

1 **Q. In the Fortis Inc. 2005 Annual Report (page 18), it is stated "In a national Public**
2 **Attitudes Survey conducted by the Canadian Electricity Association in 2005, the**
3 **Company ranked as one of the top 5 performing electrical utilities in Canada.**
4 **Performance was ranked for customer satisfaction, staff courtesy, service issues,**
5 **public safety, power quality and billing accuracy." How did NP rank in this survey?**
6 **Please provide specific details of the performance areas measured, in particular,**
7 **those relating to service issues, power quality and billing accuracy.**
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9 A. The statement at page 18 of the Fortis Inc. 2005 Annual Report refers to Maritime
10 Electric.

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12 The Canadian Electricity Association's ("CEA") Public Attitudes Research Project
13 surveys Canadians across the country to determine their attitudes and opinions of the
14 electricity industry and electric utilities.

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16 The results of the CEA Public Attitudes Research Project are confidential. CEA
17 members are permitted to release only company-specific information and corresponding
18 national comparative results.

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20 The survey is conducted by province and does not differentiate between the different
21 utilities in each province. The Newfoundland portion of the survey included customers
22 of both Newfoundland Power and Newfoundland and Labrador Hydro. Consequently, no
23 company-specific ranking is available from the survey for Newfoundland Power.

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25 The survey questions participants on their perceptions of the importance of a number of
26 attributes of utility service, including price, responsiveness to customer concerns, billing
27 accuracy, environmental responsibility, quality of service, concern for public safety,
28 power quality and service reliability, and on their perceptions of the performance of the
29 electric utility serving them in relation to these attributes of service.