

1 **Q. In NP's opinion, what is a reasonable time in calendar days to respond to customer**  
2 **complaints expressed directly to the Company? Does NP track its performance in**  
3 **this area? If so, provide details.**  
4

5 A. Newfoundland Power endeavors to answer all customer calls the first time the customer  
6 contacts the Company. However, there are some types of calls where the answer or  
7 resolution cannot be provided immediately. For example, the Company attempts to  
8 answer questions requiring the knowledge of an Electrical Engineering Technologist  
9 within two business days. Customers who contact Newfoundland Power via email are  
10 requested to allow two business days for an answer.

11  
12 Newfoundland Power does not track individual customer complaint response times.  
13 Therefore, specific information on the Company's customer complaint response times is  
14 not available.