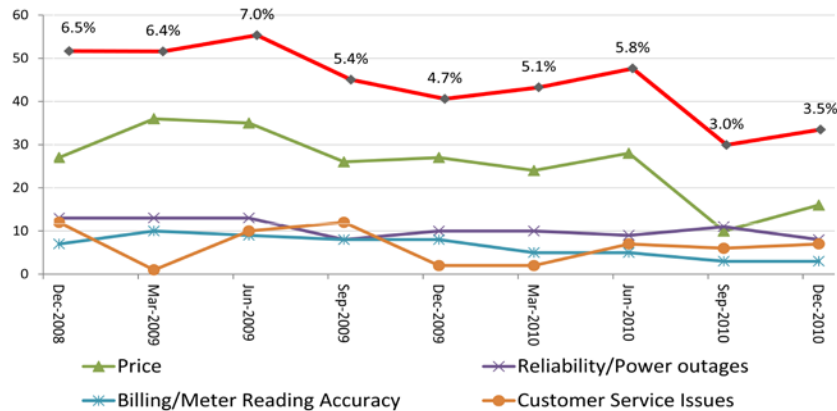
Mean averages the ratings provided by all customer's surveyed.

General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

General Satisfaction - Reasons for <= 6 Rating



This graph compares the percentage of customers who gave a General Satisfaction Rating <=6 (Red Line) and the reasons they gave for the low rating.

General Satisfaction – 1220 Customers surveyed.

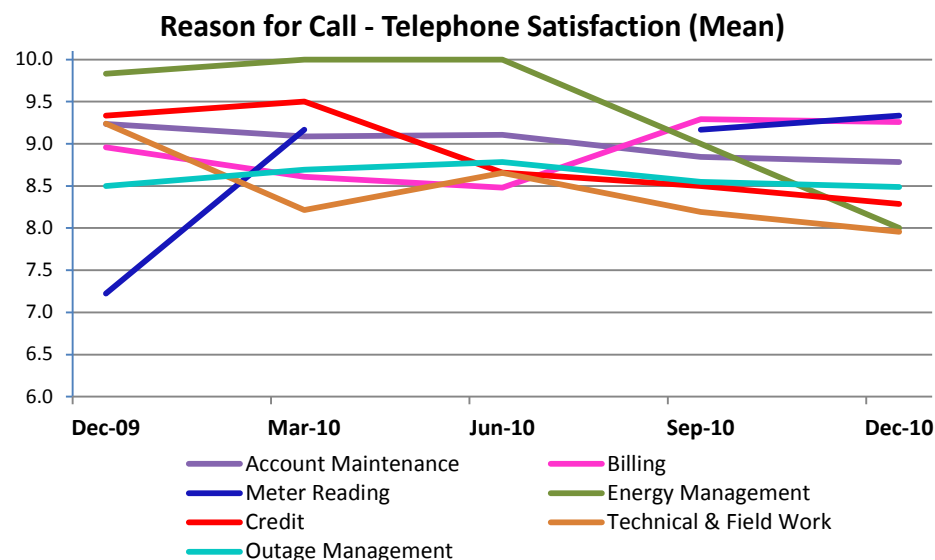
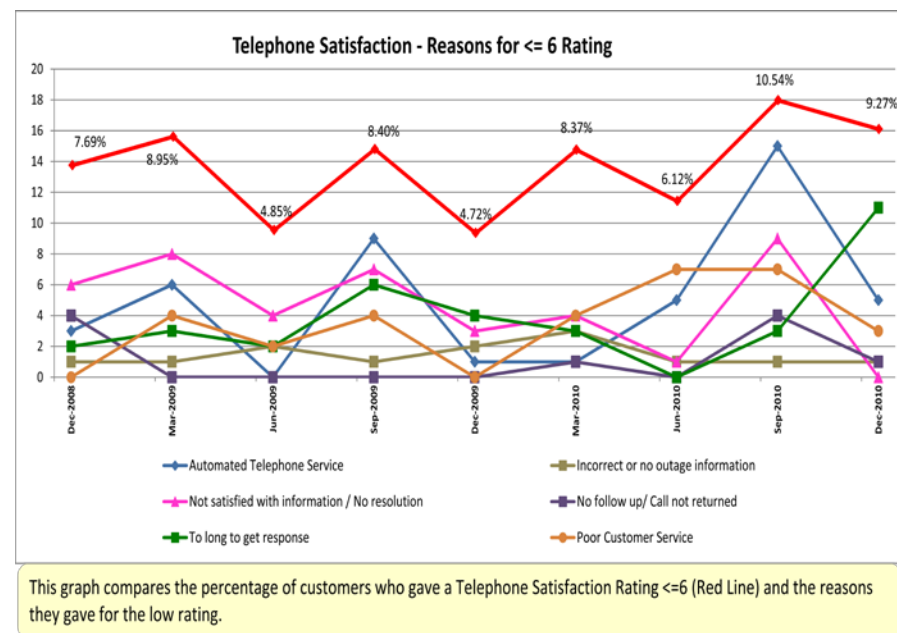
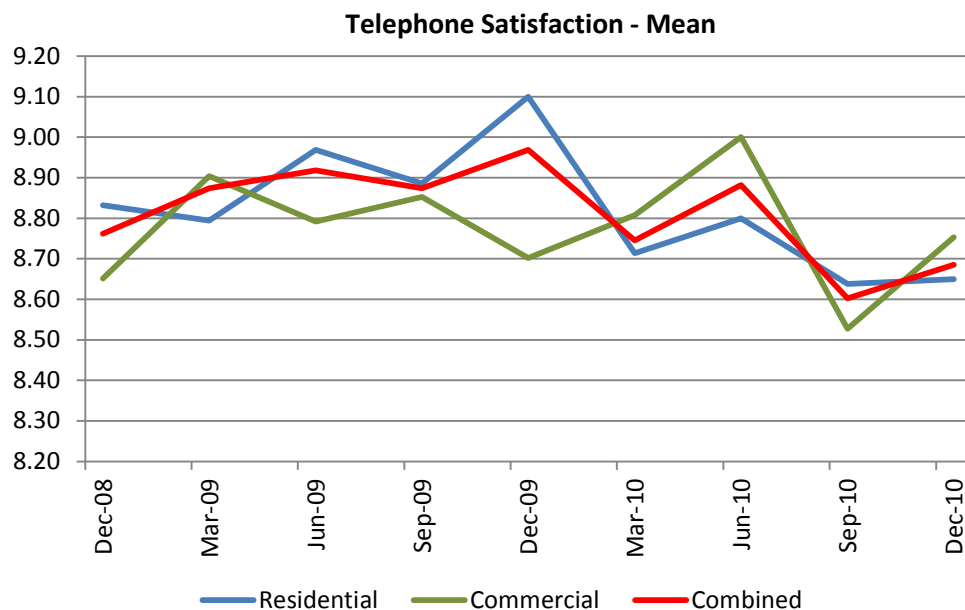
(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.94	9.05	8.76
Commercial	9.10	9.06	9.13
Total	8.99	9.05	8.88

7-10 Rating

	% of customer's surveyed that gave a 7-10 rating.		
Residential	96.1%	97.1%	93.8%
Commercial	97.1%	97.0%	98.3%
Total	96.5%	97.0%	95.3%

The overall satisfaction of Residential customers dropped slightly this quarter however showed improvement over same quarter last year. However, Commercial customers improved this quarter but scored slightly less than same quarter last year.

3.52% (43) of customers surveyed gave a rating less than or equal to six (31 Residential and 12 Commercial). 37% (16) indicated price concerns, 19% (8) were concerned with reliability & outages and 16% (7) identified customer service issues for the lower rating.



Telephone Satisfaction 20% (248) surveyed called in the last 6 mos.

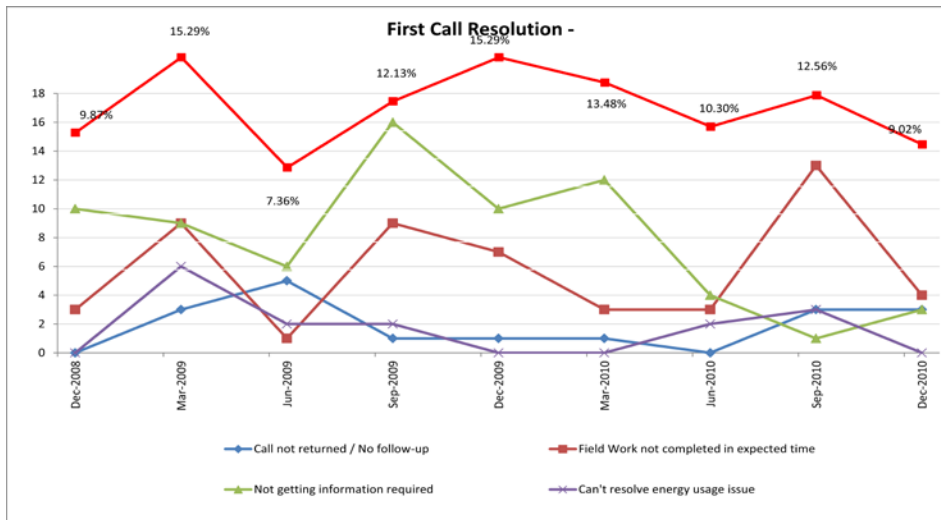
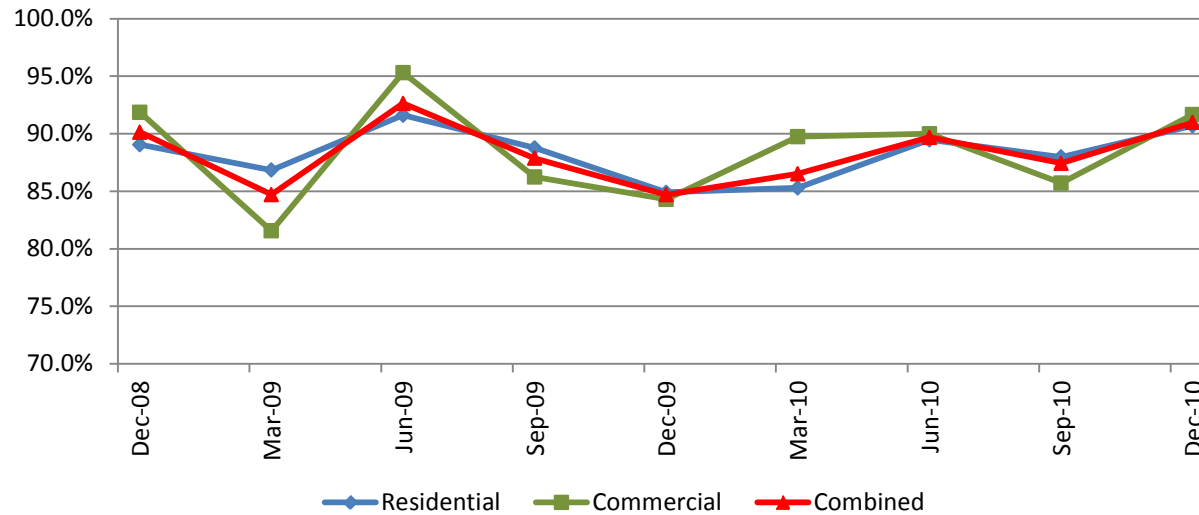
(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.65	8.64	9.10
Commercial	8.75	8.53	8.70
Overall Total	8.69	8.60	8.97

7-10 Rating	% of customer's who called that gave a 7-10 rating.		
Residential	90.2%	89.2%	95.9%
Commercial	91.8%	89.9%	94.0%
Total	90.7%	89.5%	95.3%

The Overall Telephone Satisfaction rating improved this quarter compared to last quarter as did the percentage of all customers surveyed giving a rating of 7 or better. However the results this quarter were somewhat less than the same quarter last year.

9.3% (23) gave <=6 rating compared to 10.5% (41) last quarter. 48% (11) indicated response time too long, 22% (5) were unhappy with the automatic telephone service; 13% (3) indicated poor customer service.

Passed First Call Resolution



First Call Resolution - Percentage of customer's passed First Call Resolution.

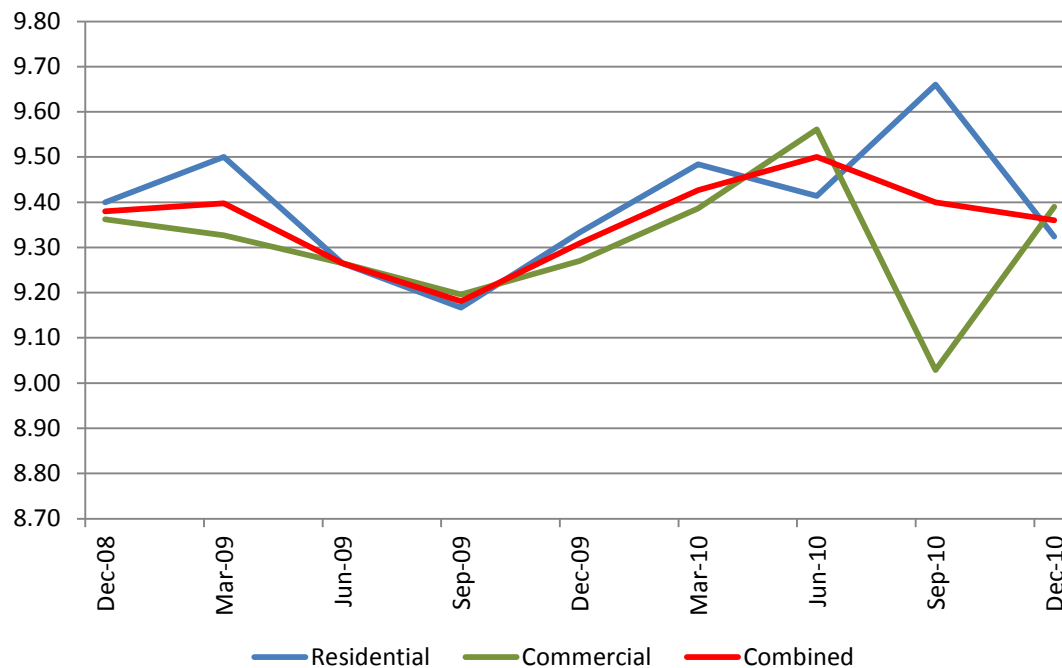
	This Quarter	Last Quarter	Same Quarter Last Year
Residential	90.7%	88.0%	84.9%
Commercial	91.7%	85.7%	84.3%
Total	91.0%	87.4%	84.7%

Of the 122 customers that spoke to a Customer Account Representative, 91% (111) had their issue resolved the first time and 9% (11) had to call more than once. This compares to 12.56% (26) last quarter and 15.29% (26) the same quarter last year.

The main reasons why customers called more than once; 36% (4) indicated field work not completed in expected time, 27% (3) said they didn't get information required and 27% (3) said call not returned/ no follow-up.

This graph compares the percentage of customers who did not have their issue resolved on the first contact and the reasons a lower rating was given.

Field Visit - Mean



Field Visit Satisfaction

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	9.32	9.66	9.33
Commercial	9.39	9.03	9.27
Overall Total	9.36	9.40	9.31

7-10 Rating

% of customer's with a field visit giving a 7-10 rating.

Residential	100%	100%	98.2%
Commercial	97.6%	91.4%	100%
Overall Total	98.7%	96.5%	98.9%

The Overall Field Satisfaction rating dropped slightly this quarter compared to last quarter however improved compared to same quarter last year.

The overall percentage of customers that gave a 7-10 rating increased this quarter but slightly less than same quarter last year.

Of the 75 customers that had a Field Visit in the last 6 months, 1.33% (1) gave a rating ≤ 6 .

**Newfoundland Power's Quarterly Surveys and Reports
for March, June, September and December 2011**

**Newfoundland Power
Customer Satisfaction Survey
March 2011**

SECTION 1: GENERAL SERVICE (gensat)

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) (gensatwy)

SECTION 2: CONTACT CENTRE SERVICE

3. Have you called Newfoundland Power within the past six months? (callast6)

- 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. (phnsat)

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 ____? (phsatwhy)

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? (whatcald)

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 (whycall1)

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

2. Billing (whycall2)

(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 (whycall4)

(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 (whycall58)

(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 (whycall3)

(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 (whycl791)

(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 (whycl611)

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

(whycloth)

(whycltxt)

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? (firstme)

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? **(hwmnytme)**

- 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? **(whymore)**

Text box for 250 characters

SECTION 4: FIELD SERVICE

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

- 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) or MISC Section 5 if it exists**
- 6. None of the above **(Do not read) If "None of the above", skip to Q17 or MISC Section 5**

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? **(ratevist)**

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 ____? **(whyrtvst)**

SECTION 5: Miscellaneous

Energy Efficiency Questions

47. Are you aware of **takeCHARGE**? **(awaretkc)**

- ☐ Yes
- ☐ No

48. Are you aware of the **takeCHARGE** rebate for the following? (✓all that apply) **(awartcrb)**

- ☐ ENERGY STAR windows **(awatcrb1)**

- ☐ Thermostats (awatcrb2)
- ☐ Insulation (awatcrb3)
- ☐ Commercial Lighting (awatcrb4)

49. Have you visited the takeCHARGE website at takechargenl.ca? (vsttcweb)

- ☐ Yes ☐ No

50. Do you have any of the following energy saving features in your home? (eefeatsr)

- ☐ Low flow shower heads (eefeats1)
- ☐ Faucet aerators in your kitchen or bathroom (eefeats2)
- ☐ Compact fluorescent light bulbs (eefeats3)
- ☐ Foam gaskets behind outlet covers and switch plates (eefeats4)
- ☐ Weather stripping around exterior doors (eefeats5)
- ☐ Insulation blanket around the outside of the hot water tank (eefeats6)
- ☐ Motion detectors on exterior lighting (eefeats7)
- ☐ Foam insulation around hot water system pipes (eefeats8)
- ☐ Programmable thermostats (eefeats9)
- ☐ High Performance thermostats (eefeats10)

51. Are you considering any of the following energy efficient upgrades? (consupgr)

- ☐ ENERGY STAR windows (consupg1)
- ☐ Insulation upgrade (consupg2)
- ☐ Thermostats (consupg3)
- ☐ ENERGY STAR appliances (consupg4)
- ☐ Heat pump (consupg5)
- ☐ Heat Recovery Ventilator (consupg6)

52. On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, how would you rate the overall energy efficiency of your home? (ratehome)

1 2 3 4 5

53. To the best of your knowledge, when was your home/building constructed? (hmecontr)

1. Before 1950
2. 1950 to 1964
3. 1965 to 1979
4. 1980 to 1989
5. 1990 to 1999
6. 2000 to Present
7. Unsure (Do not read)

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SECTION 6: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS – new numbers required.

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

(Ask for and type in percentage)

- | | | | | | |
|-----------------|-------------|-----------|-----------|-----------|--|
| 1. _____ | Electricity | (elec) | (elecpc) | | |
| 2. _____ | Oil | (oil) | (oilpc) | | |
| 3. _____ | Wood | (wood) | (woodpc) | | |
| 4. _____ | Propane | (propane) | (proppc) | | |
| 5. Other: _____ | | (other) | (otherpc) | (mnfulxt) | |

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

- 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) (manhttxt)

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

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

Questions 20 & 21 for Residential Survey only

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

- 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

Customer Satisfaction Survey March 2011

- 6 Apartment in apartment building (includes bachelor apartments – does not include basement apartment).
- 7 Other (please specify) Text box for Other (mntyptxt)

21. Gender of respondent (gender)

- 1. Male
- 2. Female

(age)

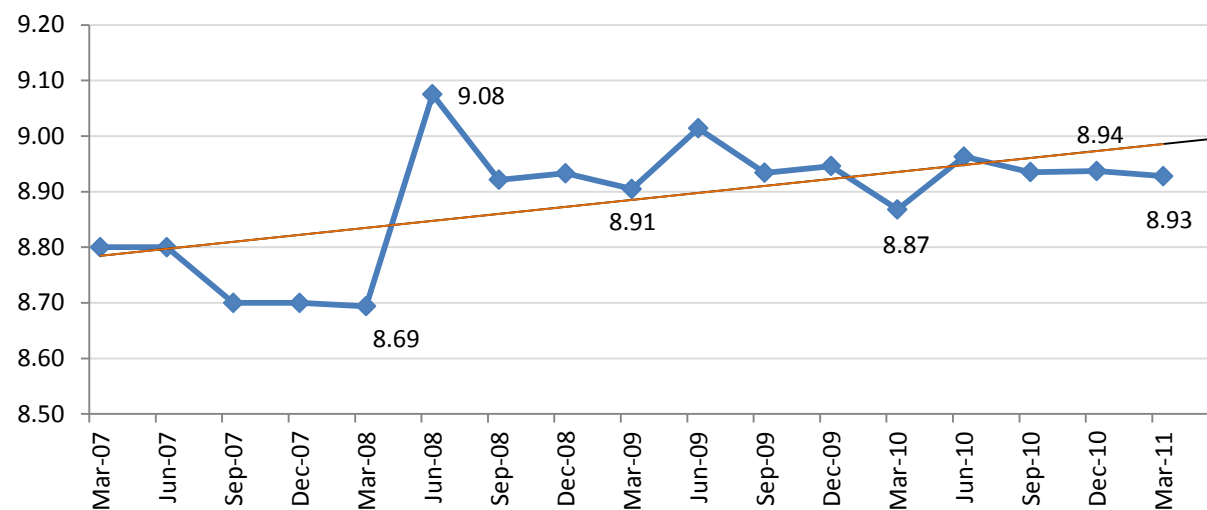
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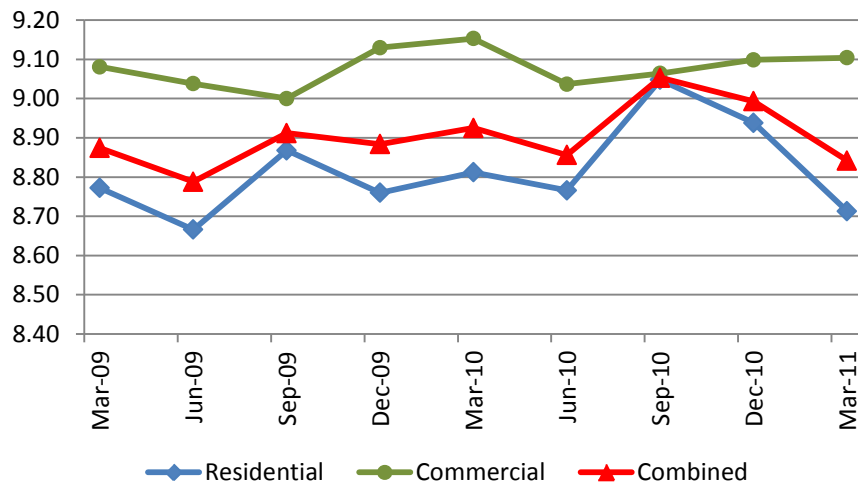
Customer Satisfaction Report March 2011

Quarterly Index



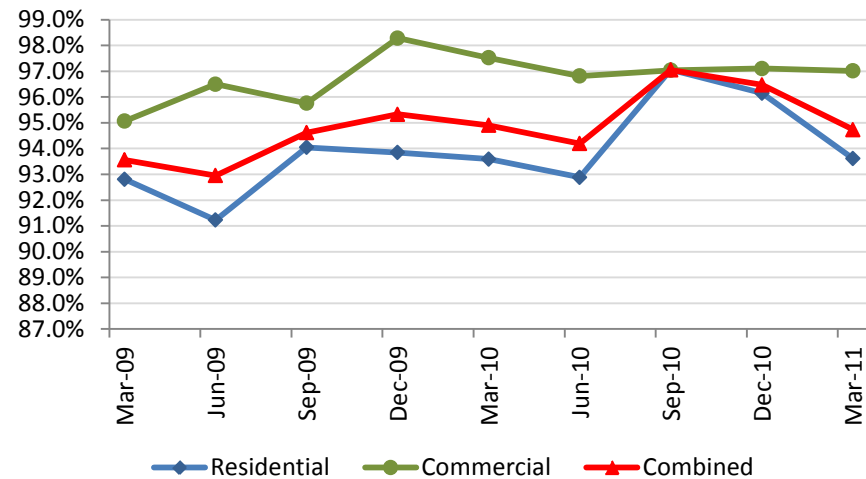
The historical quarterly trend is shown in the above graph. The customer satisfaction index in the first quarter 2011 is 89.3% compared to 89.4% last quarter. This compares with 88.7% in March 2010 and 89.1% March 2009. Quarterly results have fluctuated between 86.9% and 90.8% over the past three years.

General Satisfaction - Mean



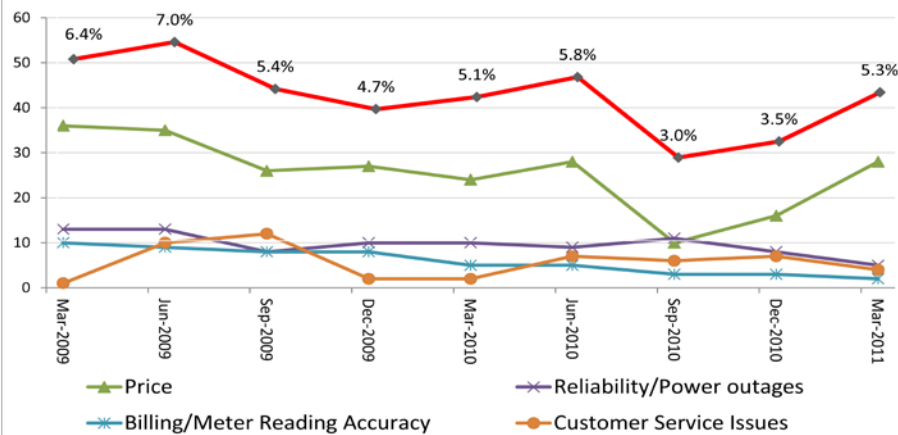
Mean averages the ratings provided by all customer's surveyed.

