

1 Q. Did Hydro receive complaints from customers about the rotating outage process? If
2 yes, how many were reviewed and what were the nature of the complaints?

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5 A. To date Hydro has not received any formal complaints about the rotating outage
6 process. Hydro has received one letter from the Mayor of the Town of Burgeo
7 asking *“if at all possible, that in times of such power conservation measures, Burgeo*
8 *be listed as a sensitive region.”* This request is presently being reviewed and a
9 response will be provided to the customer when completed.

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11 During the period of rotating outages between January 2, 2014 and January 8, 2014
12 calls were also received at Hydro’s Customer Call Centre, and emails received by
13 Hydro’s Customer Service email address. The majority were questions from
14 customers seeking information on duration of outage rotations. Many of the calls
15 to Hydro were from Newfoundland Power customers and those customers were
16 provided information when possible and/or referred to Newfoundland Power.