

- 1 **Q. (Reference CA-NP-015(vii)) Please identify the peer group used to benchmark**
2 **Newfoundland Power performance on customer satisfaction.**
3
- 4 A. As described in the response to Request for Information CA-NP-015, the benchmarking
5 exercises performed by Newfoundland Power include: (i) year-over-year comparisons of
6 the Company's costs and performance; and (ii) comparisons to peer groups of other
7 utilities.
8
- 9 Newfoundland Power's benchmarking of customer satisfaction involves year-over-year
10 comparisons of the Company's performance. The year-over-year comparisons are based
11 on the results of quarterly customer surveys.
12
- 13 Completing benchmarking exercises that involve peer group comparisons to other
14 utilities requires access to datasets with reasonably consistent data.¹ Such data is not
15 available for utilities' customer satisfaction results, as methodologies for collecting such
16 data vary among utilities. A peer group comparison of customer satisfaction
17 performance is therefore not available.

¹ For example, Newfoundland Power completes comparisons of its reliability performance to other utilities. The data is available through Electricity Canada. Electricity Canada provides guidelines to ensure a consistent methodology is applied by all utilities. Electricity Canada's recommended reporting standard is IEEE Std 1366 – 2012.