General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

General Satisfaction - Reasons for <= 6 Rating



This graph compares the percentage of customers who gave a General Satisfaction Rating <=6 (Red Line) and the reasons they gave for the low rating.

General Satisfaction – 1216 Customers surveyed.

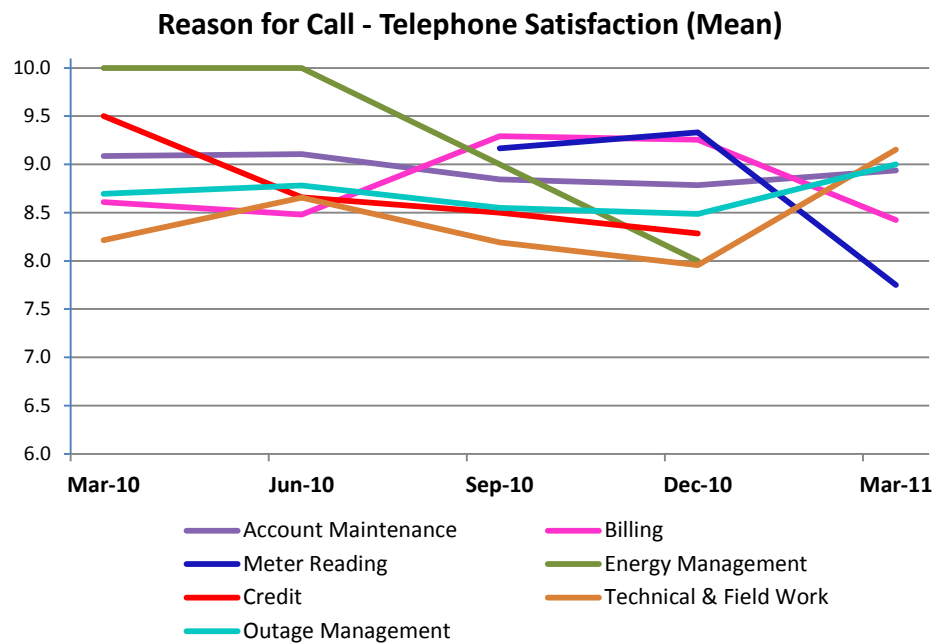
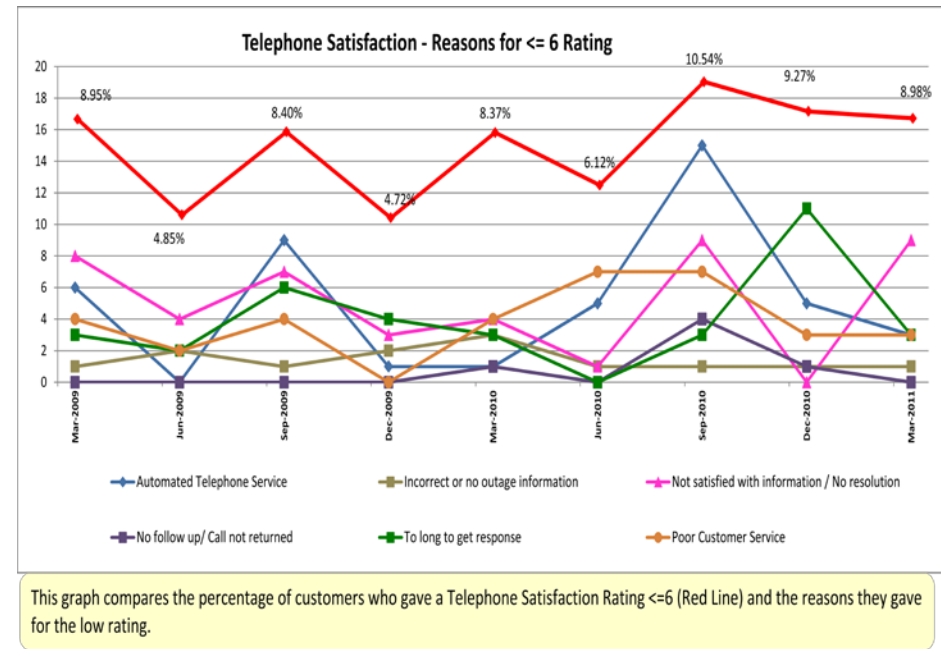
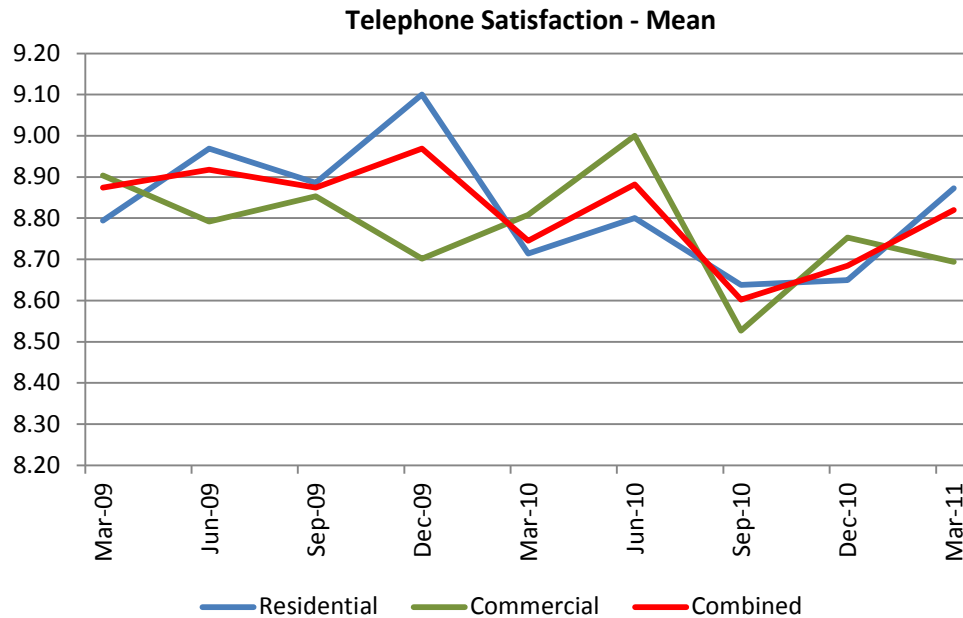
(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.71	8.94	8.81
Commercial	9.10	9.10	9.15
Total	8.84	8.99	8.93

7-10 Rating

	% of customer's surveyed that gave a 7-10 rating.		
Residential	93.6%	96.1%	93.6%
Commercial	97.0%	97.1%	97.5%
Total	94.7%	96.5%	94.9%

The overall satisfaction of Residential customers is less this quarter and same quarter last year. However, Commercial customers remained the same as last quarter, however slightly less than same quarter last year.

5.3% (64) of customers surveyed gave a rating less than or equal to six (52 Residential and 12 Commercial). 44% (28) indicated price concerns, 8% (5) were concerned with reliability & outages and 6% (4) identified customer service issues for giving a lower rating.



Telephone Satisfaction 20% (245) surveyed called in the last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.87	8.65	8.71
Commercial	8.69	8.75	8.81
Overall Total	8.82	8.69	8.75

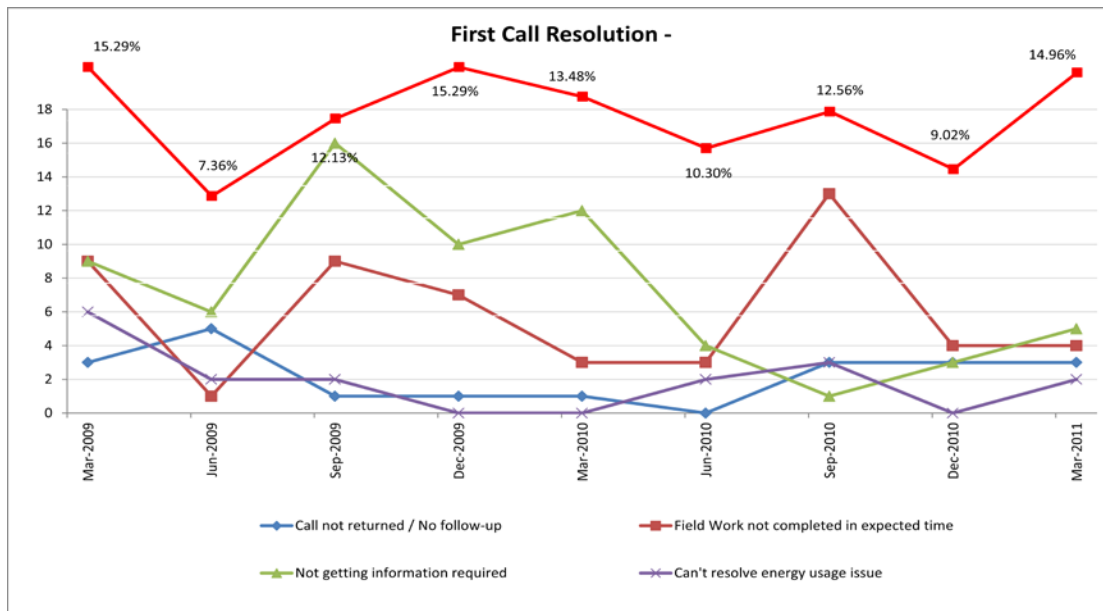
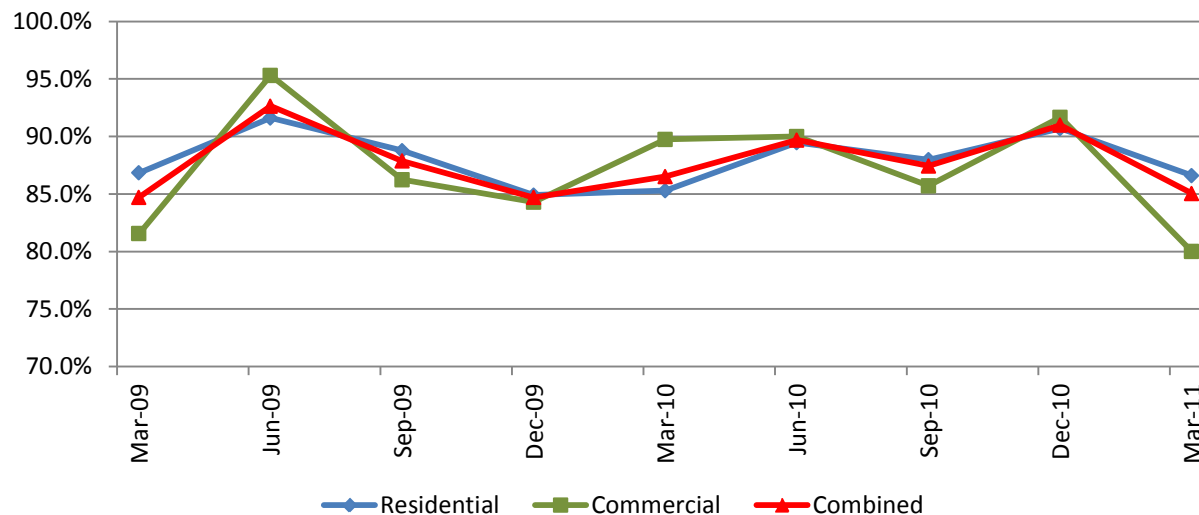
7-10 Rating % of customer's who called that gave a 7-10 rating.

Residential	91.3%	90.2%	90.1%
Commercial	90.3%	91.8%	94.9%
Total	91.0%	90.7%	91.6%

The Telephone Satisfaction rating was better this quarter compared to last quarter and same quarter last year. The percentage of customers giving a 7 or better rating improved last quarter but less than the same quarter last year.

8.67% (22) gave <=6 rating compared to 9.82% (23) last quarter. 41% (9) indicated they were not satisfied with information provided.

Passed First Call Resolution



This graph compares the percentage of customers who did not have their issue resolved on the first contact and the reasons a lower rating was given.

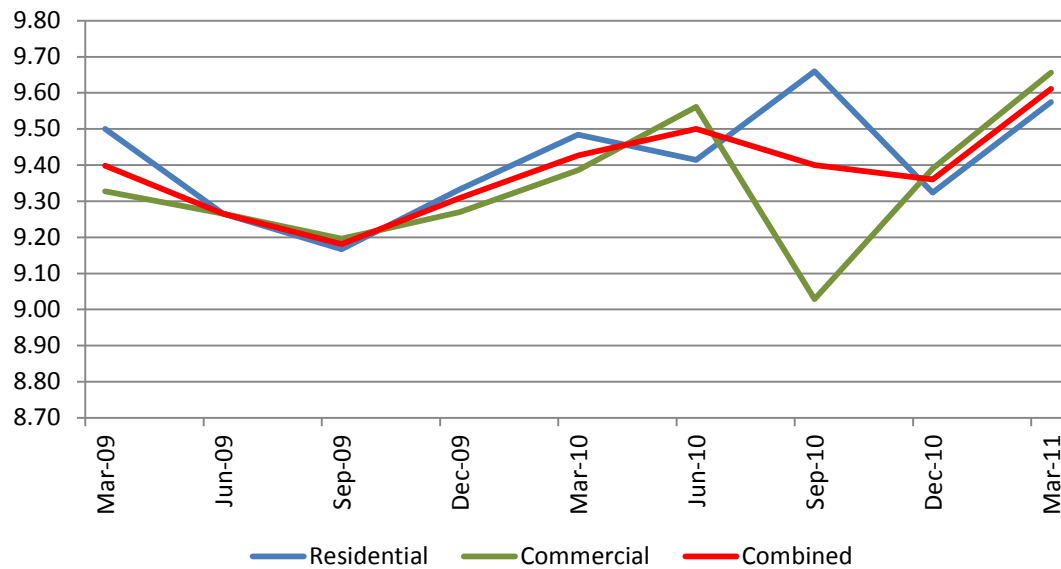
First Call Resolution - Percentage of customer's passed First Call Resolution.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	86.6%	90.7%	85.3%
Commercial	80.0%	91.7%	89.7%
Total	85.0%	91.0%	86.5%

Of the 127 customers that spoke to a Customer Account Representative, 86.6% (108) had their issue resolved the first time and 13.4% (19) had to call more than once. This compares to 9.3% (11) last quarter and 14.7% (19) the same quarter last year.

The main reasons given by customers who had to called more than once; 26% (5) said they didn't get information required, 21% (4) indicated field work not completed in expected time, 16% (3) said call not returned/no follow-up.

Field Visit - Mean



Field Visit Satisfaction 5.9% (72) surveyed had field visit in last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	9.58	9.32	9.48
Commercial	9.66	9.39	9.39
Overall Total	9.61	9.36	9.43

7-10 Rating

% of customer's with a field visit giving a 7-10 rating.

Residential	100%	100%	96.8%
Commercial	100%	97.6%	100%
Overall Total	100%	98.7%	98.7%

The averaged Field Satisfaction rating improved this quarter compared to last quarter and same quarter last year.

Of the 72 customers that had a Field Visit in the last 6 months, no one gave a rating <= 6.

**Newfoundland Power
Customer Satisfaction Survey
JUNE 2011**

SECTION 1: GENERAL SERVICE (gensat)

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) (gensatwy)

SECTION 2: CONTACT CENTRE SERVICE

3. Have you called Newfoundland Power within the past six months? (callast6)

- 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. (phnsat)

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 ____? (phsatwhy)

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? (whatcald)

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 (whycall1)

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

2. Billing (whycall2)

(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 (whycall4)

(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 (whycall58)

(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 (whycall3)

(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 (whycl791)

(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 (whycl611)

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

(whycloth)

(whycltxt)

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? (firstme)
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? **(hwmnytme)**

- 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? **(whymore)**

Text box for 250 characters

SECTION 4: FIELD SERVICE

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

- 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) or MISC Section 5 if it exists**
- 6. None of the above **(Do not read) If "None of the above", skip to Q17 or MISC Section 5**

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? **(ratevist)**

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 ____? **(whyrtvst)**

SECTION 5: Miscellaneous

Energy Efficiency Questions

47. Are you aware of **takeCHARGE**? **(awaretkc)**

- ☐ Yes
- ☐ No

48. Are you aware of the **takeCHARGE** rebate for the following? (✓all that apply) **(awartcrb)**

- ☐ ENERGY STAR windows **(awatcrb1)**

- ☐ Thermostats (awatcrb2)
- ☐ Insulation (awatcrb3)
- ☐ Commercial Lighting (awatcrb4)

49. Have you visited the takeCHARGE website at takechargenl.ca? (vsttcweb)

- ☐ Yes ☐ No

50. Do you have any of the following energy saving features in your home? (eefeatsr)

- ☐ Low flow shower heads (eefeats1)
- ☐ Faucet aerators in your kitchen or bathroom (eefeats2)
- ☐ Compact fluorescent light bulbs (eefeats3)
- ☐ Foam gaskets behind outlet covers and switch plates (eefeats4)
- ☐ Weather stripping around exterior doors (eefeats5)
- ☐ Insulation blanket around the outside of the hot water tank (eefeats6)
- ☐ Motion detectors on exterior lighting (eefeats7)
- ☐ Foam insulation around hot water system pipes (eefeats8)
- ☐ Programmable thermostats (eefeats9)
- ☐ High Performance thermostats (eefeats10)

51. Are you considering any of the following energy efficient upgrades? (consupgr)

- ☐ ENERGY STAR windows (consupg1)
- ☐ Insulation upgrade (consupg2)
- ☐ Thermostats (consupg3)
- ☐ ENERGY STAR appliances (consupg4)
- ☐ Heat pump (consupg5)
- ☐ Heat Recovery Ventilator (consupg6)

52. On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, how would you rate the overall energy efficiency of your home? (ratehome)

1 2 3 4 5

53. To the best of your knowledge, when was your home/building constructed? (hmecontr)

1. Before 1950
2. 1950 to 1964
3. 1965 to 1979
4. 1980 to 1989
5. 1990 to 1999
6. 2000 to Present
7. Unsure (Do not read)

--

SECTION 6: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS – new numbers required.

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

(Ask for and type in percentage)

- | | | | | | |
|-----------------|-------------|-----------|-----------|-----------|--|
| 1. _____ | Electricity | (elec) | (elecpc) | | |
| 2. _____ | Oil | (oil) | (oilpc) | | |
| 3. _____ | Wood | (wood) | (woodpc) | | |
| 4. _____ | Propane | (propane) | (proppc) | | |
| 5. Other: _____ | | (other) | (otherpc) | (mnfulxt) | |

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

- 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) (manhttxt)

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

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

Questions 20 & 21 for Residential Survey only

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

- 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 (mntyptxt)

21. Gender of respondent (gender)

- 1. Male
- 2. Female

(age)

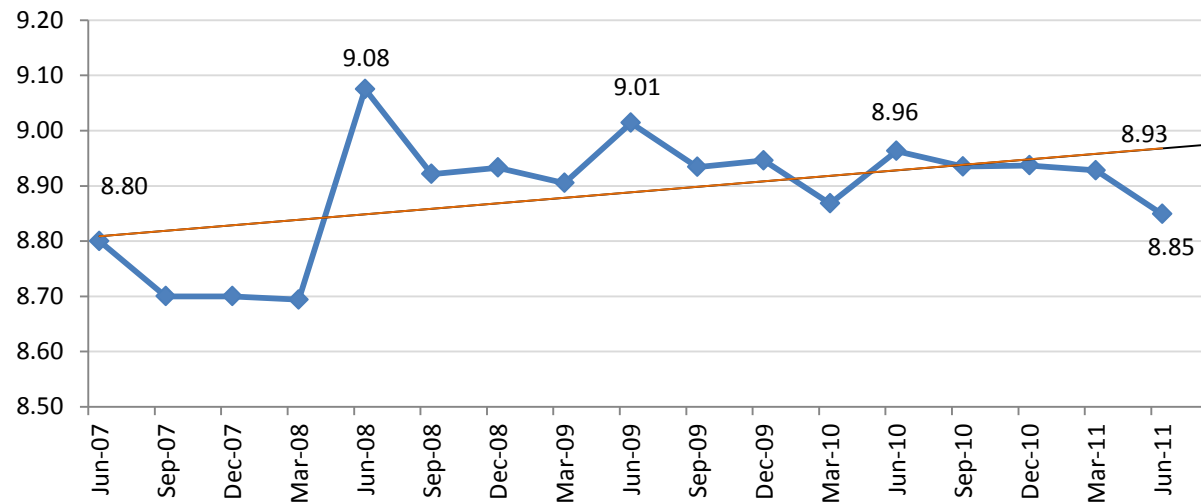
(area)

(type)

THANK YOU VERY MUCH FOR YOUR HELP.

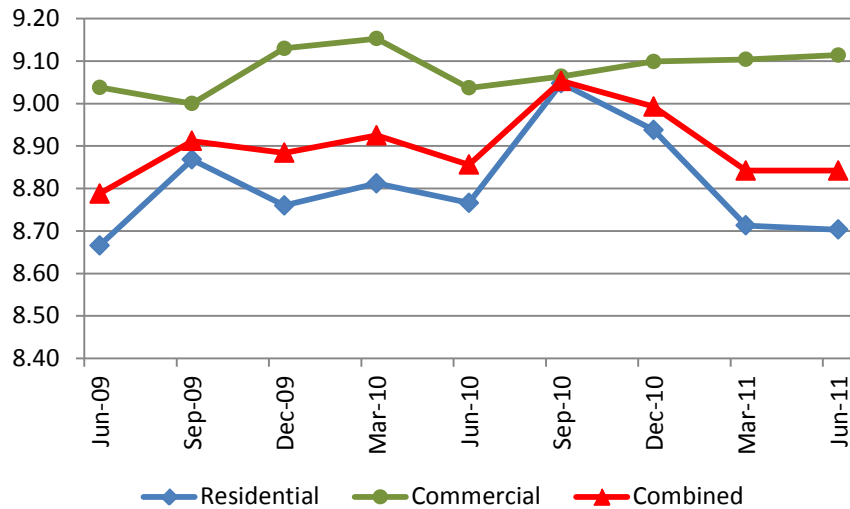
Customer Satisfaction Report June 2011

Quarterly Index



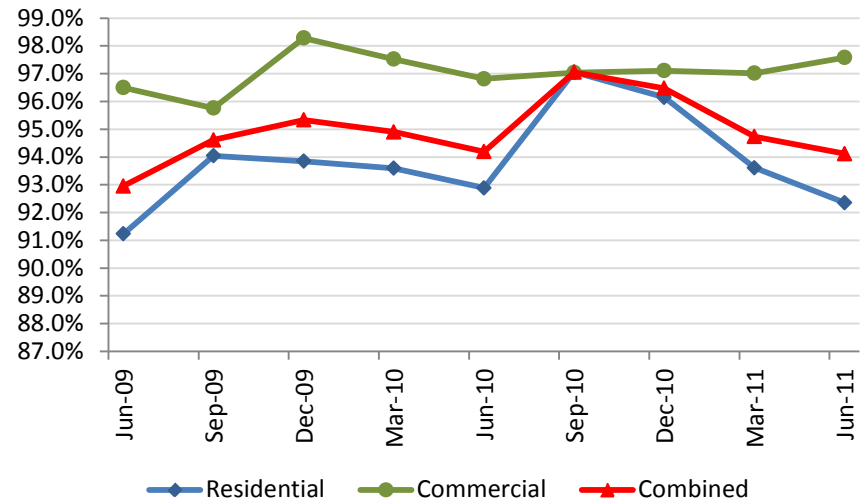
The historical quarterly trend is shown in the above graph. The customer satisfaction index in the second quarter 2011 is 88.5% compared to 89.3% last quarter. This compares with 89.6% in June 2010 and 90.1% June 2009. Quarterly results have fluctuated between 86.9% and 90.8% over the past three years.

General Satisfaction - Mean



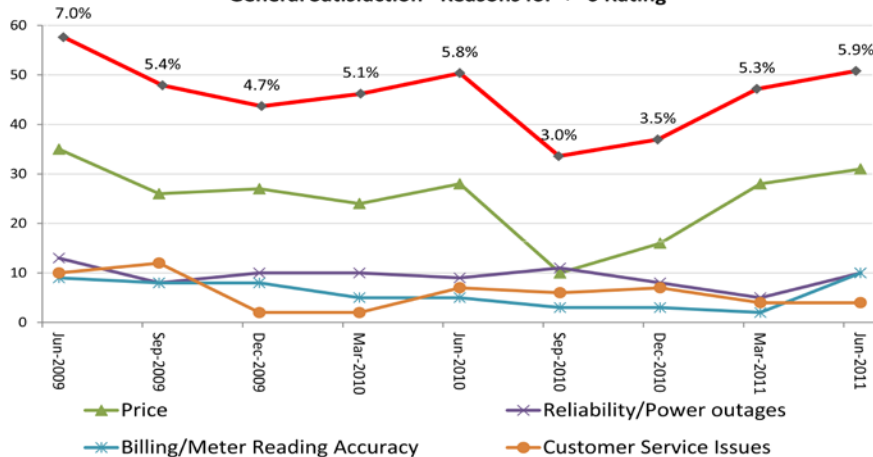
Mean averages the ratings provided by all customer's surveyed.

General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

General Satisfaction - Reasons for <= 6 Rating



This graph compares the percentage of customers who gave a General Satisfaction Rating <=6 (Red Line) and the reasons they gave for the low rating.

General Satisfaction – 1224 Customers surveyed.

