

1 **Volume 1, Section 2 – Customer Operations**

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3 **Q. Please provide the number of customer complaints (broken down by geographic**  
4 **area, if possible) and categorized by type of complaint received by NP over the last**  
5 **three years.**

6

7 A. The Company does not have a tracking system for customer complaints.

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9 Please see the responses to CA-NP-10 and CA-NP-82.