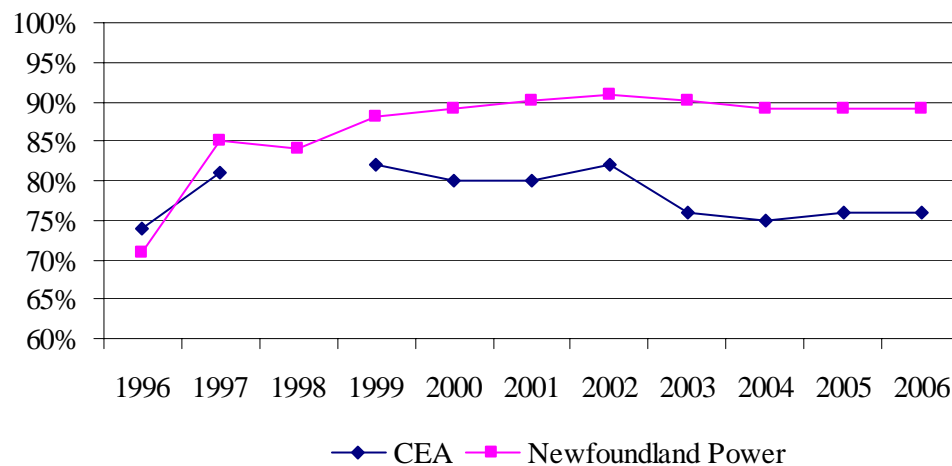


1 **Q. In the 2006 Annual Report (page 6), it is stated "For the past 10 years, customer**  
 2 **satisfaction surveys have placed our Company near the top of industry rankings for**  
 3 **overall customer service." Please provide the supporting documentation for this**  
 4 **statement.**

5  
 6 A. The Canadian Electricity Association's ("CEA") Public Attitudes Research Project  
 7 surveys Canadians across the country to determine their attitudes and opinions of the  
 8 electricity industry and electric utilities.

9  
 10 Graph 1 compares Newfoundland Power's customer satisfaction rating<sup>1</sup> with the  
 11 customer satisfaction rating indicated by the CEA Public Attitudes Research Project  
 12 results.<sup>2</sup>

13  
 14  
 15 **Graph 1**  
 16 **Customer Satisfaction**  
 17 **CEA and Newfoundland Power**  
 18 **1996 to 2006**



19  
 20  
 21 The results of the CEA Public Attitudes Research Project are confidential. CEA  
 22 members are permitted to release only company-specific information and corresponding  
 23 national comparative results.

<sup>1</sup> A company-specific ranking is not available for Newfoundland Power from the CEA Public Attitudes Research Project. See the response to CA-NP-430.

<sup>2</sup> Comparable CEA data is not available for 1998.