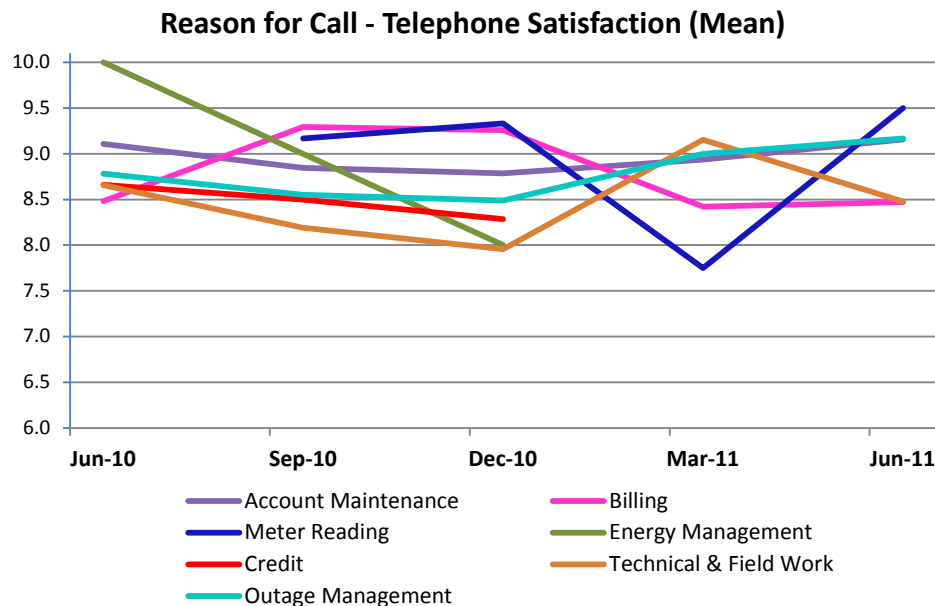
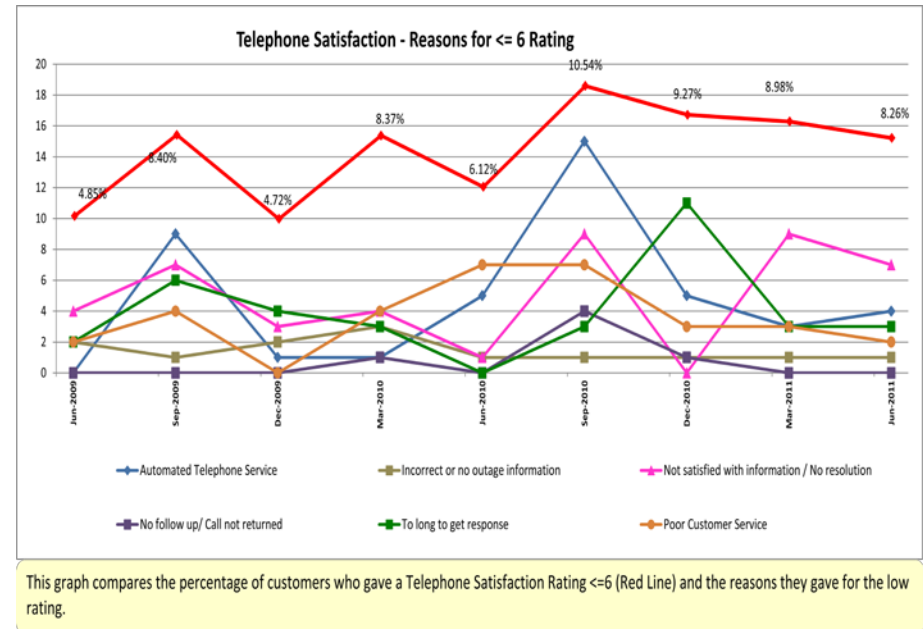
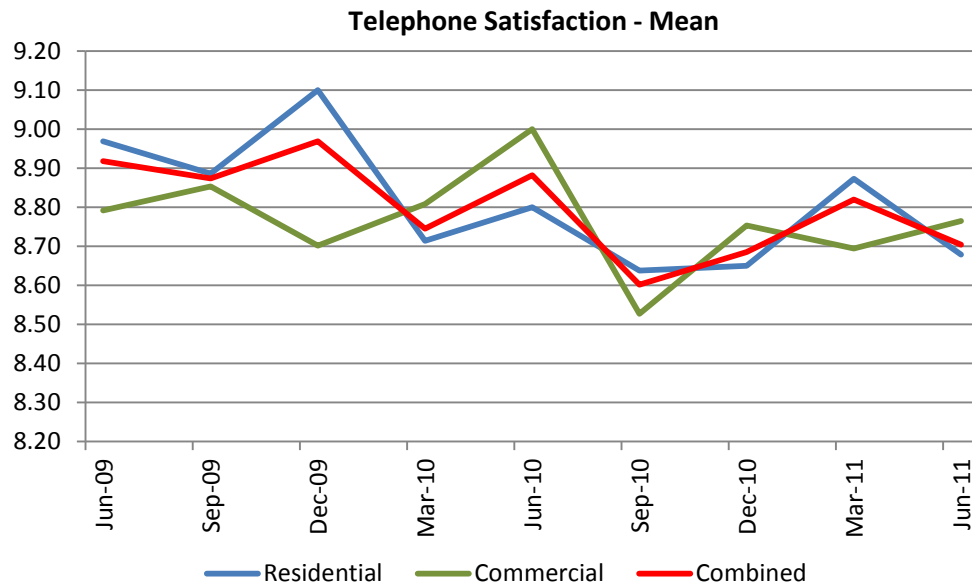
(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.70	8.71	8.77
Commercial	9.11	9.10	9.04
Total	8.84	8.84	8.86

7-10 Rating

	% of customer's surveyed that gave a 7-10 rating.		
Residential	92.4%	93.6%	92.9%
Commercial	97.6%	97.0%	96.8%
Total	94.1%	94.7%	94.2%

The overall satisfaction of Residential customers is less this quarter and same quarter last year. However, Commercial customers gave a higher rating than last quarter, however higher than same quarter last year.

5.9% (72) of customers surveyed gave a rating less than or equal to six (62 Residential and 10 Commercial). 43% (31) indicated price concerns, 14% (10) were concerned with reliability & outages and 14% (10) identified billing and meter reading accuracy for the lower rating.



Telephone Satisfaction 19% (230) surveyed called in the last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.68	8.87	8.80
Commercial	8.77	8.69	9.00
Overall Total	8.70	8.82	8.88

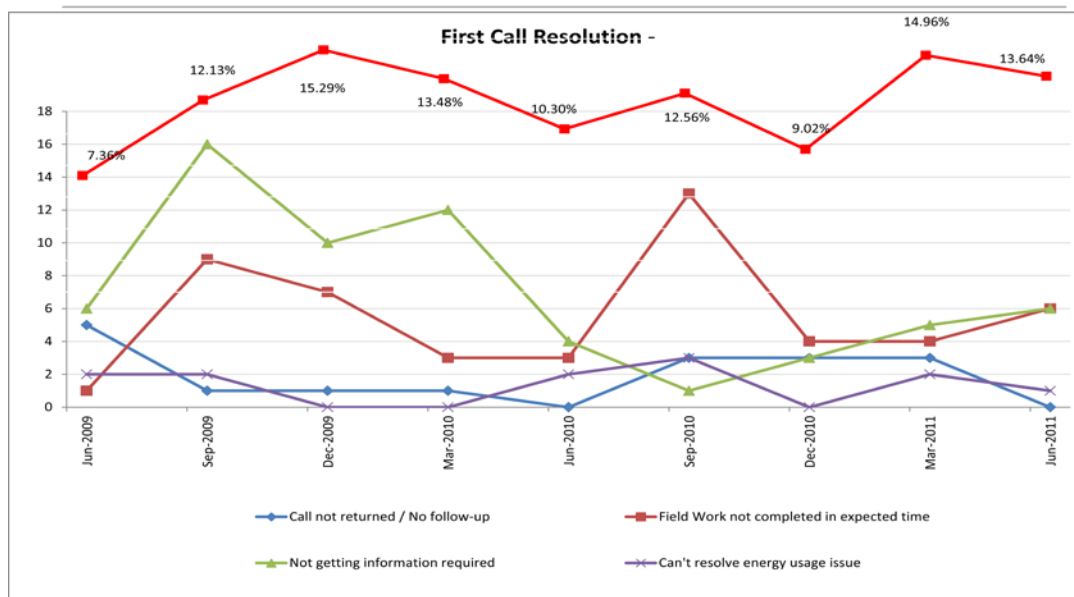
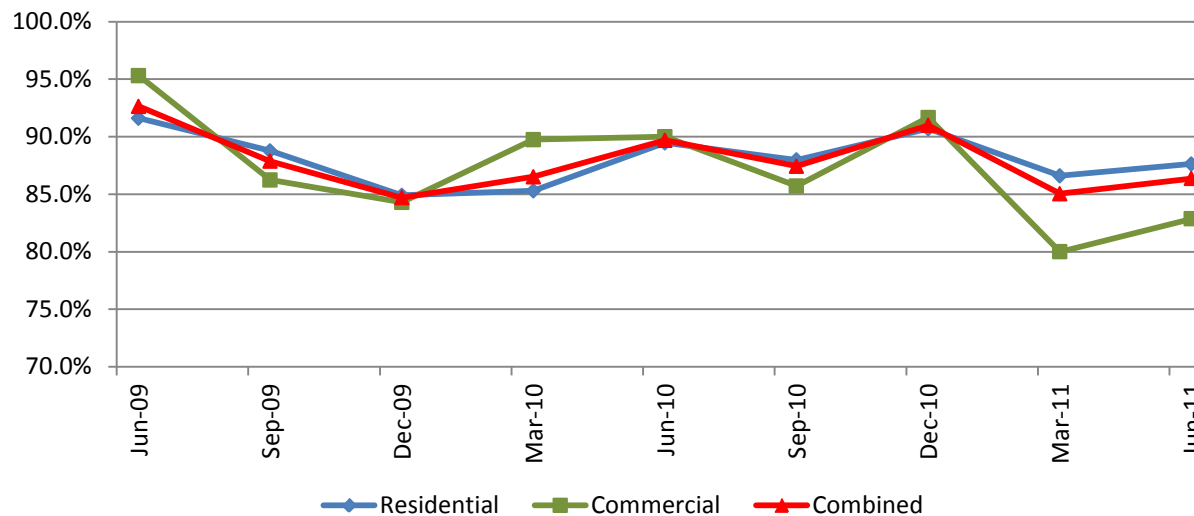
7-10 Rating % of customer's who called that gave a 7-10 rating.

Residential	91.4%	91.3%	92.4%
Commercial	92.6%	90.3%	96.0%
Total	91.7%	91.0%	93.9%

The Overall Telephone Satisfaction rating was less this quarter compared to last quarter and same quarter last year. The percentage of customers giving a 7 or better rating improved over last quarter but less than the same quarter last year.

8.26% (19) gave <=6 rating compared to 8.98% (22) last quarter. 37% (7) indicated they were not satisfied with information provided.

Passed First Call Resolution



This graph compares the percentage of customers who did not have their issue resolved on the first contact and the reasons a lower rating was given.

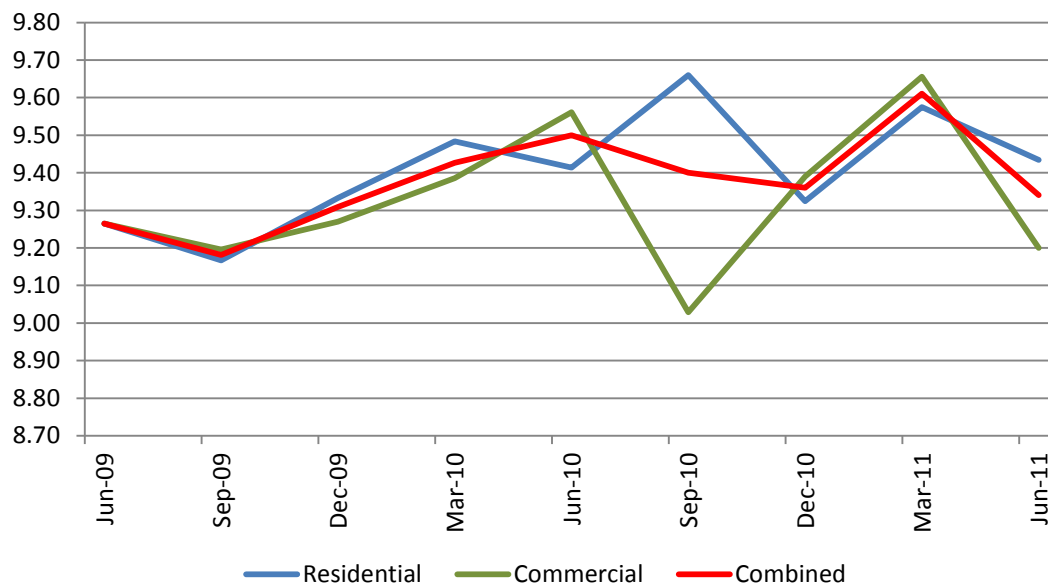
First Call Resolution - Percentage of customer's passed First Call Resolution.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	87.6%	86.6%	89.5%
Commercial	82.9%	80.0%	90.0%
Total	86.4%	85.0%	89.7%

Of the 132 customers that spoke to a Customer Account Representative, 86.4% (114) had their issue resolved the first time and 13.6% (18) had to call more than once. This compares to 15% (19) last quarter and 10.3% (17) the same quarter last year.

The main reasons given by customers who had to called more than once; 33% (6) said they didn't get information required, 33% (6) indicated field work not completed in expected time, 6% (1) said can't resolve energy use issue.

Field Visit - Mean



Field Visit Satisfaction 7.2% (88) surveyed had field visit in last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	9.43	9.58	9.41
Commercial	9.20	9.66	9.56
Overall Total	9.34	9.61	9.50

7-10 Rating

% of customer's with a field visit giving a 7-10 rating.

Residential	96.23%	100%	96.6%
Commercial	97.14%	100%	100%
Overall Total	96.59%	100%	98.6%

The Overall Field Satisfaction rating was less this quarter compared to last quarter and same quarter last year.

Of the 88 customers that had a Field Visit in the last 6 months, 3 gave a rating ≤ 6 .

**Newfoundland Power
Customer Satisfaction Survey**

SECTION 1: GENERAL SERVICE (gensat)

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) (gensatwy)

3. I would like to read you a few statements that could describe Newfoundland Power’s service. For each I would like you to tell me if you agree or disagree with the statement.

1 = Strongly Agree, 2 = Somewhat Agree, 3 = Neither, 4 = Somewhat Disagree, 5 Strongly Disagree

3_1 The power supply is reliable. (agreerd)

3_2 Newfoundland Power’s billing is accurate. (agreacbl)

3_3 Newfoundland Power is easy to contact when you needed service or information. (agrecont)

3_4 Newfoundland Power operates in an environmentally responsible manner. (agreenvr)

3_5 Newfoundland Power shows concern for public safety. (agreesaf)

3_6 Newfoundland Power contributes to the community. (agrecomm)

3_7 Newfoundland Power’s electricity bill is easy to read and understand. (agreebil)

3_8 Newfoundland Power provides high quality customer service. (agrehqcs)

3_9 Newfoundland Power encourages consumers to make more efficient use of electricity. (agreeffc)

3_10 Newfoundland Power has friendly and courteous staff. (agrefrnd)

4. Now I would like to read you 7 items and I would like you to tell me which 3 are the most important to you ranked by their importance. The 7 items are...

4_1 ___ Reliability and dependability of power with few outages. (imprrd)

4_2 ___ Price of electricity. (imprtpre)

4_3 ___ Friendly and knowledgeable staff. (imprtkwl)

4_4 ___ Company is community-oriented.. is involved in the community. (imprtcom)

4_5 ___ Company is committed to the safety of its employees and the public. (imprtsaf)

4_6 ___ Company encourages the wise and efficient use of electricity. (imprteff)

4_7 ___ Company operates in an environmentally responsible manner. (imprtenv)

SECTION 2: CONTACT CENTRE SERVICE

5. Have you called Newfoundland Power within the past six months? (callast6)

1. Yes (Continue at Q6)
2. No (Skip to Q15)
3. Don't know (Skip to Q15)

6. 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. (phsat)

1 2 3 4 5 6 7 8 9 10

IF RESPONSE IS 6 OR LESS, CONTINUE AT QUESTION 7, ELSE SKIP TO Q8

7. Can you tell me the main reason why you gave a rating of ____? (phsatwhy)

--

8. 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? (whatcald)

1. Customer Account Representative (Continue at Q9)
2. Automated Account System (Skip to Q15)
3. Automated power outage information system (Skip to Q15)

9. 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 (whycall1)

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

2. Billing (whycall2)

(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 (whycall4)

(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 (whycall58)

(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 (whycall3)

(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 (whycl791)

(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 (whycl611)

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

(whycl791)

(whycl791)

IF 5, or 7 WAS CHECKED, SKIP TO QUESTION 15, ELSE CONTINUE QUESTION 10.

10. Did the Newfoundland Power representative complete your request or resolve your issue the first time you called the Contact Centre? (firstme)

1. Yes (Skip to Q15)
2. No (Continue at Q11)

11. How many times did you call Newfoundland Power to get your request completed or your issue resolved? (hwmnytme)

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

12. Can you tell me why you had to call more than once to have this issue resolved? (whymore)

Text box for 250 characters

13. Would you say Newfoundland Power's service by phone needs "No improvement", "A little improvement", or "A lot of improvement"? (phnimprv)

1. None (Skip to Q15)
2. A little (Continue at Q14)
3. A lot (Continue at Q14)
4. D/K (Skip to Q15)
5. N/A (Skip to Q15)

14. Do you have any suggestions that will help Newfoundland Power improve their customer service by phone?

DO NOT READ LIST. ACCEPT ALL RESPONSES. PROBE (Check boxes for multiple responses)

1. More courteous and polite staff (suggphn1)
2. Answer right away (suggphn2)
3. Fewer busy signals (suggphn3)
4. Get your questions answered on the first call (suggphn4)
5. Customer Service Representative more knowledgeable re products and services (suggphn5)
6. Leave a message for an agent to call back (suggphn6)
7. More people answering phones/on staff (suggphn7)
8. Don't know no opinion (suggphn8)

SECTION 3: FIELD SERVICE

15. Have any of the following field representatives visited your home/business in the past six months? (whovisit)

1. Customer Service Specialist (Continue at Question 16)
2. Lineperson (Continue at Question 16)
3. Technician (Continue at Question 16)
4. Meter person, NOT the Meter Reader (Continue at Question 16)
5. Collector (Skip to Question 41)
6. None of the above (Do not read) If "None of the above", skip to Q41

16. 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? (ratevist)

1 2 3 4 5 6 7 8 9 10

IF RESPONSE IS 6 OR LESS, GO TO QUESTION 17, ELSE GO TO QUESTION 18

17. Can you tell me the main reason why you gave a rating of ____? (Bring in answer to Q 16) (whyrtvst)

18. What was the nature of the visit?

DO NOT READ LIST. ACCEPT ALL RESPONSES. (Check boxes for multiple responses)

- 1. Electrical service location (natvist1)
- 2. Wire or poles relocation (natvist2)
- 3. Wire clearances (natvist3)
- 4. Underground service installation (natvist4)
- 5. Street light installation (natvist5)
- 6. Damage claim (natvist6)
- 7. Dimming lights/voltage problems (natvist7)
- 8. Temporary disconnection (natvist8)
- 9. Transformer leak (natvist9)
- 10. Emergency repairs (natvis10)
- 11. Commercial demand calculations (natvis11)
- 12. Electrical service extension (natvist12)
- 13. Energy consumption/high bill (natvis13)
- 14. Energy efficiency programs (natvis14)
- 15. Replace or install a meter (natvis15)

(natvsoth) (natvstxt)

19. Would you say Newfoundland Power’s field service needs “No improvement”, “A little improvement”, or “A lot of improvement”. (fildimpr)

- 1. None (Skip to Q41)
- 2. A little (Continue at Q20)
- 3. A lot (Continue at Q20)
- 4. D/K (Skip to Q41)
- 5. N/A (Skip to Q41)

20. Do you have any suggestions that will help Newfoundland Power improve their field service? ACCEPT ALL RESPONSES. PROBE! (Check boxes for multiple responses)

1. More courteous and polite staff (sugfld1)
2. Get questions answered right away (sugfld2)
3. Knowledgeable re products and services (sugfld3)
4. Solve the problem or schedule a follow-up (sugfld4)
5. More people on staff / more timely responses (sugfld5)
6. Better explain issue and solution (sugfld6)
7. Show an interest in wanting to help (sugfld7)
8. Be more thorough in their work (sugfld8)
9. Clean up after job complete (sugfld9)
10. More prompt / come when expected (sugfld10)
11. Don't know/no opinion (sugfld11)
12. Other (sgfldoth) (sgfldtxt)

SECTION 4: Miscellaneous

e-Bill Questions. Residential only.

41. Are you aware that Newfoundland Power offers an electronic billing program called ebills whereby you receive your electricity bill by email rather than paper copies in the mail? Yes or No

(awarebil)

42. If Yes to question 1, to the best of your knowledge, how did you learn about the ebills program?

Vocm.com (vocmrado)

Thetelegram.com (telegram)

Theweatherchannel.com (weatherc)

Newfoundland Power newsletter (npnewsle)

Newfoundland Power website (npwebste)

Other: please specify _____ (ebilothr)

Do not remember (donotrem)

43. (Everyone) Do you currently subscribe to ebills electronic billing and receive your electricity bill by email? (cursubse)

1. Yes

2. No

44. If no to question 3, how likely are you to join ebills electronic billing? (howlikeb)

Very likely

Somewhat likely

Somewhat unlikely

Very unlikely

45. If Somewhat or Very unlikely to question 4. Is there any aspect of the program that can be added or changed that would encourage you to join ebills electronic billing? (chgebprg)

Email Response Time Question

46. If you emailed Newfoundland Power to request information or ask a question, what would you consider a reasonable period of time to wait for a response? (emailres)
1. 3 business days
 2. 2 business days
 3. 1 business day
 4. Other

Energy Efficiency Questions

47. Are you aware of takeCHARGE? (awaretkc)

- ☐ Yes
☐ No

48. Are you aware of the takeCHARGE rebate for the following? (✓all that apply) (awartcrb)

- ☐ ENERGY STAR windows (awatcrb1)
☐ Thermostats (awatcrb2)
☐ Insulation (awatcrb3)
☐ Commercial Lighting (awatcrb4)

49. Have you visited the takeCHARGE website at takechargenl.ca? (vsttcweb)

- ☐ Yes ☐ No

50. Do you have any of the following energy saving features in your home? (eefeatsr)

- ☐ Low flow shower heads (eefeats1)
☐ Faucet aerators in your kitchen or bathroom (eefeats2)
☐ Compact fluorescent light bulbs (eefeats3)
☐ Foam gaskets behind outlet covers and switch plates (eefeats4)
☐ Weather stripping around exterior doors (eefeats5)
☐ Insulation blanket around the outside of the hot water tank (eefeats6)
☐ Motion detectors on exterior lighting (eefeats7)
☐ Foam insulation around hot water system pipes (eefeats8)
☐ Programmable thermostats (eefeats9)
☐ High Performance thermostats (eefeats10)

51. Are you considering any of the following energy efficient upgrades? (consupgr)

- ☐ ENERGY STAR windows (consupg1)
☐ Insulation upgrade (consupg2)
☐ Thermostats (consupg3)
☐ ENERGY STAR appliances (consupg4)
☐ Heat pump (consupg5)
☐ Heat Recovery Ventilator (consupg6)

52. On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, how would you rate the overall energy efficiency of your home? (ratehome)

1 2 3 4 5

53. To the best of your knowledge, when was your home/building constructed? (hmecontr)

1. Before 1950
2. 1950 to 1964
3. 1965 to 1979
4. 1980 to 1989
5. 1990 to 1999
6. 2000 to Present
7. Unsure (Do not read)

SECTION 5: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS

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

(Ask for and type in percentage)

- | | | | | | |
|-----------------|-------------|-----------|-----------|------------|--|
| 1. _____ | Electricity | (elec) | (elecpc) | | |
| 2. _____ | Oil | (oil) | (oilpc) | | |
| 3. _____ | Wood | (wood) | (woodpc) | | |
| 4. _____ | Propane | (propane) | (proppc) | | |
| 5. Other: _____ | | (other) | (otherpc) | (mnfultxt) | |

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

- 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) (manhttxt)

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

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

Questions 24 & 25 for Residential Survey only

24. Which of the following best describes your home: **Read list, accept only one response** (hometype)

- 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 (mntyptxt)

25. What is the highest level of education that you have completed? (educaton)

NOTE: READ LIST

1. Grade 8 or less
2. Some high school
3. Completed high school
4. Technical/Vocational school above high school
5. Some college or university
6. College or university graduate
7. Post-graduate degree (masters, doctorate or equivalent)
8. Refused

26. Gender of respondent (gender)

1. Male
2. Female

(age)

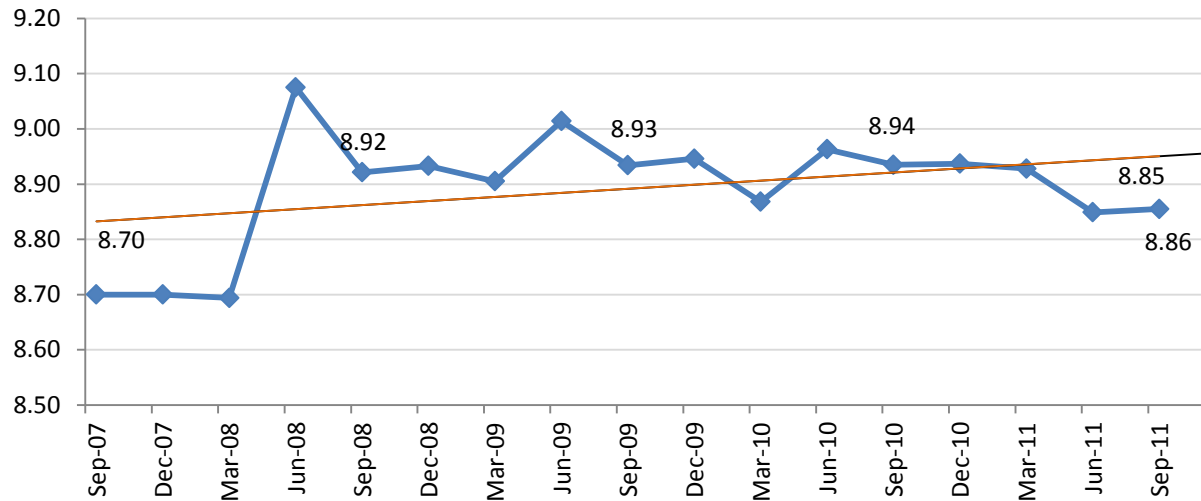
(area)

(type)

THANK YOU VERY MUCH FOR YOUR HELP.

