

Undertaking 192, Revision 1

Re: CA-NLH-323, Attachment 1, page 10 – 2014 Service Reliability Score

Undertake to provide tables from the service provider that conducts the survey regarding what the other 48 percent of isolated customers had to say, 53 percent said yes, you're doing a good job. And I'm asking you what does the other 48 percent say, of the isolated now.

Please see **Undertaking 192, Attachment 1 []**.

Domestic Customers

Q6: How satisfied are you with...

		Total	Region		
			Central	Northern	Labrador
Total Unweighted (N)		725	174	254	297
The supply of electricity you receive from Hydro	Not at all Satisfied (1,2)	0%	0%	0%	1%
	Not Satisfied (3,4)	1%	0%	2%	3%
	Neutral (5,6)	6%	4%	6%	7%
	Satisfied (7,8)	34%	26%	39%	40%
	Very Satisfied (9,10)	58%	69%	52%	49%
	Don't know (VOL)	0%	1%	0%	0%

Q2: Based on what you know or have heard, how would you rate NL Hydro's overall reputation?

	Total	Region		
		Central	Northern	Labrador
Total Unweighted (N)	725	174	254	297
Very Bad Reputation (1,2)	3%	1%	2%	6%
Bad Reputation (3,4)	4%	1%	2%	9%
Neutral (5,6)	23%	22%	23%	24%
Good Reputation (7,8)	46%	44%	48%	47%
Very Good Reputation (9,10)	23%	30%	24%	13%
Refused (VOL)	0%	0%	0%	0%
Don't know (VOL)	2%	3%	1%	1%

**Q2: Based on what you know or have heard, how would you rate NL Hydro's overall reputation?
Mean Values**

Q4: How satisfied are you:

		Total	Region		
			Central	Northern	Labrador
Total Unweighted (N)		725	174	254	297
With the number of power outages	Not at all Satisfied (1,2)	8%	2%	6%	16%
	Not Satisfied (3,4)	7%	5%	9%	9%
	Neutral (5,6)	19%	16%	19%	22%
	Satisfied (7,8)	35%	36%	38%	32%
	Very Satisfied (9,10)	31%	41%	26%	22%
	Don't know (VOL)	1%	0%	2%	0%
That Hydro ensures a sufficient supply of electricity for the foreseeable future	Not at all Satisfied (1,2)	2%	0%	1%	4%
	Not Satisfied (3,4)	4%	2%	6%	5%
	Neutral (5,6)	11%	11%	10%	12%
	Satisfied (7,8)	30%	26%	29%	35%
	Very Satisfied (9,10)	46%	52%	46%	38%
	Refused (VOL)	0%	0%	0%	0%
Good power quality that is free from voltage fluctuations	Not at all Satisfied (1,2)	2%	0%	1%	4%
	Not Satisfied (3,4)	2%	1%	3%	3%
	Neutral (5,6)	13%	9%	15%	15%
	Satisfied (7,8)	32%	26%	32%	38%
	Very Satisfied (9,10)	48%	59%	46%	37%
	Refused (VOL)	0%	0%	0%	0%
The way Hydro maintains the electric system	Not at all Satisfied (1,2)	2%	2%	1%	3%
	Not Satisfied (3,4)	3%	1%	3%	4%
	Neutral (5,6)	13%	9%	16%	15%
	Satisfied (7,8)	35%	32%	33%	42%
	Very Satisfied (9,10)	44%	52%	43%	33%
	Refused (VOL)	0%	0%	0%	0%
	Don't know (VOL)	4%	4%	3%	3%

General Service (Commercial Customers)

Q6: How satisfied are you with...

		Total	Region		
			Central	Northern	Labrador
Total Unweighted (N)		310	105	111	94
The supply of electricity you receive from Hydro	Not at all Satisfied (1,2)	1%	1%	1%	3%
	Not Satisfied (3,4)	0%	0%	0%	1%
	Neutral (5,6)	4%	0%	7%	4%
	Satisfied (7,8)	40%	35%	41%	45%
	Very Satisfied (9,10)	54%	64%	50%	47%
	Don't know (VOL)	0%	0%	1%	0%

Q2: How would you rate Newfoundland and Labrador Hydro's overall reputation?

	Total	Region		
		Central	Northern	Labrador
Total Unweighted (N)	310	105	111	94
Very Bad Reputation (1,2)	2%	0%	3%	2%
Bad Reputation (3,4)	4%	2%	2%	10%
Neutral (5,6)	17%	6%	21%	26%
Good Reputation (7,8)	57%	67%	55%	49%
Very Good Reputation (9,10)	19%	25%	18%	13%
Don't know (VOL)	1%	0%	1%	1%

Q4: How satisfied are you with the way Newfoundland and Labrador Hydro is performing on each of the following?

		Total	Region		
			Central	Northern	Labrador
Total Unweighted (N)		310	105	111	94
With the number of power outages	Not at all Satisfied (1,2)	7%	3%	7%	12%
	Not Satisfied (3,4)	6%	1%	6%	11%
	Neutral (5,6)	18%	15%	22%	14%
	Satisfied (7,8)	46%	56%	42%	41%
	Very Satisfied (9,10)	22%	24%	21%	22%
	Refused (VOL)	0%	0%	1%	0%
That Hydro ensures a sufficient supply of electricity for the foreseeable future	Not at all Satisfied (1,2)	4%	2%	5%	5%
	Not Satisfied (3,4)	1%	0%	1%	3%
	Neutral (5,6)	12%	5%	17%	15%
	Satisfied (7,8)	30%	32%	29%	30%
	Very Satisfied (9,10)	49%	56%	44%	47%
	Don't know (VOL)	4%	6%	5%	0%
Good power quality that is free from voltage fluctuations	Not at all Satisfied (1,2)	4%	0%	6%	5%
	Not Satisfied (3,4)	3%	0%	4%	4%
	Neutral (5,6)	12%	5%	15%	15%
	Satisfied (7,8)	34%	35%	33%	36%
	Very Satisfied (9,10)	44%	59%	39%	35%
	Don't know (VOL)	3%	2%	3%	5%
The way Hydro maintains the electric system	Not at all Satisfied (1,2)	3%	0%	6%	4%
	Not Satisfied (3,4)	2%	2%	1%	4%
	Neutral (5,6)	11%	6%	14%	13%
	Satisfied (7,8)	41%	41%	42%	40%
	Very Satisfied (9,10)	39%	49%	34%	34%
	Don't know (VOL)	3%	2%	3%	4%