

1 Q. Please provide staffing levels supporting customer research and customer
2 satisfaction efforts, including any management, supervisory and support personnel.
3 Provide the number of staff for 2013, 2014YTD and budgeted 2015.

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6 A. Hydro's customer research and satisfaction surveys have historically been
7 completed by an external consulting agency. With respect to Hydro staffing levels
8 regarding customer research and customer satisfaction efforts, please see Hydro's
9 response to PUB-NLH-192.