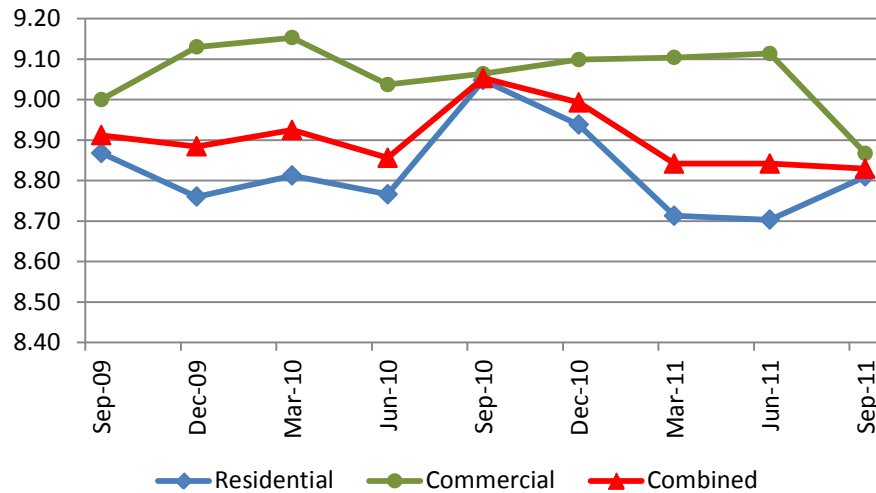
Customer Satisfaction Report September 2011

Quarterly Index



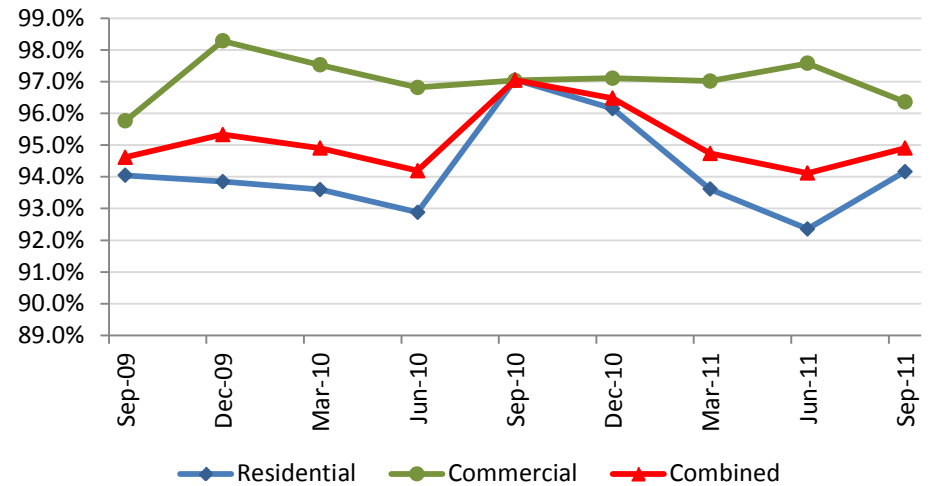
The historical quarterly trend is shown in the above graph. The customer satisfaction index for the third quarter 2011 is 88.6% slightly higher 88.5% last quarter. This compares with 89.4% in September 2010 and 89.3% September 2009. Quarterly results have fluctuated between 86.9% and 90.8% over the past three years.

General Satisfaction - Mean



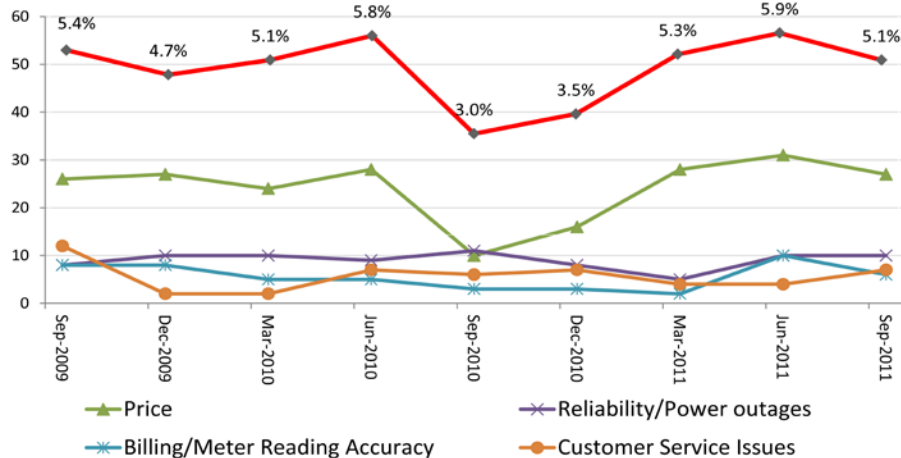
Mean averages the ratings provided by all customer's surveyed.

General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

General Satisfaction - Reasons for <= 6 Rating



This graph compares the percentage of customers who gave a General Satisfaction Rating <=6 (Red Line) and the reasons they gave for the low rating.

General Satisfaction – 1217 Customers surveyed.

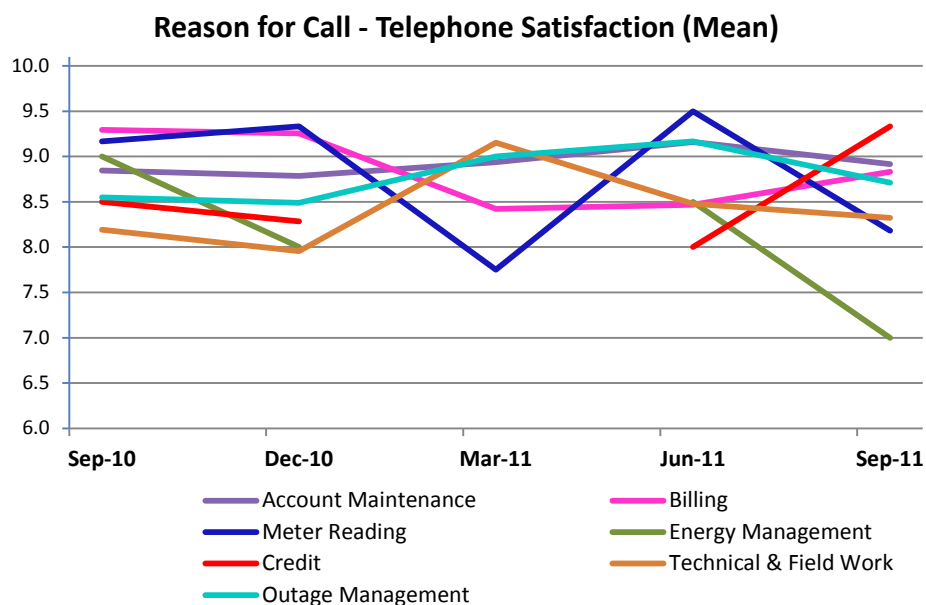
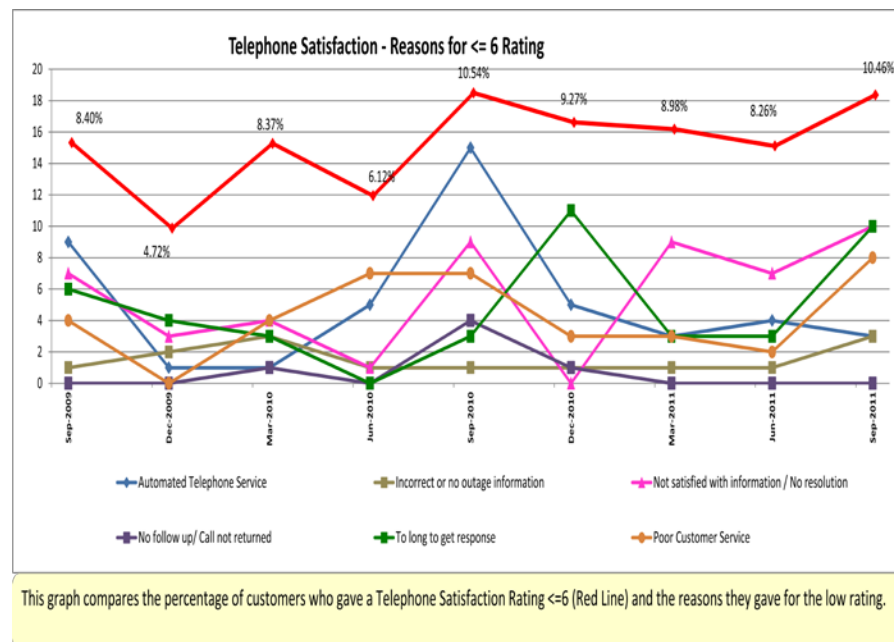
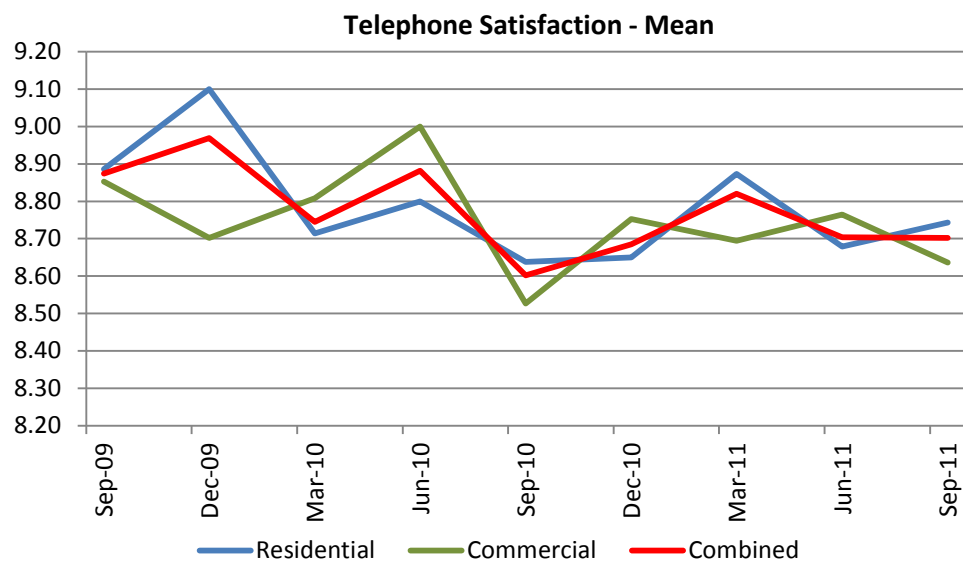
(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.81	8.70	9.05
Commercial	8.87	9.11	9.06
Total	8.83	8.84	9.05

7-10 Rating

	% of customer's surveyed that gave a 7-10 rating.		
Residential	94.2%	92.4%	97.1%
Commercial	96.4%	97.6%	97.0%
Total	94.9%	94.1%	97.0%

The overall satisfaction of Residential customers is better this quarter than last quarter, however less than same quarter last year. Commercial customers gave a lower rating this quarter compared to last quarter and same quarter last year.

5% (62) of customers surveyed gave a rating less than or equal to six (47 Residential and 15 Commercial). 44% (27) indicated price concerns, 16% (10) were concerned with reliability & outages and 10% (6) identified billing and meter reading accuracy for the lower rating.



Telephone Satisfaction 31% (373) surveyed called in the last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.74	8.68	8.64
Commercial	8.64	8.77	8.53
Overall Total	8.70	8.70	8.60

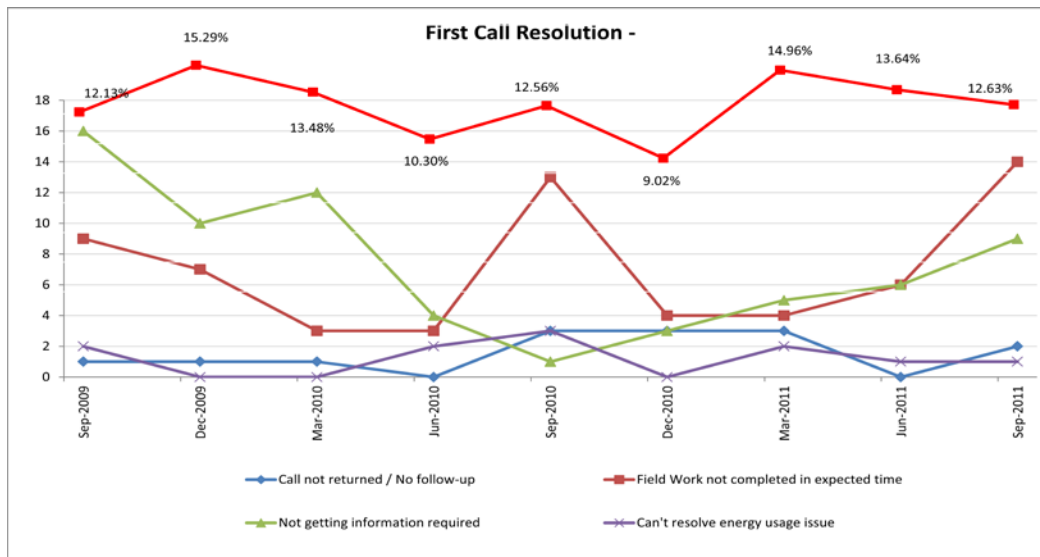
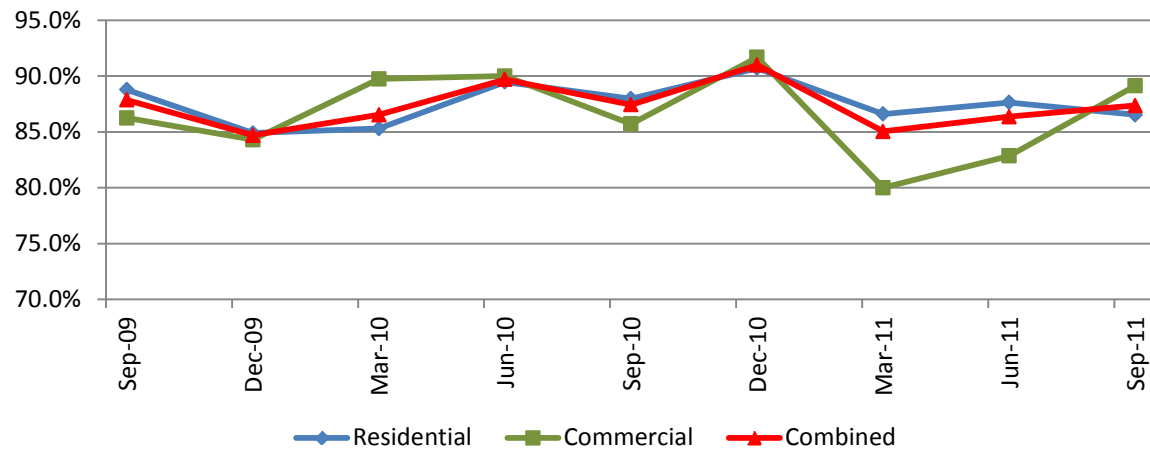
7-10 Rating % of customer's who called that gave a 7-10 rating.

Residential	88.7%	91.4%	89.2%
Commercial	90.9%	92.6%	89.9%
Total	89.5%	91.7%	89.5%

The Overall Telephone Satisfaction rating was higher this quarter compared to last quarter and same quarter last year. The percentage of customers giving a 7 or better rating was less than last quarter and the same quarter last year.

10.46% (39) gave <=6 rating compared to 8.26% (19) last quarter. 26% (10) indicated they were not satisfied with information provided and 26% (10) felt it took too long to get a response.

Passed First Call Resolution



This graph compares the percentage of customers who did not have their issue resolved on the first contact and the reasons a lower rating was given.

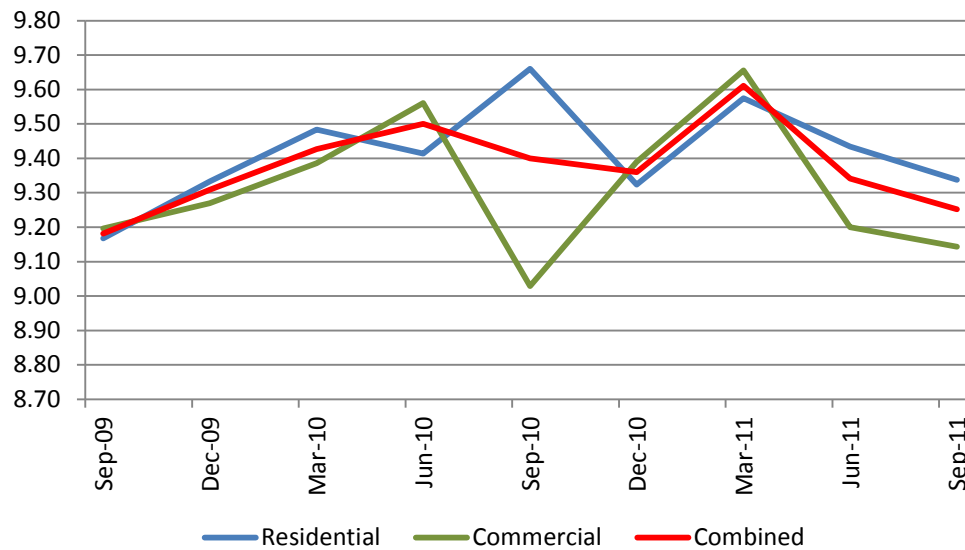
First Call Resolution - Percentage of customer's passed First Call Resolution.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	86.5%	87.6%	88.0%
Commercial	89.1%	82.9%	85.7%
Total	87.4%	86.4%	87.4%

Of the 285 customers that spoke to a Customer Account Representative, 87.4% (249) had their issue resolved the first time and 12.6% (36) had to call more than once. This compares to 13.6% (18) last quarter and 12.6% (26) the same quarter last year.

The main reasons given by customers who had to called more than once; 39% (14) said field work was not completed in expected time, 25% (9) felt they were not getting information they required.

Field Visit - Mean



Field Visit Satisfaction 10.4% (127) surveyed had field visit in last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	9.34	9.43	9.66
Commercial	9.14	9.20	9.03
Overall Total	9.25	9.34	9.40

7-10 Rating

% of customer's with a field visit giving a 7-10 rating.

Residential	94.37%	96.23%	100%
Commercial	98.21%	97.14%	91.4%
Overall Total	96.06%	96.59%	96.5%

The Overall Field Satisfaction rating was less this quarter compared to last quarter and same quarter last year.

Of the 127 customers that had a Field Visit in the last 6 months, 5 gave a rating ≤ 6 .

**Newfoundland Power
Customer Satisfaction Survey
DECEMBER 2011**

SECTION 1: GENERAL SERVICE (gensat)

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) (gensatwy)

SECTION 2: CONTACT CENTRE SERVICE

3. Have you called Newfoundland Power within the past six months? (callast6)

- 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. (phnsat)

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 ____? (phsatwhy)

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? (whatcald)

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 (whycall1)

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

2. Billing (whycall2)

(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 (whycall4)

(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 (whycall58)

(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 (whycall3)

(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 (whycl791)

(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 (whycl611)

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

(whycloth)

(whycltxt)

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? (firstme)
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? **(hwmnytme)**

- 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? **(whymore)**

Text box for 250 characters

SECTION 4: FIELD SERVICE

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

- 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) or MISC Section 5 if it exists**
- 6. None of the above **(Do not read) If "None of the above", skip to Q17 or MISC Section 5**

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? **(ratevist)**

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 ____? **(whyrtvst)**

SECTION 5: Miscellaneous

Energy Efficiency Questions

47. Are you aware of **takeCHARGE**? **(awaretkc)**

- ☐ Yes
- ☐ No

48. Are you aware of the **takeCHARGE** rebate for the following? (✓all that apply) **(awartcrb)**

- ☐ ENERGY STAR windows **(awatcrb1)**

- ☐ Thermostats (awatcrb2)
- ☐ Insulation (awatcrb3)
- ☐ Commercial Lighting (awatcrb4)

49. Have you visited the takeCHARGE website at takechargenl.ca? (vsttcweb)

- ☐ Yes ☐ No

50. Do you have any of the following energy saving features in your home? (eefeatsr)

- ☐ Low flow shower heads (eefeats1)
- ☐ Faucet aerators in your kitchen or bathroom (eefeats2)
- ☐ Compact fluorescent light bulbs (eefeats3)
- ☐ Foam gaskets behind outlet covers and switch plates (eefeats4)
- ☐ Weather stripping around exterior doors (eefeats5)
- ☐ Insulation blanket around the outside of the hot water tank (eefeats6)
- ☐ Motion detectors on exterior lighting (eefeats7)
- ☐ Foam insulation around hot water system pipes (eefeats8)
- ☐ Programmable thermostats (eefeats9)
- ☐ High Performance thermostats (eefeats10)

51. Are you considering any of the following energy efficient upgrades? (consupgr)

- ☐ ENERGY STAR windows (consupg1)
- ☐ Insulation upgrade (consupg2)
- ☐ Thermostats (consupg3)
- ☐ ENERGY STAR appliances (consupg4)
- ☐ Heat pump (consupg5)
- ☐ Heat Recovery Ventilator (consupg6)

52. On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, how would you rate the overall energy efficiency of your home? (ratehome)

1 2 3 4 5

53. To the best of your knowledge, when was your home/building constructed? (hmecontr)

1. Before 1950
2. 1950 to 1964
3. 1965 to 1979
4. 1980 to 1989
5. 1990 to 1999
6. 2000 to Present
7. Unsure (Do not read)

--

SECTION 6: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS – new numbers required.

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

(Ask for and type in percentage)

- | | | | | | |
|-----------------|-------------|-----------|-----------|-----------|--|
| 1. _____ | Electricity | (elec) | (elecpc) | | |
| 2. _____ | Oil | (oil) | (oilpc) | | |
| 3. _____ | Wood | (wood) | (woodpc) | | |
| 4. _____ | Propane | (propane) | (proppc) | | |
| 5. Other: _____ | | (other) | (otherpc) | (mnfulxt) | |

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

- 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) (manhttxt)

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

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

Questions 20 & 21 for Residential Survey only

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

- 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 (mntyptxt)

21. Gender of respondent (gender)

- 1. Male
- 2. Female

(age)

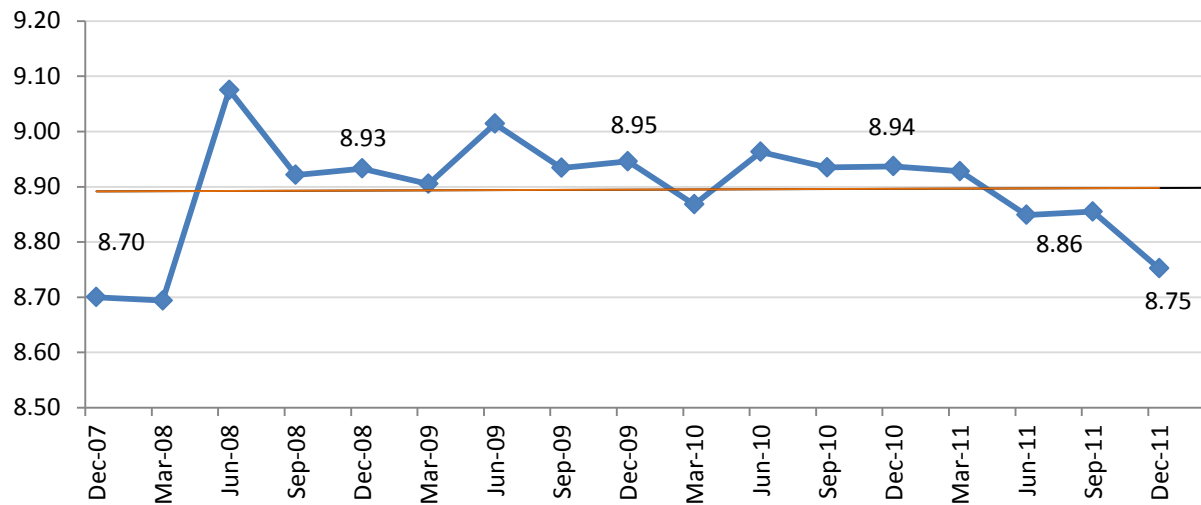
(area)

(type)

THANK YOU VERY MUCH FOR YOUR HELP.

