

- 1 **Q. In order to provide a record copy of document(s) already provided informally,**  
 2 **please provide a comparison of customer inquiries on January 2-8, 2014 to those of**  
 3 **January 11-13, 2013.**  
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 5 A. A comparison of customer inquiries on January 2-8, 2014 to those of January 11-13, 2013  
 6 is shown in Table 1.  
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**Table 1**  
**Customer Inquiries**

<b>Source</b>	<b>January 11-13, 2013</b>	<b>January 2-8, 2014</b>
Customer calls	194,564	139,335
Emails	149	240
Website Visits	156,500	947,215
New Twitter Followers	300-500 <sup>1</sup>	6,561
Facebook Page Likes	0 <sup>2</sup>	4,119

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<sup>1</sup> Newfoundland Power had approximately 6,000 twitter followers at year end 2012. On February 24<sup>th</sup>, 2013, it was reported that Newfoundland Power’s Twitter account had 6,569 followers. Based on this information, Newfoundland Power estimates that its Twitter account grew by 300-500 followers during the January 11-13, 2013 system events.

<sup>2</sup> Newfoundland Power’s conservation initiative, takeCHARGE! NL, launched its Facebook page in 2008. This Facebook page is not used to communicate system events or customer outages. Newfoundland Power’s Corporate Facebook page, which does communicate system events and customer outages, was launched in October 2013.