Customer Satisfaction Report December 2011

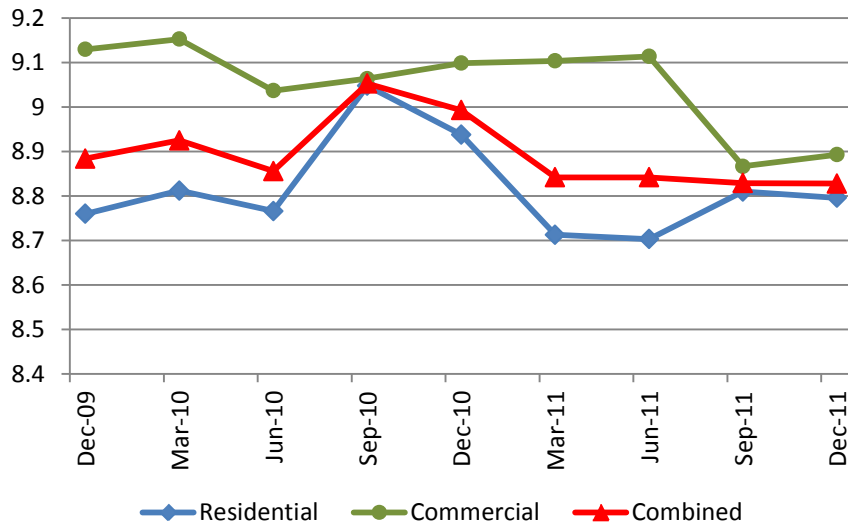
Quarterly Index



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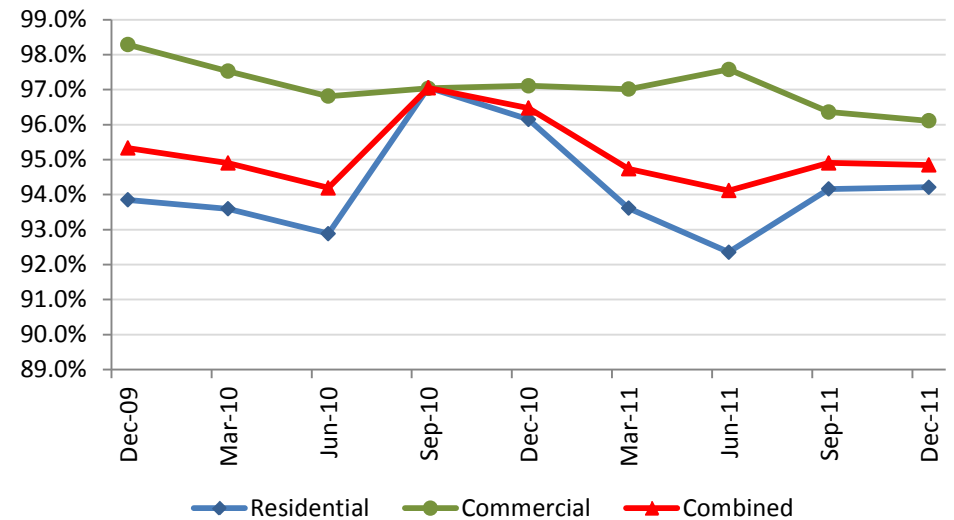
The historical quarterly trend is shown in the above graph. The customer satisfaction index for the 4th quarter 2011 is 87.5% slightly lower than last quarter 88.6%. This compares with 89.4% in December 2010 and 89.5% December 2009. Quarterly results have fluctuated between 86.9% and 90.8% over the past five years.

General Satisfaction - Mean



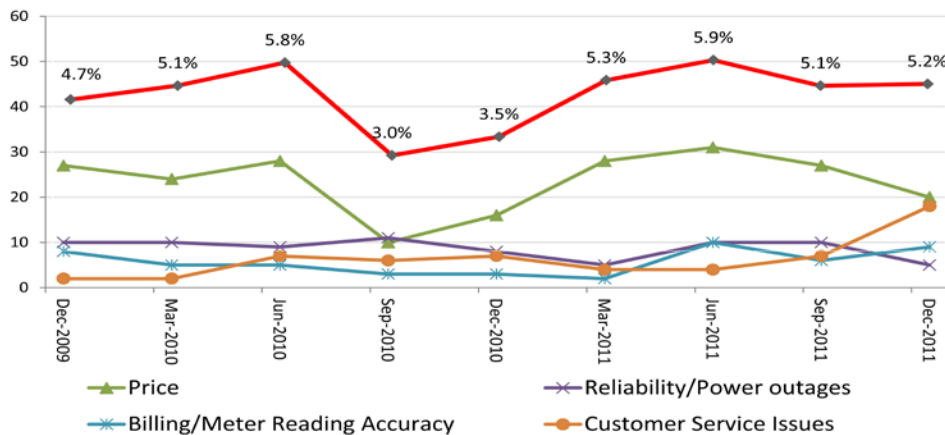
Mean averages the ratings provided by all customer's surveyed.

General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

General Satisfaction - Reasons for <= 6 Rating



This graph compares the percentage of customers who gave a General Satisfaction Rating <=6 (Red Line) and the reasons they gave for the low rating.

General Satisfaction – 1223 Customers surveyed.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.80	8.81	8.94
Commercial	8.89	8.87	9.10
Total	8.83	8.83	8.99

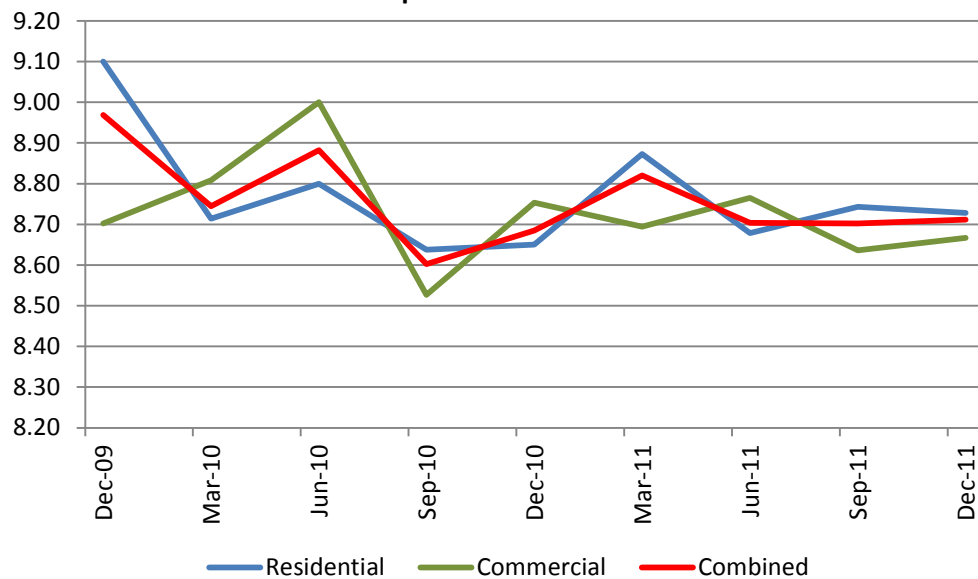
7-10 Rating

	% of customer's surveyed that gave a 7-10 rating.		
Residential	94.2%	94.2%	96.1%
Commercial	96.1%	96.4%	97.1%
Total	94.8%	94.9%	96.5%

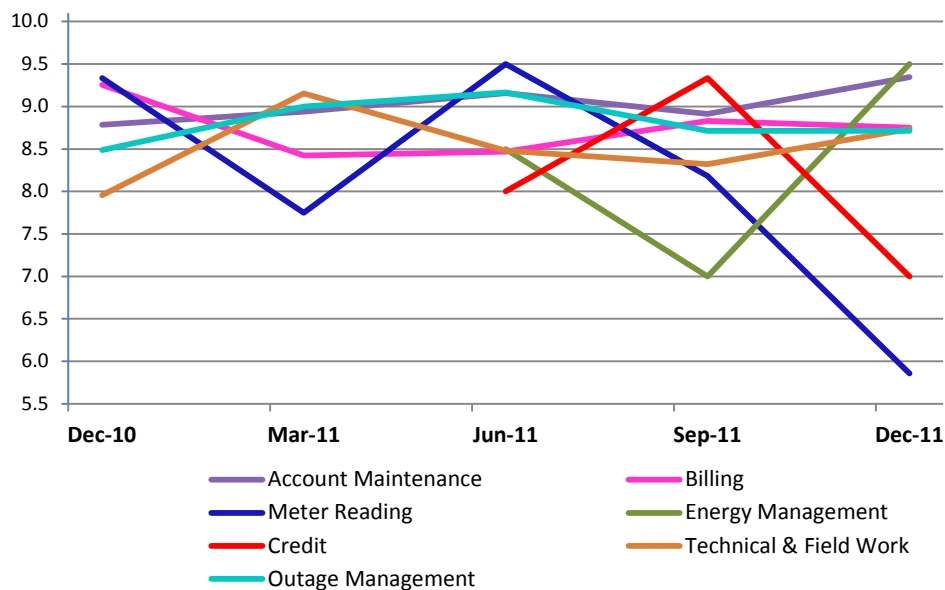
The overall satisfaction of Residential customers is the same this quarter and last quarter, however slightly less than same quarter last year.

5 % (63) of customers surveyed gave a rating less than or equal to six (47 Residential and 16 Commercial). 32% (20) indicated price concerns, 29% (18) customer service issues and 15% (9) identified billing and meter reading accuracy for the lower rating.

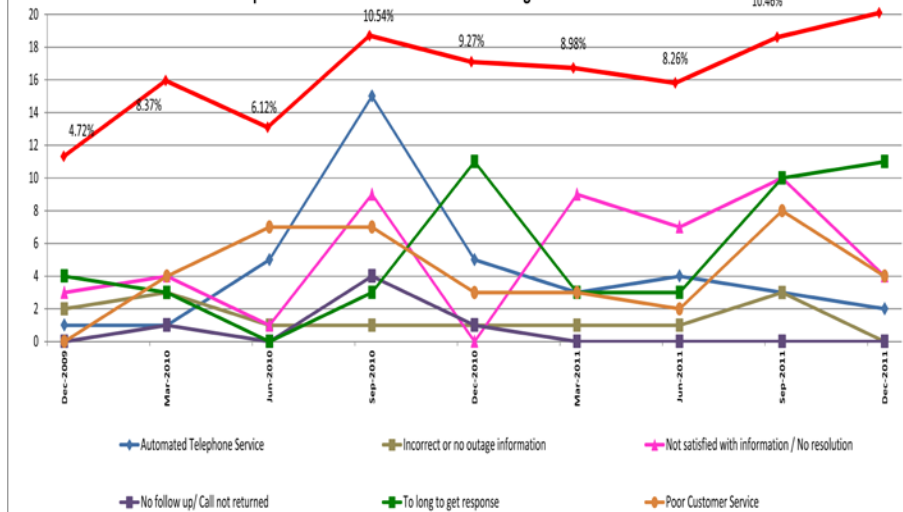
Telephone Satisfaction - Mean



Reason for Call - Telephone Satisfaction (Mean)



Telephone Satisfaction - Reasons for <= 6 Rating



This graph compares the percentage of customers who gave a Telephone Satisfaction Rating <=6 (Red Line) and the reasons they gave for the low rating.

Telephone Satisfaction 17.6% (215) surveyed called in the last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.73	8.74	8.65
Commercial	8.67	8.64	8.75
Overall Total	8.71	8.70	8.69

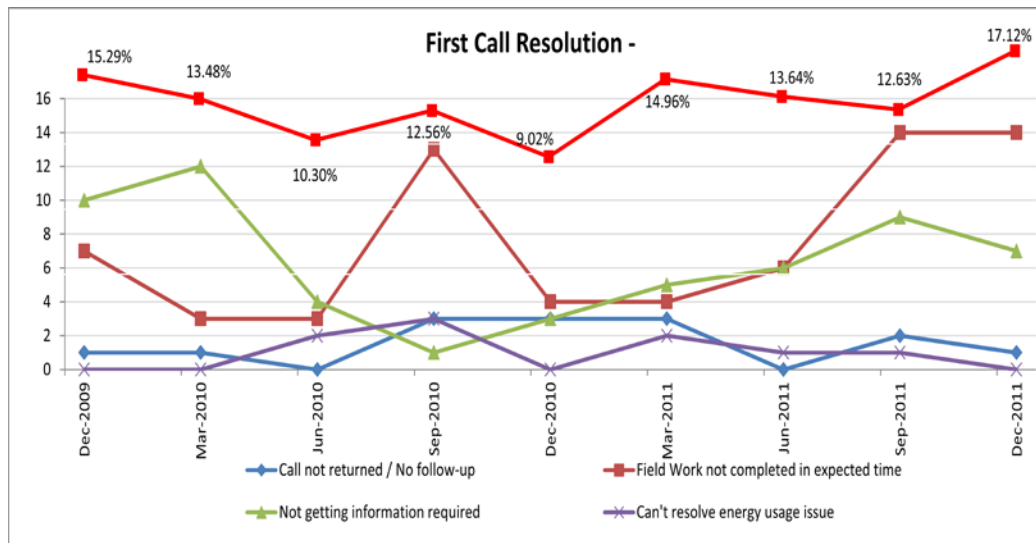
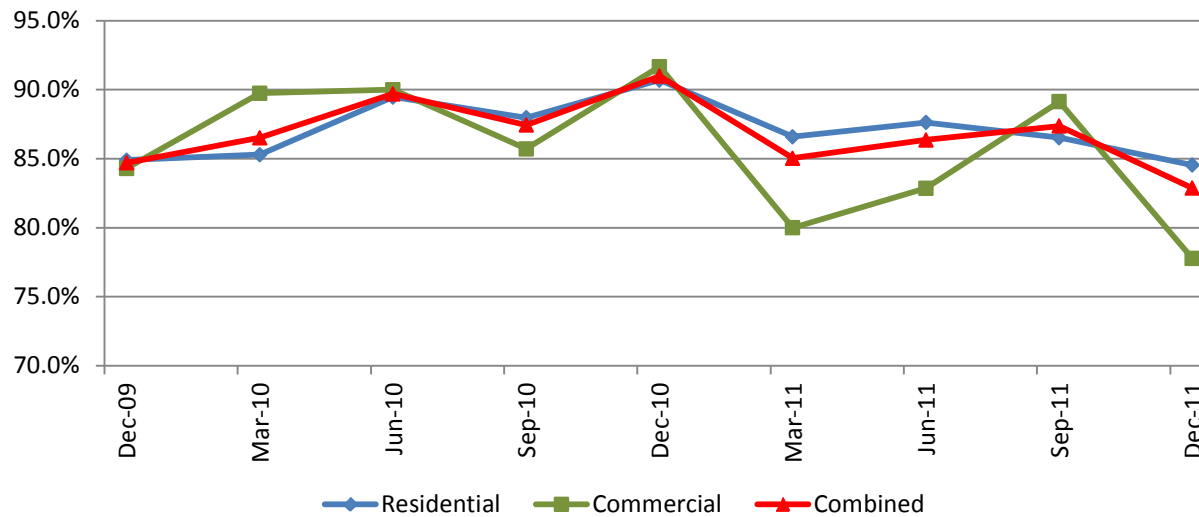
7-10 Rating % of customer's who called that gave a 7-10 rating.

Residential	87.3%	88.7%	90.2%
Commercial	91.2%	90.9%	91.8%
Total	88.4%	89.5%	90.7%

The Overall Telephone Satisfaction rating is the same this quarter, last quarter and the same quarter last year. The percentage of customers giving a 7 or better rating was less than last quarter and the same quarter last year.

11.6% (25) gave <=6 rating compared to 10.5% (39) last quarter. 44% (11) felt it took too long to get a response.

Passed First Call Resolution



This graph compares the percentage of customers who did not have their issue resolved on the first contact and the reasons a lower rating was given.

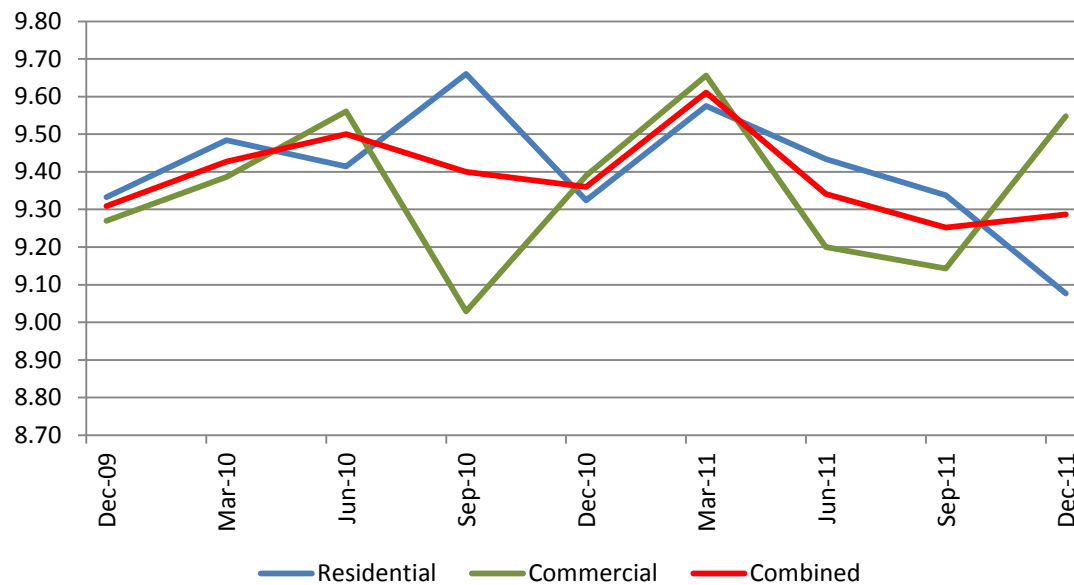
First Call Resolution - Percentage of customer's passed First Call Resolution.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	84.5%	86.5%	90.7%
Commercial	77.8%	89.1%	91.7%
Total	82.9%	87.4%	91.0%

Of the 146 customers that spoke to a Customer Account Representative, 82.9% (121) had their issue resolved the first time and 17.1% (25) had to call more than once. This compares to 12.6% (36) last quarter and 9.02% (11) same quarter last year.

The main reason for given by customers who had to call more than once; 58% (14) said field work was not completed in expected time, 29% (7) felt they were not getting information they required.

Field Visit - Mean



Field Visit Satisfaction 7.7% (94) surveyed had field visit in last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	9.08	9.34	9.32
Commercial	9.55	9.14	9.39
Overall Total	9.29	9.25	9.36

7-10 Rating % of customer's with a field visit giving a 7-10 rating.

Residential	94.2%	94.4%	100%
Commercial	97.6%	98.2%	97.6%
Overall Total	95.7%	96.1%	98.7%

The Overall Field Satisfaction rating was less this quarter compared to last quarter and same quarter last year.

Of the 94 customers that had a Field Visit in the last 6 months, 4 (4.3%) gave a rating ≤ 6 .

**Newfoundland Power's Quarterly Surveys and Reports
for March, June and September 2012**

**Newfoundland Power
Customer Satisfaction Survey
March 2012**

SECTION 1: GENERAL SERVICE (gensat)

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) (gensatwy)

SECTION 2: CONTACT CENTRE SERVICE

3. Have you called Newfoundland Power within the past six months? (callast6)

- 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. (phnsat)

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 ____? (phsatwhy)

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? (whatcald)

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 (whycall1)

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

2. Billing (whycall2)

(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 (whycall4)

(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 (whycall58)

(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 (whycall3)

(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 (whycl791)

(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 (whycl611)

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

(whycloth)

(whycltxt)

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? (firstme)
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? **(hwmnytme)**

- 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? **(whymore)**

Text box for 250 characters

SECTION 4: FIELD SERVICE

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

- 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) or MISC Section 5 if it exists**
- 6. None of the above **(Do not read) If "None of the above", skip to Q17 or MISC Section 5**

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? **(ratevist)**

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 ____? **(whyrtvst)**

SECTION 5: Miscellaneous

Energy Efficiency Questions

47. Are you aware of **takeCHARGE**? **(awaretkc)**

- ☐ Yes
- ☐ No

48. Are you aware of the **takeCHARGE** rebate for the following? (✓all that apply) **(awartcrb)**

- ☐ ENERGY STAR windows **(awatcrb1)**

- ☐ Thermostats (awatcrb2)
- ☐ Insulation (awatcrb3)
- ☐ Commercial Lighting (awatcrb4)

49. Have you visited the takeCHARGE website at takechargenl.ca? (vsttcweb)

- ☐ Yes ☐ No

50. Do you have any of the following energy saving features in your home? (eefeatsr)

- ☐ Low flow shower heads (eefeats1)
- ☐ Faucet aerators in your kitchen or bathroom (eefeats2)
- ☐ Compact fluorescent light bulbs (eefeats3)
- ☐ Foam gaskets behind outlet covers and switch plates (eefeats4)
- ☐ Weather stripping around exterior doors (eefeats5)
- ☐ Insulation blanket around the outside of the hot water tank (eefeats6)
- ☐ Motion detectors on exterior lighting (eefeats7)
- ☐ Foam insulation around hot water system pipes (eefeats8)
- ☐ Programmable thermostats (eefeats9)
- ☐ High Performance thermostats (eefeats10)

51. Are you considering any of the following energy efficient upgrades? (consupgr)

- ☐ ENERGY STAR windows (consupg1)
- ☐ Insulation upgrade (consupg2)
- ☐ Thermostats (consupg3)
- ☐ ENERGY STAR appliances (consupg4)
- ☐ Heat pump (consupg5)
- ☐ Heat Recovery Ventilator (consupg6)

52. On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, how would you rate the overall energy efficiency of your home? (ratehome)

1 2 3 4 5

53. To the best of your knowledge, when was your home/building constructed? (hmecontr)

1. Before 1950
2. 1950 to 1964
3. 1965 to 1979
4. 1980 to 1989
5. 1990 to 1999
6. 2000 to Present
7. Unsure (Do not read)

--

SECTION 6: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS – new numbers required.

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

(Ask for and type in percentage)

- | | | | | | |
|-----------------|-------------|-----------|-----------|------------|--|
| 1. _____ | Electricity | (elec) | (elecpc) | | |
| 2. _____ | Oil | (oil) | (oilpc) | | |
| 3. _____ | Wood | (wood) | (woodpc) | | |
| 4. _____ | Propane | (propane) | (proppc) | | |
| 5. Other: _____ | | (other) | (otherpc) | (mnfultxt) | |

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

- 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) (manhttxt)

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

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

Questions 20 & 21 for Residential Survey only

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

- 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 (mntyptxt)

21. Gender of respondent (gender)

- 1. Male
- 2. Female

(age)

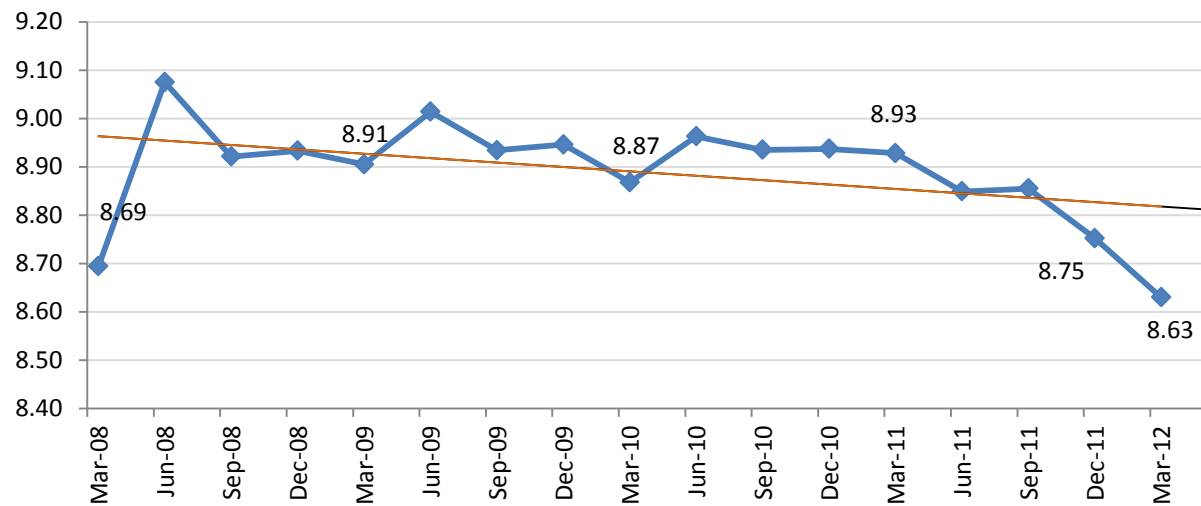
(area)

(type)

THANK YOU VERY MUCH FOR YOUR HELP.

Customer Satisfaction Report March 2012

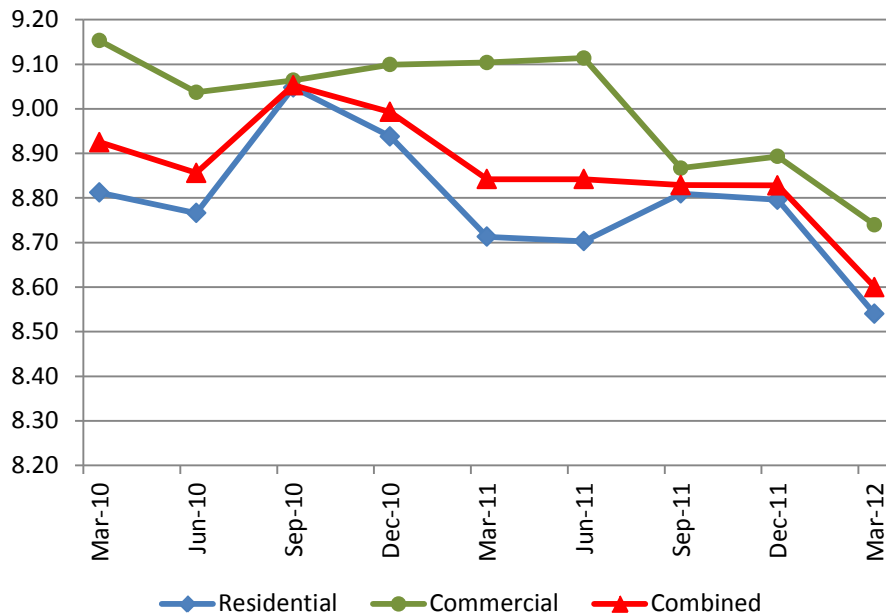
Quarterly Index



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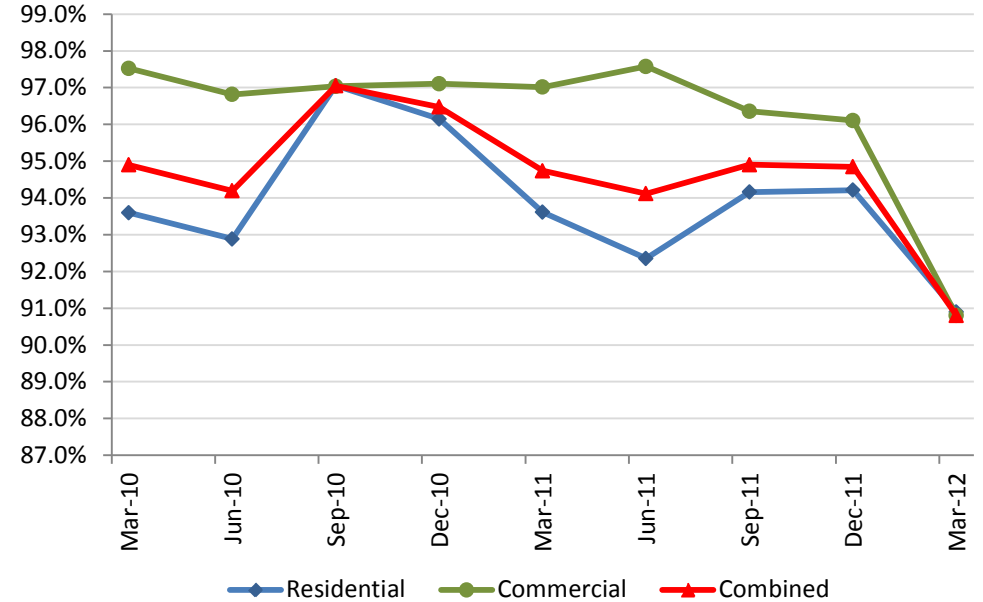
The historical quarterly trend is shown in the above graph. The customer satisfaction index for the 1st quarter 2012 is 86.3% slightly lower than last quarter 87.5%. This compares with 89.3% in March 2011 and 89.1% in March 2010.

General Satisfaction - Mean



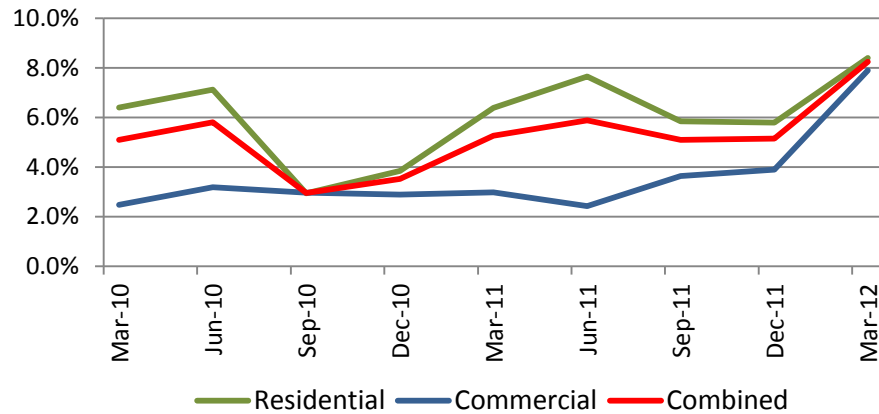
Mean averages the ratings provided by all customer's surveyed.

General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

General Satisfaction <= 6 Rating



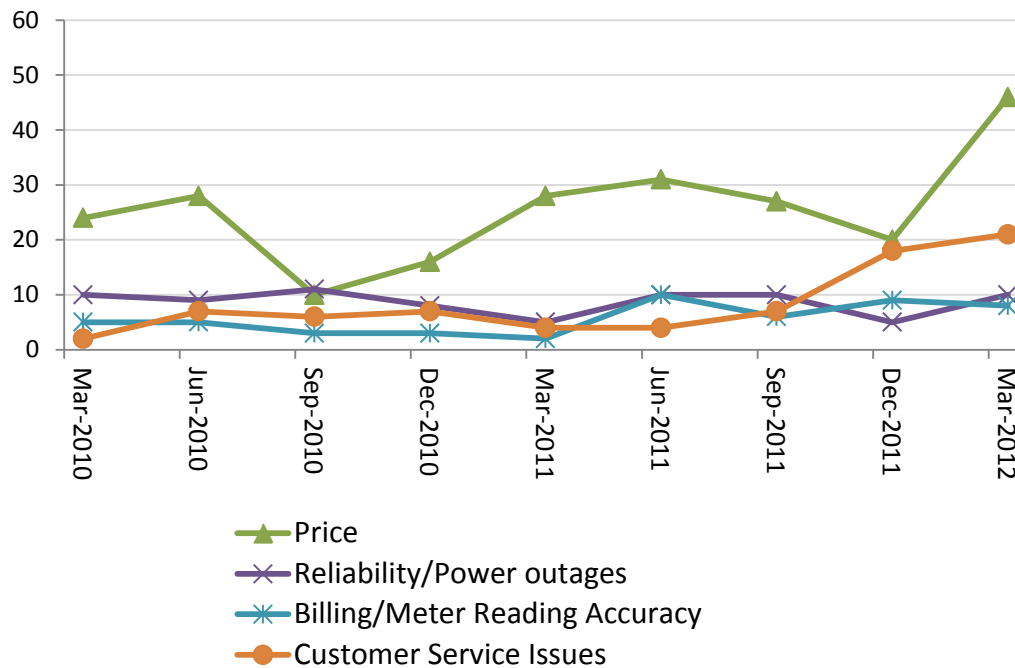
General Satisfaction – 1201 Customers surveyed.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.54	8.80	8.71
Commercial	8.74	8.89	9.10
Total	8.60	8.83	8.84

7-10 Rating

	% of customer's surveyed that gave a 7-10 rating.		
Residential	90.9%	94.2%	93.6%
Commercial	90.8%	96.1%	97.0%
Total	90.8%	94.8%	94.7%

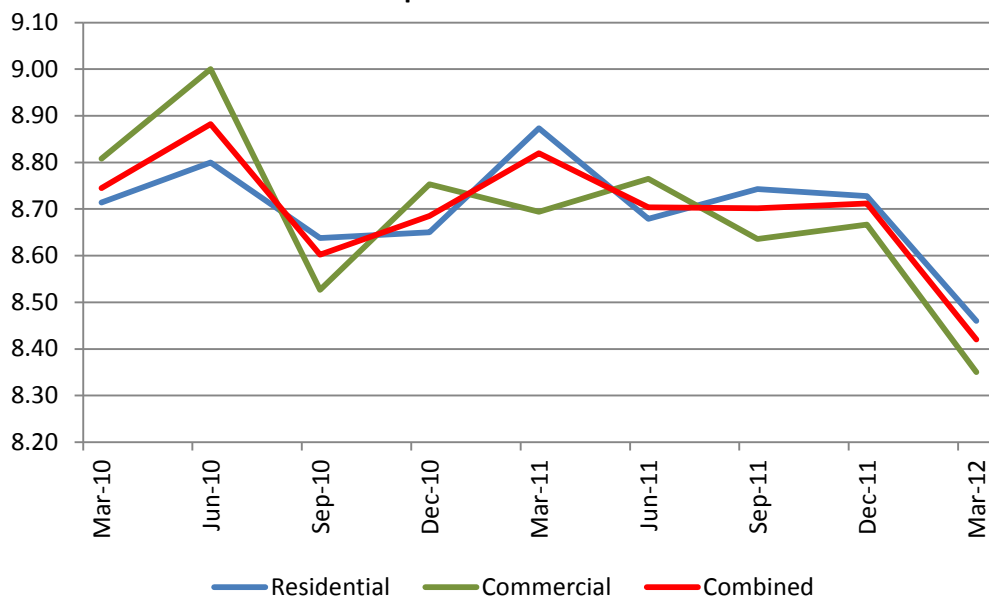
General Satisfaction - Reasons for <= 6 Rating



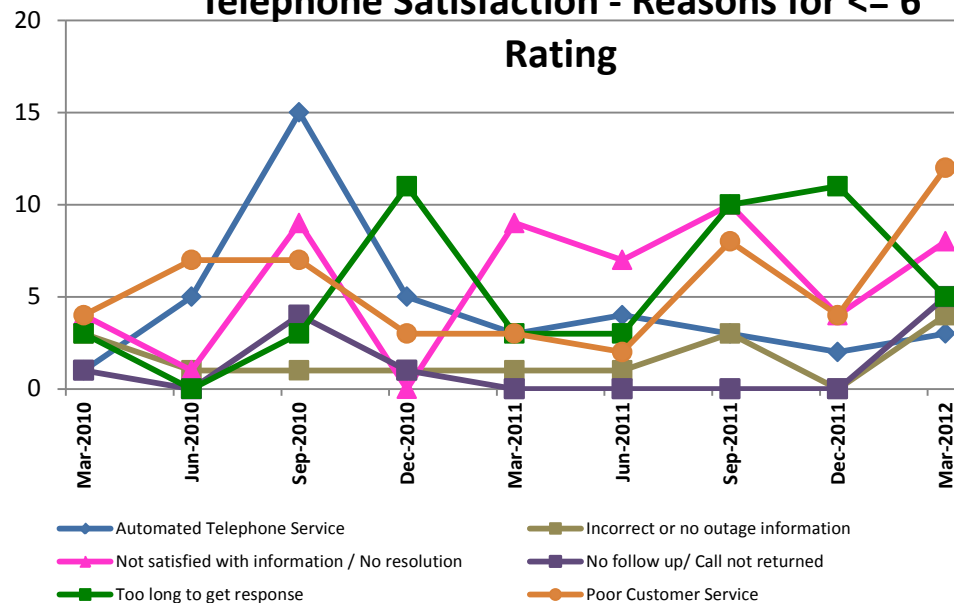
The overall satisfaction of Residential and Commercial customers is down this quarter from both last quarter and the same quarter last year.

8.24 % (99) of customers surveyed gave a rating less than or equal to six (67 Residential and 32 Commercial). 46.5% (46) indicated price concerns, 21.2% (21) customer service issues, 10.1% (10) chose reliability/power outages and 8.1% (8) identified billing and meter reading accuracy for the lower rating. The other customers indicated "Other", "No Opinion" or "Don't Know".

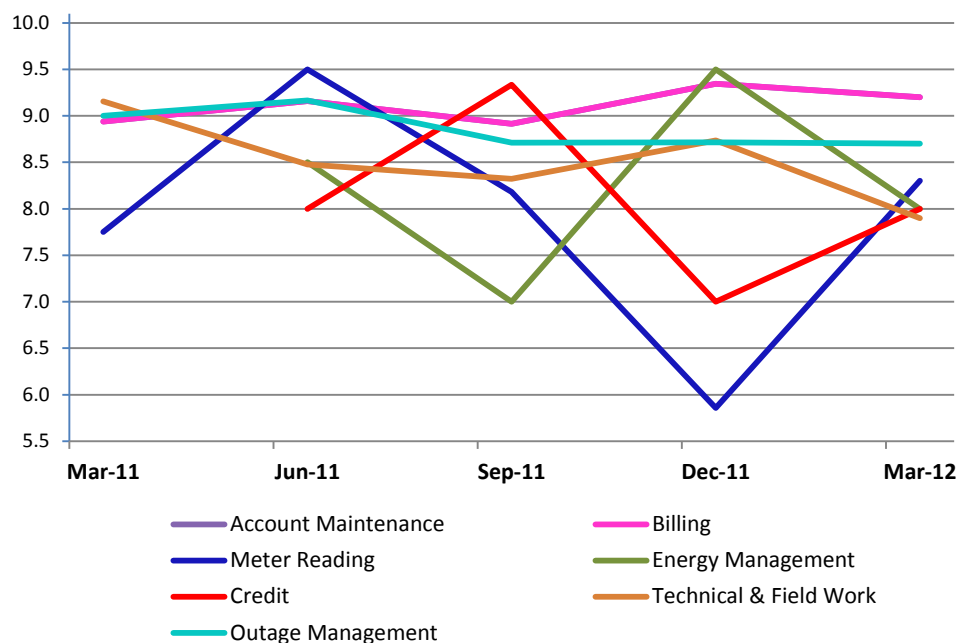
Telephone Satisfaction - Mean



Telephone Satisfaction - Reasons for <= 6 Rating



Reason for Call - Telephone Satisfaction (Mean)



Telephone Satisfaction 27.6% (331) surveyed called in the last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.46	8.73	8.87
Commercial	8.35	8.67	8.69
Overall Total	8.42	8.71	8.82

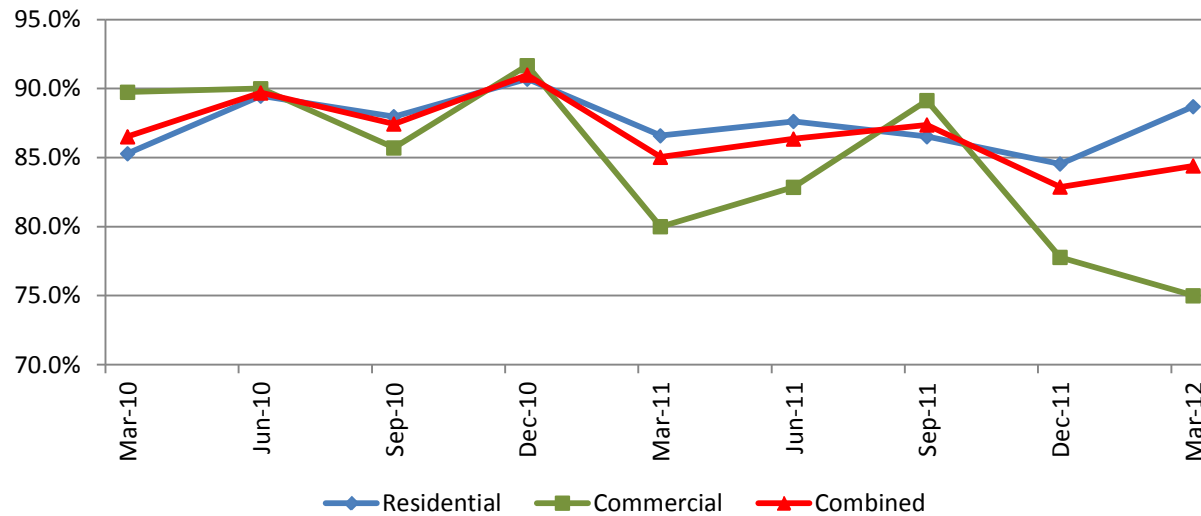
7-10 Rating % of customer's who called that gave a 7-10 rating.

Residential	86.6%	87.3%	91.3%
Commercial	91.2%	91.2%	90.3%
Total	88.2%	88.4%	91.0%

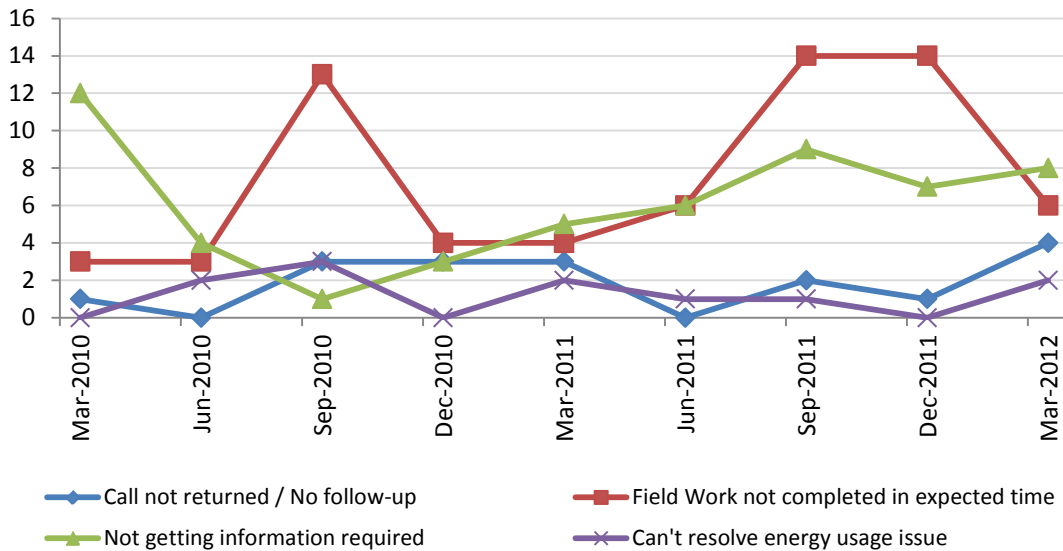
EDIT: The Overall Telephone Satisfaction rating is the same this quarter, last quarter and the same quarter last year. The percentage of customers giving a 7 or better rating was less than last quarter and the same quarter last year.

11.6% (25) gave <=6 rating compared to 10.5% (39) last quarter. 44% (11) felt it took too long to get a response.

Passed First Call Resolution



First Call Resolution - Reasons Call Back Required



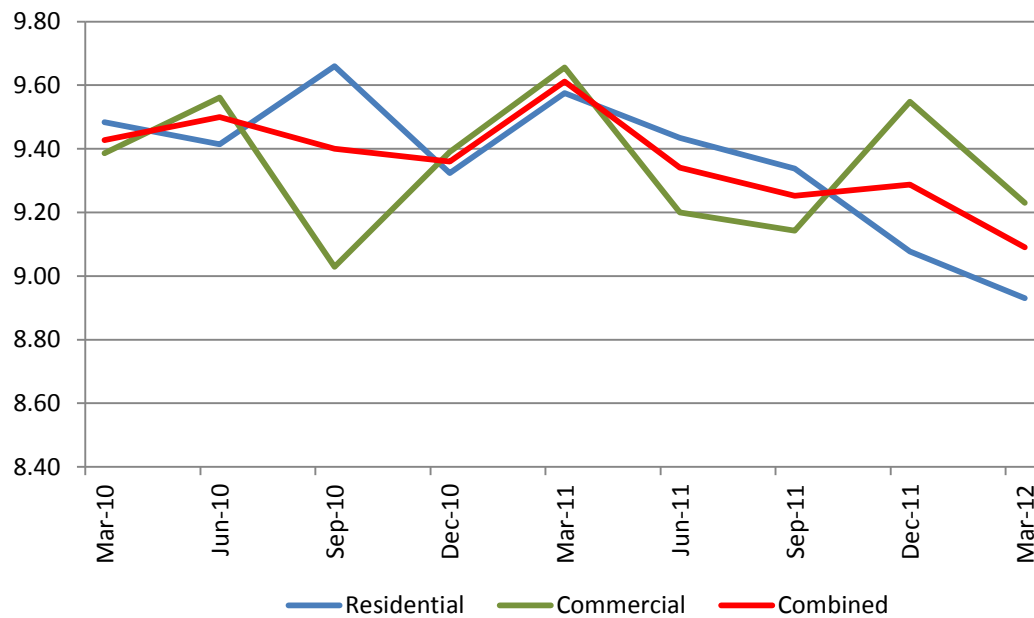
First Call Resolution - Percentage of customer's passed First Call Resolution.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	88.7%	84.5%	86.6%
Commercial	75.0%	77.8%	80.0%
Total	84.4%	82.9%	85.0%

Of the 180 customers that spoke to a Customer Account Representative, 84.4% (152) had their issue resolved the first time and 15.6% (28) had to call more than once. This compares to 17.1% (25) last quarter and 15% (19) same quarter last year.

The main reason for given by customers who had to call more than once; 34.8% (8) said "not getting information required" and 26.1% (6) felt field work was not completed in the expected time.

Field Visit - Mean



Field Visit Satisfaction 10.3% (124) surveyed had field visit in last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.93	9.08	9.58
Commercial	9.23	9.55	9.66
Overall Total	9.09	9.29	9.61

7-10 Rating % of customer's with a field visit giving a 7-10 rating.

Residential	88.3%	94.2%	100%
Commercial	96.9%	97.6%	100%
Overall Total	92.7%	95.7%	100%

The Overall Field Satisfaction rating was less this quarter compared to last quarter and same quarter last year.

Of the 124 customers that had a Field Visit in the last 6 months, 9 (7.26%) gave a rating ≤ 6 .

**Newfoundland Power
Customer Satisfaction Survey
JUNE 2012**

SECTION 1: GENERAL SERVICE (gensat)

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) (gensatwy)

SECTION 2: CONTACT CENTRE SERVICE

3. Have you called Newfoundland Power within the past six months? (callast6)

- 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. (phnsat)

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 ____? (phsatwhy)

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? (whatcald)

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 (whycall1)

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

2. Billing (whycall2)

(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 (whycall4)

(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 (whycall58)

(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 (whycall3)

(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 (whycl791)

(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 (whycl611)

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

(whycloth)

(whycltxt)

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? (firstme)
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? **(hwmnytme)**

- 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? **(whymore)**

Text box for 250 characters

SECTION 4: FIELD SERVICE

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

- 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) or MISC Section 5 if it exists**
- 6. None of the above **(Do not read) If "None of the above", skip to Q17 or MISC Section 5**

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? **(ratevist)**

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 ____? **(whyrtvst)**

SECTION 5: Miscellaneous

Energy Efficiency Questions

47. Are you aware of **takeCHARGE**? **(awaretkc)**

- ☐ Yes
- ☐ No

48. Are you aware of the **takeCHARGE** rebate for the following? (✓all that apply) **(awartcrb)**

- ☐ ENERGY STAR windows **(awatcrb1)**

- ☐ Thermostats (awatcrb2)
- ☐ Insulation (awatcrb3)
- ☐ Commercial Lighting (awatcrb4)

49. Have you visited the takeCHARGE website at takechargenl.ca? (vsttcweb)

- ☐ Yes ☐ No

50. Do you have any of the following energy saving features in your home? (eefeatsr)

- ☐ Low flow shower heads (eefeats1)
- ☐ Faucet aerators in your kitchen or bathroom (eefeats2)
- ☐ Compact fluorescent light bulbs (eefeats3)
- ☐ Foam gaskets behind outlet covers and switch plates (eefeats4)
- ☐ Weather stripping around exterior doors (eefeats5)
- ☐ Insulation blanket around the outside of the hot water tank (eefeats6)
- ☐ Motion detectors on exterior lighting (eefeats7)
- ☐ Foam insulation around hot water system pipes (eefeats8)
- ☐ Programmable thermostats (eefeats9)
- ☐ High Performance thermostats (eefeats10)

51. Are you considering any of the following energy efficient upgrades? (consupgr)

- ☐ ENERGY STAR windows (consupg1)
- ☐ Insulation upgrade (consupg2)
- ☐ Thermostats (consupg3)
- ☐ ENERGY STAR appliances (consupg4)
- ☐ Heat pump (consupg5)
- ☐ Heat Recovery Ventilator (consupg6)

52. On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, how would you rate the overall energy efficiency of your home? (ratehome)

1 2 3 4 5

53. To the best of your knowledge, when was your home/building constructed? (hmecontr)

1. Before 1950
2. 1950 to 1964
3. 1965 to 1979
4. 1980 to 1989
5. 1990 to 1999
6. 2000 to Present
7. Unsure (Do not read)

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SECTION 6: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS – new numbers required.

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

(Ask for and type in percentage)

- | | | | | | |
|-----------------|-------------|-----------|-----------|------------|--|
| 1. _____ | Electricity | (elec) | (elecpc) | | |
| 2. _____ | Oil | (oil) | (oilpc) | | |
| 3. _____ | Wood | (wood) | (woodpc) | | |
| 4. _____ | Propane | (propane) | (proppc) | | |
| 5. Other: _____ | | (other) | (otherpc) | (mnfultxt) | |

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

- 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) (manhttxt)

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

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

Questions 20 & 21 for Residential Survey only

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

- 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 (mntyptxt)

21. Gender of respondent (gender)

- 1. Male
- 2. Female

(age)

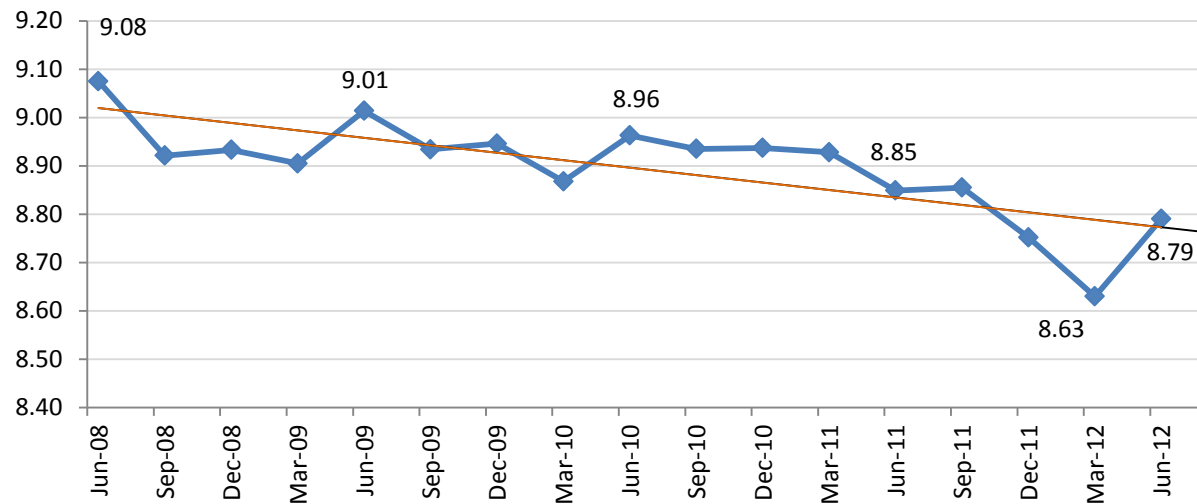
(area)

(type)

THANK YOU VERY MUCH FOR YOUR HELP.

Customer Satisfaction Report June 2012

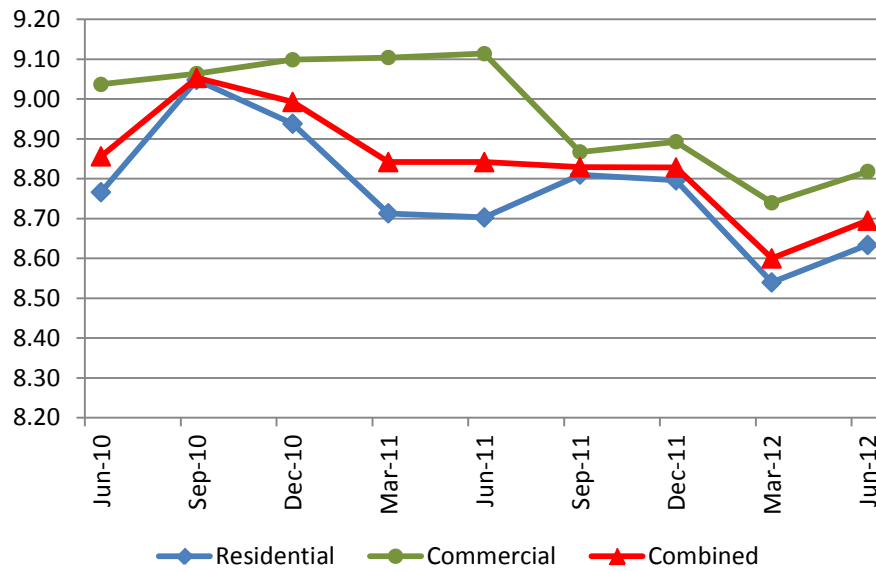
Quarterly Index



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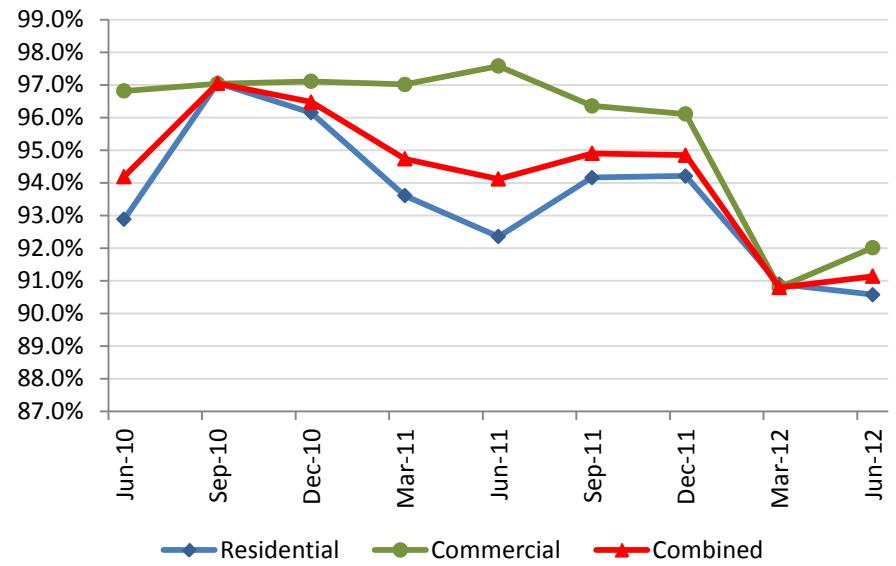
The historical quarterly trend is shown in the above graph. The customer satisfaction index for the 2nd quarter 2012 is 87.9% higher than last quarter 86.3%. This compares with 88.5% in June 2011 and 89.6% in June 2010.

General Satisfaction - Mean



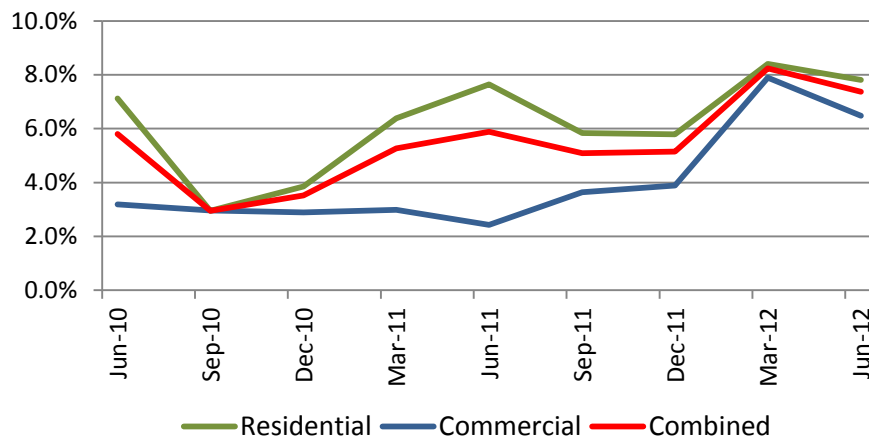
Mean averages the ratings provided by all customer's surveyed.

General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

General Satisfaction <= 6 Rating



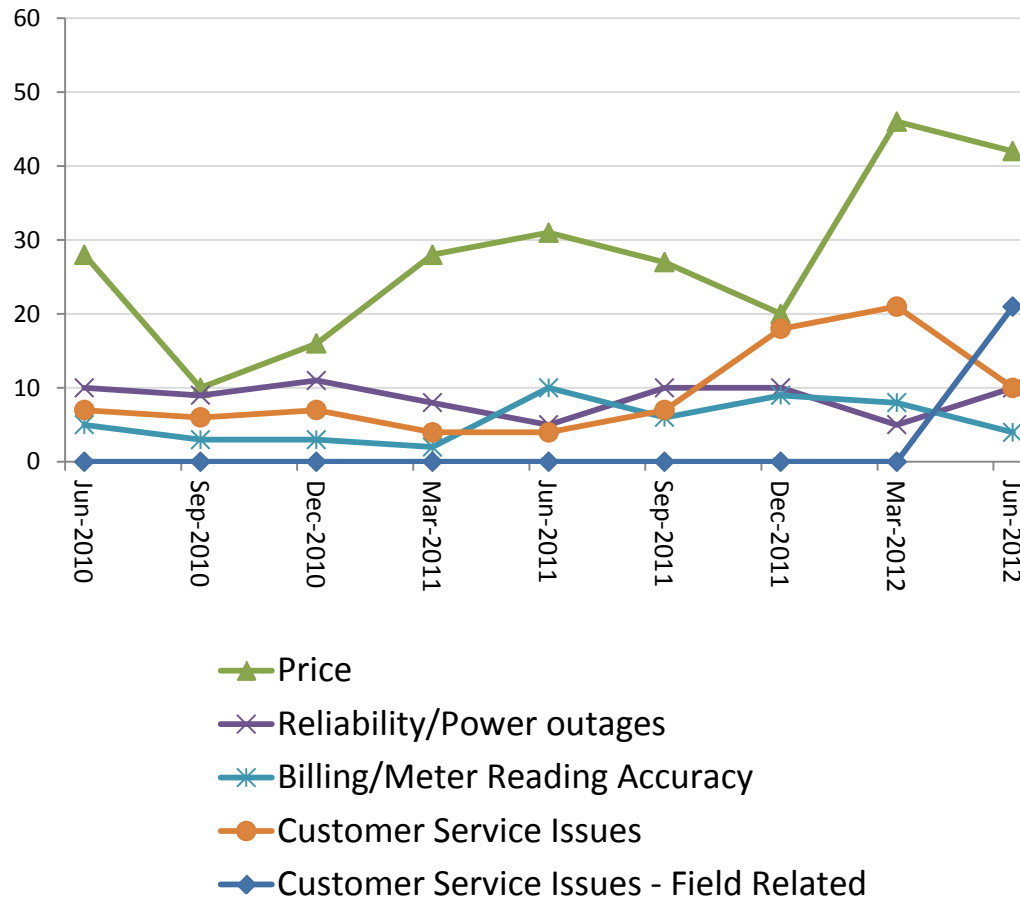
General Satisfaction – 1207 Customers surveyed.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.63	8.54	8.70
Commercial	8.82	8.74	9.11
Total	8.70	8.60	8.84

7-10 Rating % of customer's surveyed that gave a 7-10 rating.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	90.6%	90.9%	92.4%
Commercial	92.0%	90.8%	97.6%
Total	91.1%	90.8%	94.1%

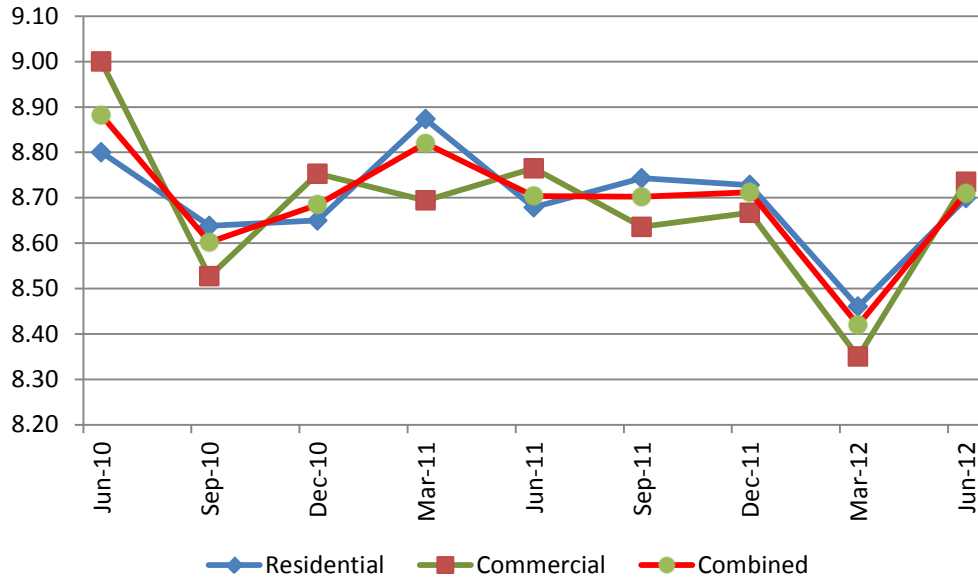
General Satisfaction - Reasons for <= 6 Rating



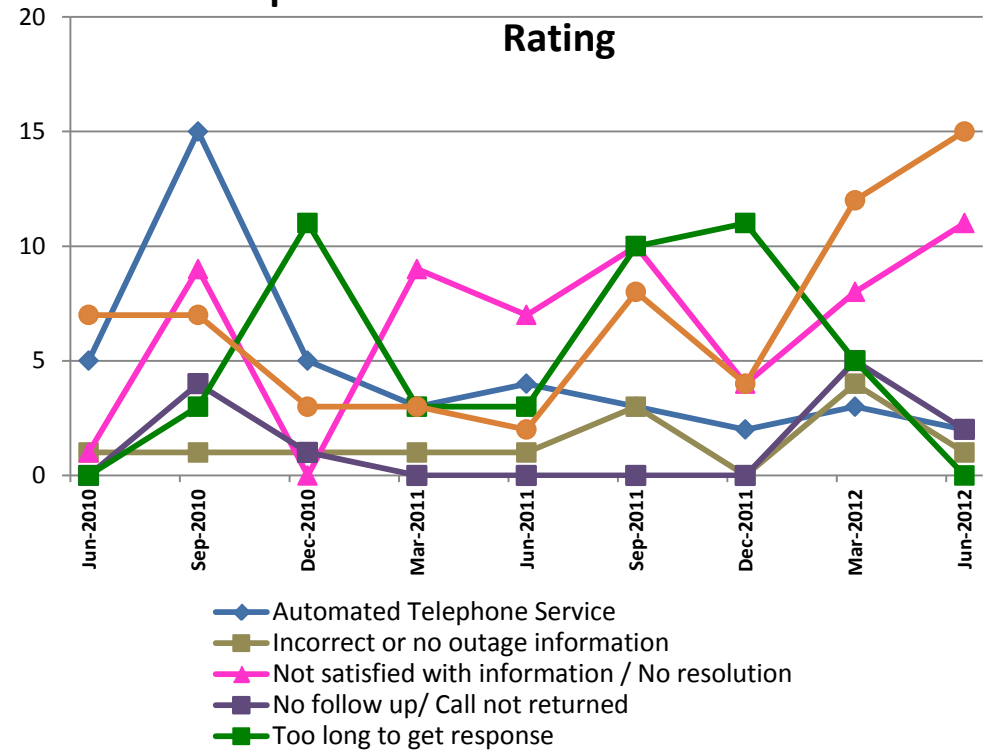
The overall satisfaction of Residential and Commercial customers is up this quarter from last quarter and down from the same quarter last year.

7.37% (89) of customers surveyed gave a rating less than or equal to six (63 Residential and 26 Commercial). 47% (42) indicated price concerns, 24% (21) indicated field related customer service issues (New category), 11% (10) chose Customer Service issues, 4% (4) identified billing and meter reading accuracy and 3%(3) reliability/power outages for the lower rating. The other customers indicated "Other", "No Opinion" or "Don't Know".

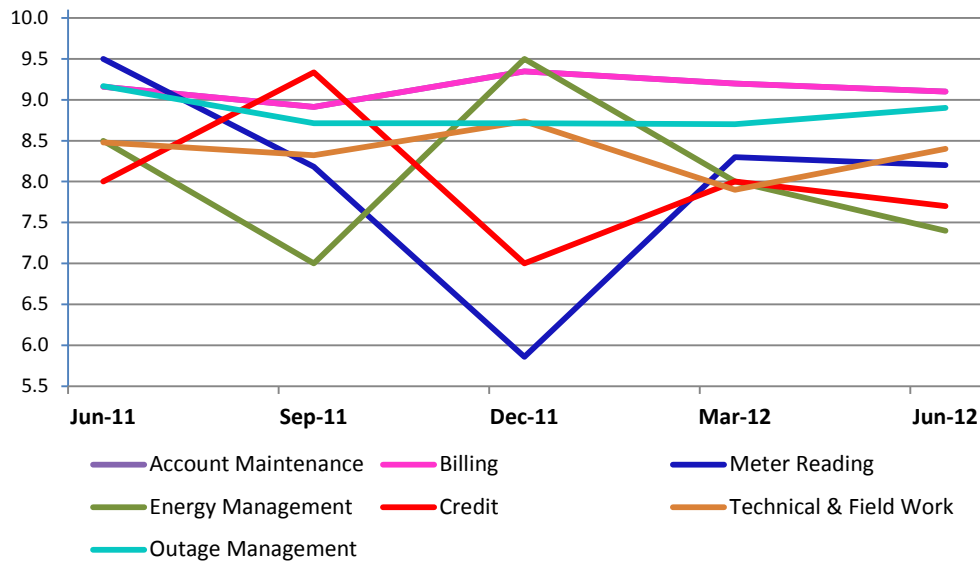
Telephone Satisfaction - Mean



Telephone Satisfaction - Reasons for <= 6 Rating



Reason for Call - Telephone Satisfaction (Mean)



Telephone Satisfaction 23% (276) surveyed called in the last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.70	8.46	8.68
Commercial	8.74	8.35	8.77
Overall Total	8.71	8.71	8.70

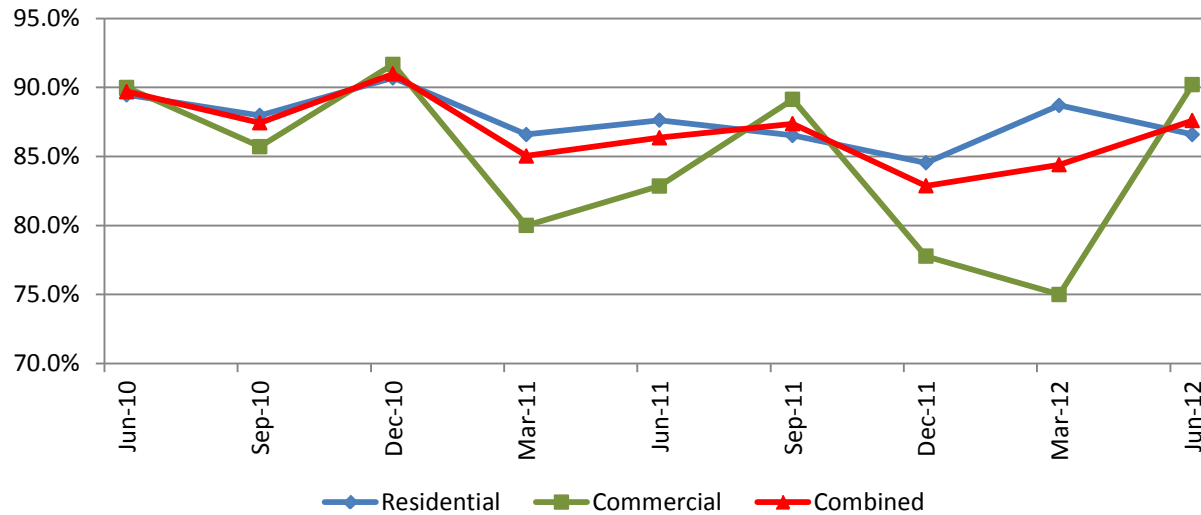
7-10 Rating % of customer's who called that gave a 7-10 rating.

Residential	88.6%	86.6%	91.4%
Commercial	95.2%	91.2%	92.6%
Total	90.6%	88.2%	91.7%

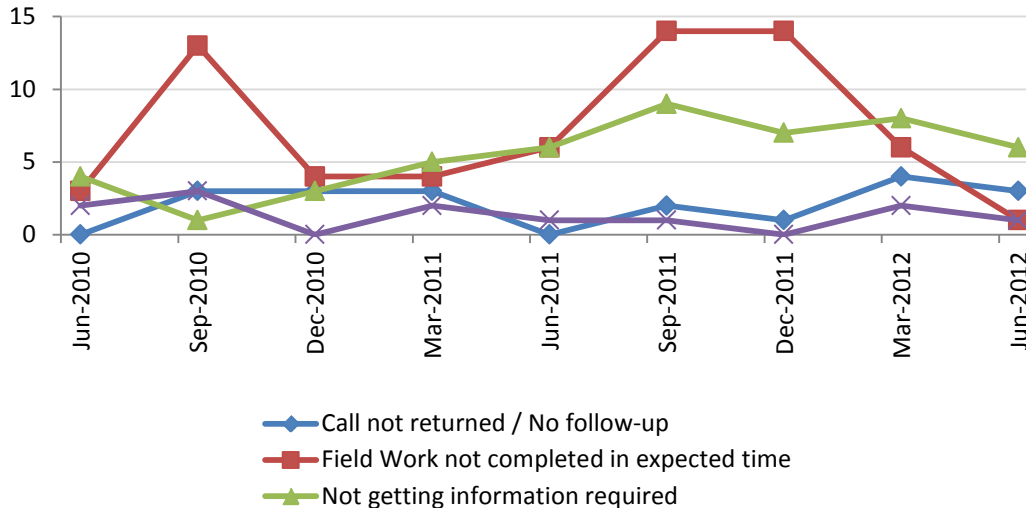
The Overall Telephone Satisfaction rating is the same this quarter as last quarter and slightly higher same quarter last year. The percentage of customers giving a 7 or better rating was greater than last quarter and lower than the same quarter last year.

9.42% (26) gave <=6 rating compared to 11.78% (39) last quarter. 58% (15) felt cited Poor Customer Service as the reason for their low rating.

Passed First Call Resolution



First Call Resolution -



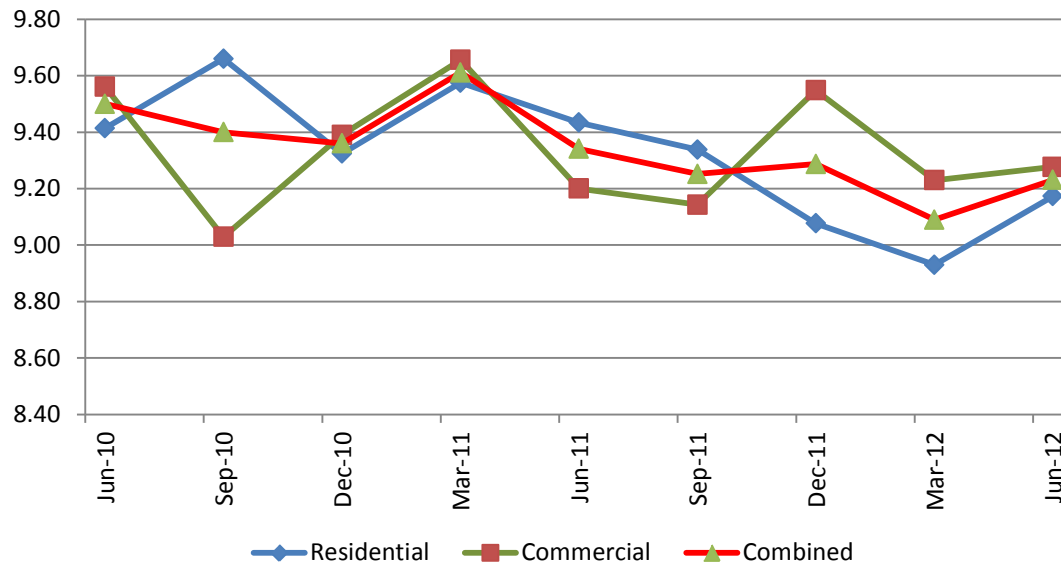
First Call Resolution - Percentage of customer's passed First Call Resolution.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	86.6%	88.7%	87.6%
Commercial	90.2%	75.0%	82.9%
Total	87.6%	84.4%	86.4%

Of the 185 customers that spoke to a Customer Account Representative, 87.6% (162) had their issue resolved the first time and 12.4% (23) had to call more than once. This compares to 15.6% (28) last quarter and 13.6% (18) same quarter last year.

The main reason for given by customers who had to call more than once; 39% (9) indicated "Other", 26% (6) said "not getting information required" and 13% (3) indicated their "call was not returned".

Field Visit - Mean



Field Visit Satisfaction 10.0% (117) surveyed had field visit in last 6 mos.

(Mean)	This Quarter	Last Quarter
Residential	9.17	8.93
Commercial	9.28	9.23
Overall Total	9.23	9.09

7-10 Rating % of customer's with a field visit giving a 7-10 rating.

Residential	94.2%	88.3%
Commercial	98.5%	96.9%
Overall Total	96.6%	92.7%

The Overall Field Satisfaction rating was greater this quarter compared to last quarter and equal to the same quarter last year.

Of the 117 customers that had a Field Visit in the last 6 months, 4 (3.42%) gave a rating <= 6.

**Newfoundland Power
Customer Satisfaction Survey
September 2012**

SECTION 1: GENERAL SERVICE (gensat)

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) (gensatwy)

SECTION 2: CONTACT CENTRE SERVICE

3. Have you called Newfoundland Power within the past six months? (callast6)

- 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. (phnsat)

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 ____? (phsatwhy)

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? (whatcald)

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 (whycall1)

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

2. Billing (whycall2)

(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 (whycall4)

(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 (whycall58)

(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 (whycall3)

(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 (whycl791)

(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 (whycl611)

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

(whycloth)

(whycltxt)

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? (firstme)

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? **(hwmnytme)**

- 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? **(whymore)**

Text box for 250 characters

SECTION 4: FIELD SERVICE

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

- 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) or MISC Section 5 if it exists**
- 6. None of the above **(Do not read) If "None of the above", skip to Q17 or MISC Section 5**

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? **(ratevist)**

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 ____? **(whyrtvst)**

SECTION 5: Miscellaneous

Energy Efficiency Questions

47. Are you aware of **takeCHARGE**? **(awaretkc)**

- ☐ Yes
- ☐ No

48. Are you aware of the **takeCHARGE** rebate for the following? (✓all that apply) **(awartcrb)**

- ☐ ENERGY STAR windows **(awatcrb1)**

- ☐ Thermostats (awatcrb2)
- ☐ Insulation (awatcrb3)
- ☐ Commercial Lighting (awatcrb4)

49. Have you visited the takeCHARGE website at takechargenl.ca? (vsttcweb)

- ☐ Yes ☐ No

50. Do you have any of the following energy saving features in your home? (eefeatsr)

- ☐ Low flow shower heads (eefeats1)
- ☐ Faucet aerators in your kitchen or bathroom (eefeats2)
- ☐ Compact fluorescent light bulbs (eefeats3)
- ☐ Foam gaskets behind outlet covers and switch plates (eefeats4)
- ☐ Weather stripping around exterior doors (eefeats5)
- ☐ Insulation blanket around the outside of the hot water tank (eefeats6)
- ☐ Motion detectors on exterior lighting (eefeats7)
- ☐ Foam insulation around hot water system pipes (eefeats8)
- ☐ Programmable thermostats (eefeats9)
- ☐ High Performance thermostats (eefeats10)

51. Are you considering any of the following energy efficient upgrades? (consupgr)

- ☐ ENERGY STAR windows (consupg1)
- ☐ Insulation upgrade (consupg2)
- ☐ Thermostats (consupg3)
- ☐ ENERGY STAR appliances (consupg4)
- ☐ Heat pump (consupg5)
- ☐ Heat Recovery Ventilator (consupg6)

52. On a scale of 1 to 5, with 1 being the lowest and 5 being the highest, how would you rate the overall energy efficiency of your home? (ratehome)

1 2 3 4 5

53. To the best of your knowledge, when was your home/building constructed? (hmecontr)

1. Before 1950
2. 1950 to 1964
3. 1965 to 1979
4. 1980 to 1989
5. 1990 to 1999
6. 2000 to Present
7. Unsure (Do not read)

--

SECTION 6: INFORMATION ABOUT YOU AND YOUR HOME/BUSINESS – new numbers required.

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

(Ask for and type in percentage)

- | | | | | | |
|-----------------|-------------|-----------|-----------|-----------|--|
| 1. _____ | Electricity | (elec) | (elecpc) | | |
| 2. _____ | Oil | (oil) | (oilpc) | | |
| 3. _____ | Wood | (wood) | (woodpc) | | |
| 4. _____ | Propane | (propane) | (proppc) | | |
| 5. Other: _____ | | (other) | (otherpc) | (mnfulxt) | |

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

- 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) (manhttxt)

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

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

Questions 20 & 21 for Residential Survey only

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

- 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 (mntyptxt)

21. Gender of respondent (gender)

- 1. Male
- 2. Female

(age)

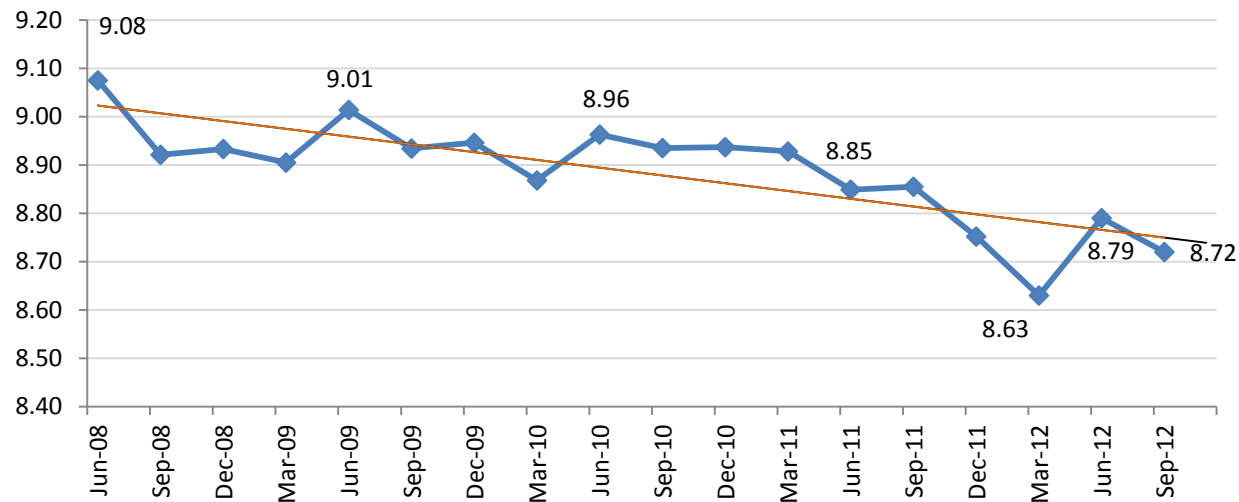
(area)

(type)

THANK YOU VERY MUCH FOR YOUR HELP.

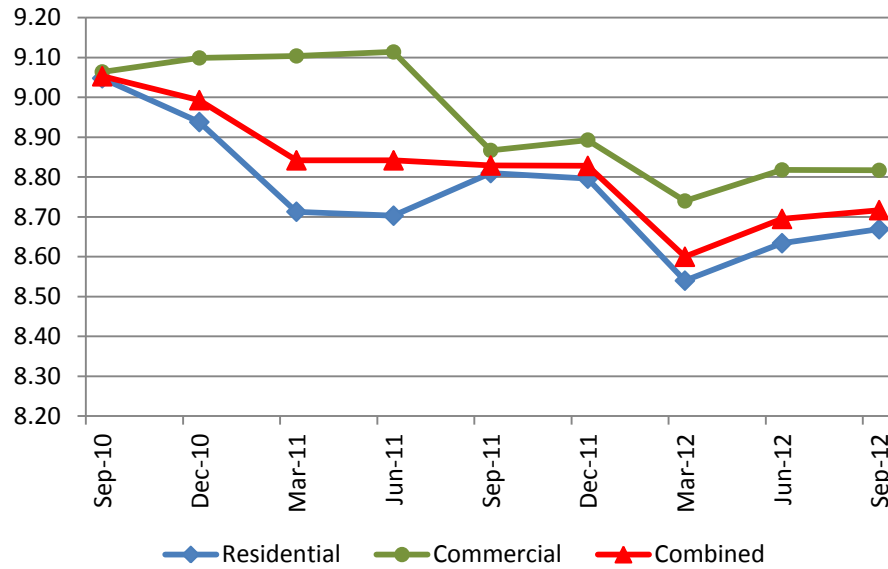
Customer Satisfaction Report September 2012

Quarterly Index



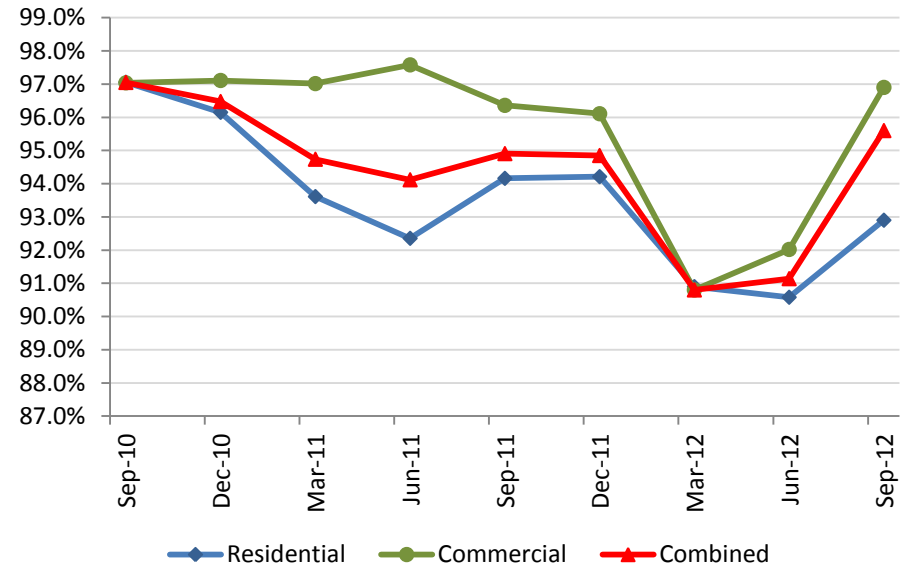
The historical quarterly trend is shown in the above graph. The customer satisfaction index for the 3rd quarter 2012 is 87.2% lower than last quarter 87.9%. This compares with 88.6% in September 2011 and 89.4% in September 2010.

General Satisfaction - Mean



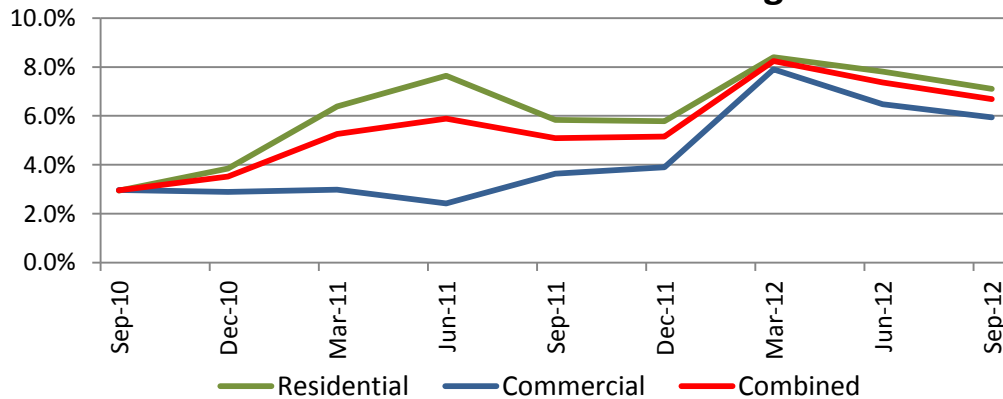
Mean averages the ratings provided by all customer's surveyed.

General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

General Satisfaction <= 6 Rating

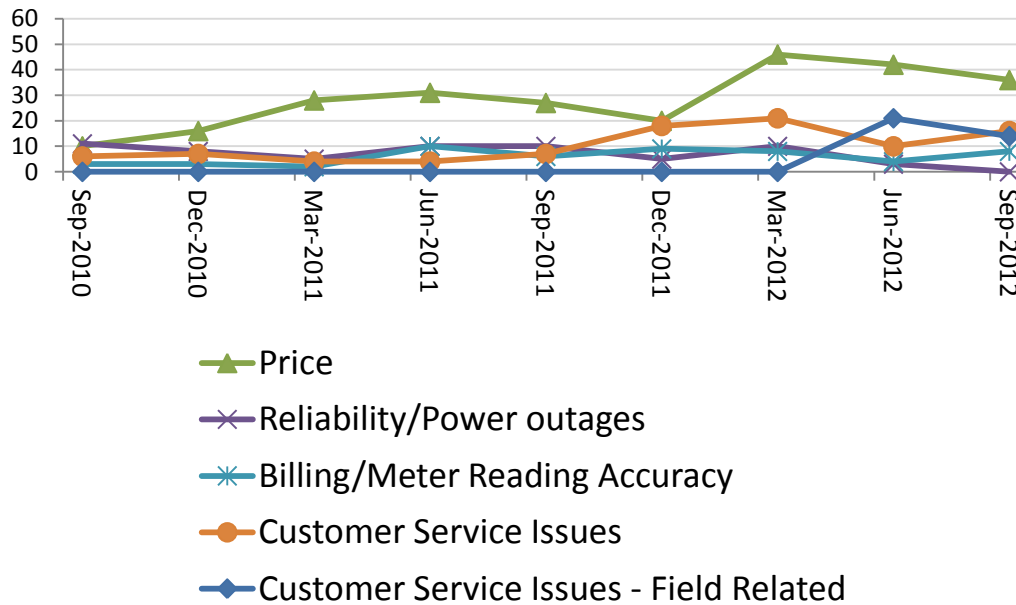


General Satisfaction – 1201 Customers surveyed.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.67	8.63	8.81
Commercial	8.82	8.82	8.87
Total	8.72	8.70	8.83

7-10 Rating	% of customer's surveyed that gave a 7-10 rating.		
Residential	92.9%	90.6%	94.2%
Commercial	96.9%	92.0%	96.4%
Total	95.6%	91.1%	94.9%

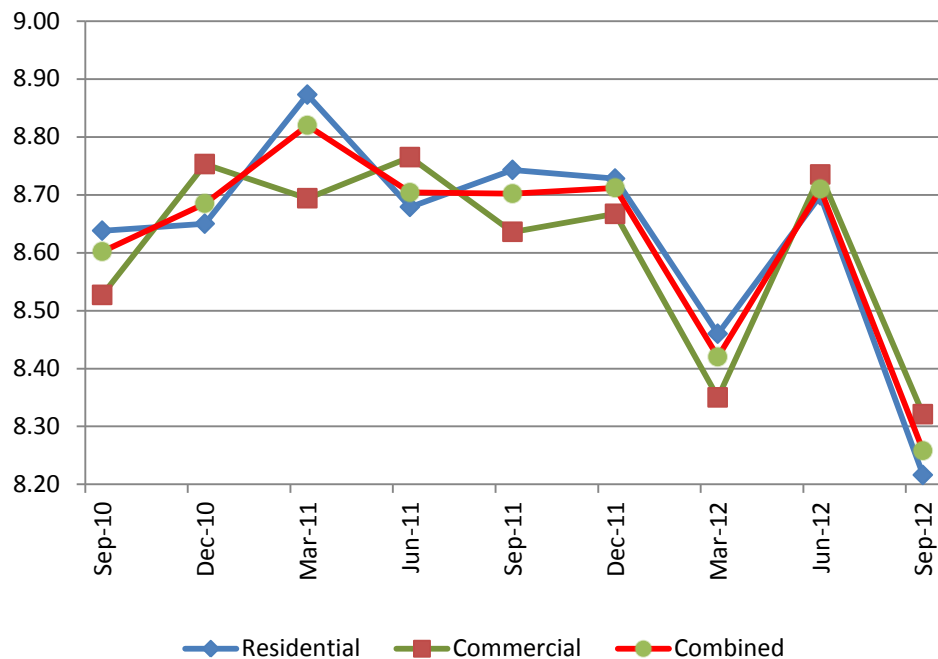
General Satisfaction - Reasons for <= 6 Rating



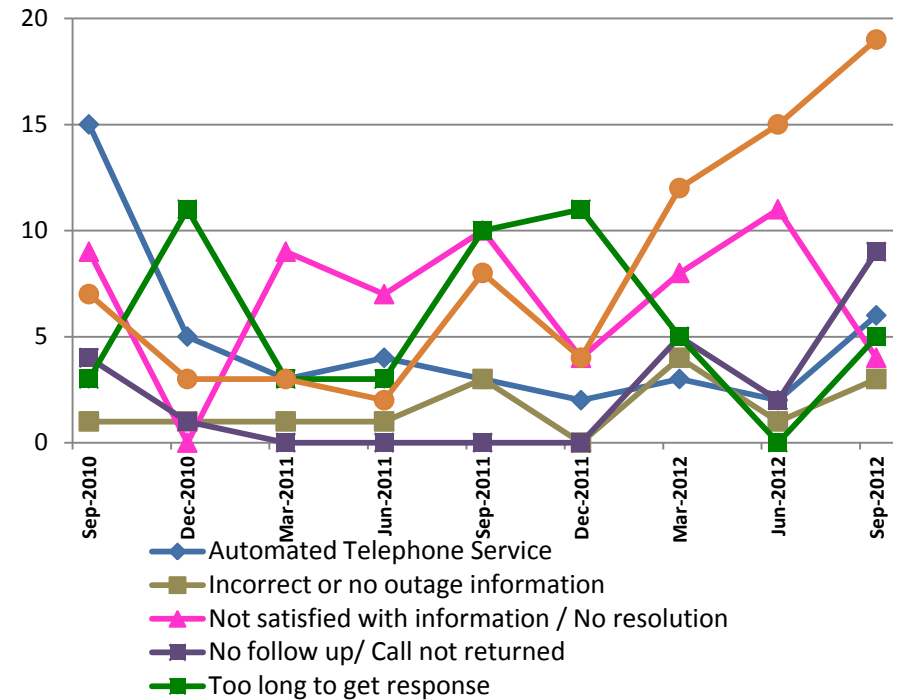
The overall satisfaction of Residential and Commercial customers is up this quarter from last quarter and down from the same quarter last year.

6.69% (79) of customers surveyed gave a rating less than or equal to six (56 Residential and 23 Commercial). 46% (36) indicated price concerns, 21% (18) indicated customer service issues, 18% (14) chose Customer Service issues – Field Related, and 10% (8) indicated Billing/Meter Reading Accuracy issues. The other responses were evenly dispersed over Reliability, Other and No Opinion.

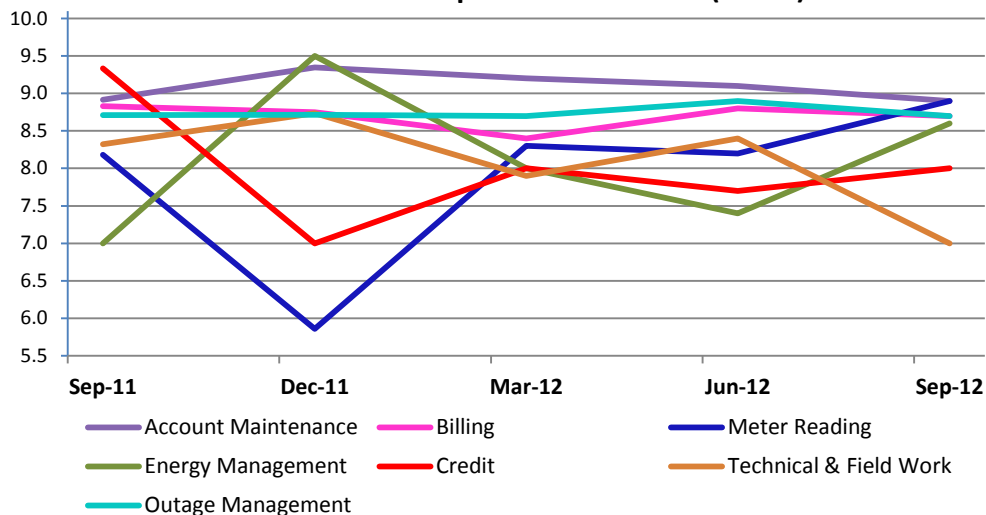
Telephone Satisfaction - Mean



Telephone Satisfaction - Reasons for <= 6 Rating



Reason for Call - Telephone Satisfaction (Mean)



Telephone Satisfaction 24% (283) surveyed called in the last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.22	8.70	8.74
Commercial	8.32	8.74	8.64
Overall Total	8.26	8.71	8.70

7-10 Rating

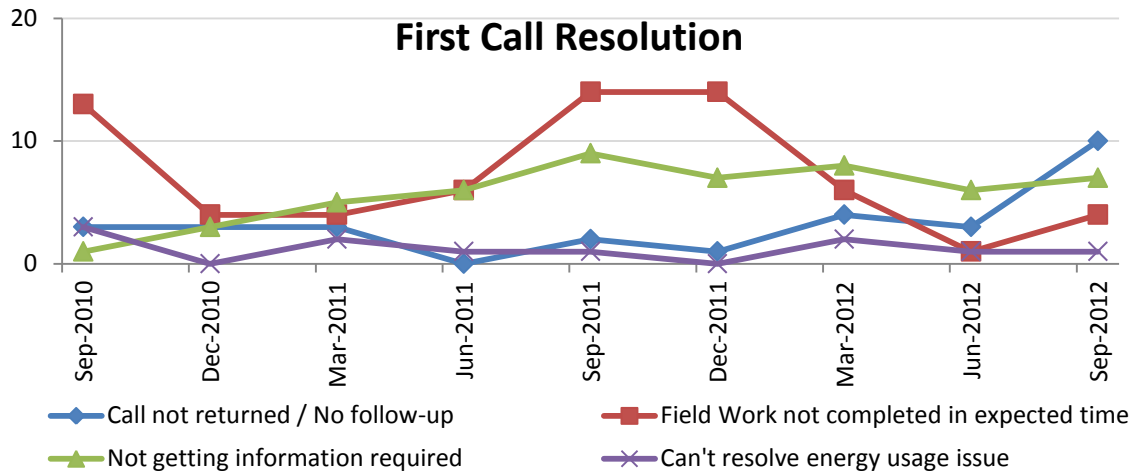
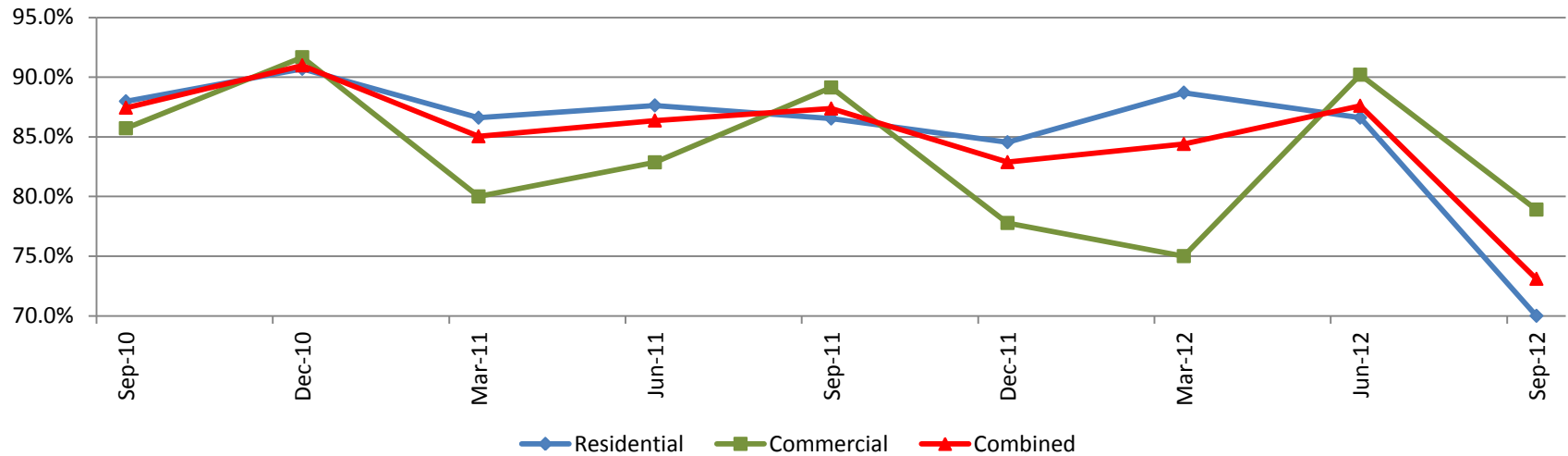
% of customer's who called that gave a 7-10 rating.

Residential	81.3%	88.6%	88.7%
Commercial	85.7%	95.2%	90.9%
Total	82.6%	90.6%	89.5%

The Overall Telephone Satisfaction rating is lower this quarter compared to last quarter and the same quarter last year. The percentage of customers giving a 7 or better rating was lower than last quarter and the same quarter last year.

16.96% (48) gave <=6 rating compared to 9.42% (26) last quarter. 37% (19) cited Poor Customer Service as the reason for their low rating.

Passed First Call Resolution



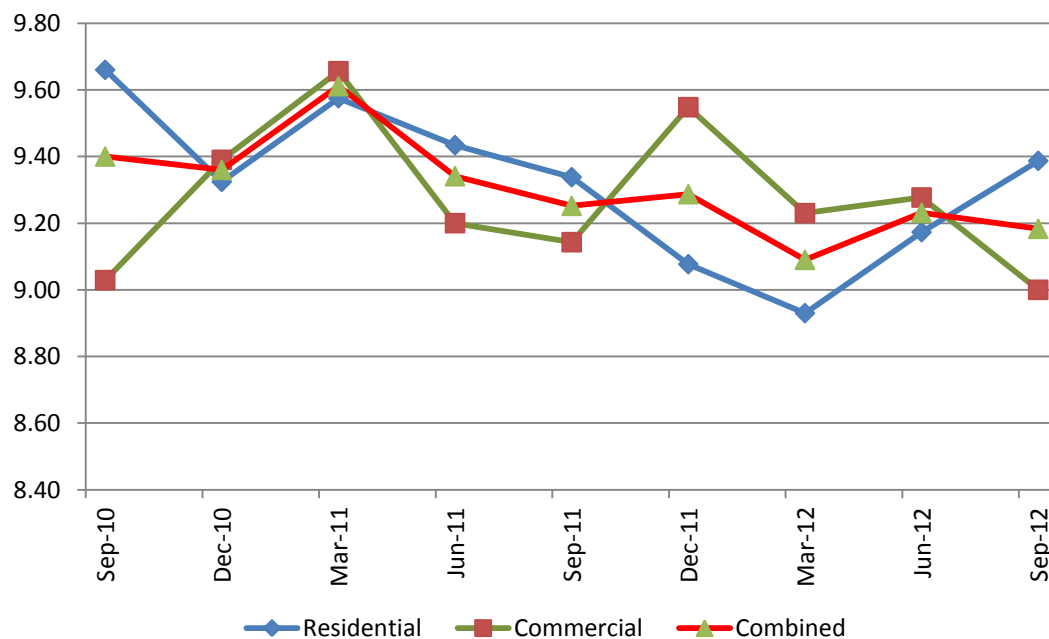
First Call Resolution - Percentage of customer's passed First Call Resolution.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	70.0%	86.6%	86.5%
Commercial	78.9%	90.2%	89.1%
Total	73.1%	87.6%	87.4%

Of the 167 customers that spoke to a Customer Account Representative, 73.1% (122) had their issue resolved the first time and 26.9% (45) had to call more than once. This compares to 12.43% (23) last quarter and 12.63% (36) same quarter last year.

The main reasons given by customers who had to call more than once; 37% (19) indicated "Other", 17% (9) said "no follow up/call not returned" and 12% (6) indicated their "automated telephone service". The verbatim comments from customers indicate that a majority of these multiple call occurrences had to do with field related wait times.

Field Visit - Mean



Field Visit Satisfaction 10.0% (117) surveyed had field visit in last 6 mos.

(Mean)	This Quarter	Last Quarter	Same Quarter Last Year
Residential	9.39	9.17	9.34
Commercial	9.00	9.28	9.14
Overall Total	9.18	9.23	9.25

7-10 Rating % of customer's with a field visit giving a 7-10 rating.

Residential	96.8%	94.2%	94.4%
Commercial	95.7%	98.5%	98.2%
Overall Total	96.2%	96.6%	96.1%

The Overall Field Satisfaction rating was slightly lower this quarter compared to last quarter and slightly higher than the same quarter last year.

Of the 131 customers that had a Field Visit in the last 6 months, 5 (3.82%) gave a rating <= 6.