

- 1 **Q. (Reference Application, 2024 – 2028 Capital Plan, Figure 1) Has customer**
2 **feedback concerning reliability changed materially since 2003?**
3
- 4 A. Newfoundland Power does not track customer contacts according to the overall level of
5 reliability they experience, nor does the Company survey its customers on the value that
6 customers place on current levels of reliability. See the response to Request for
7 Information CA-NP-016 for further information.
8
- 9 Overall customer satisfaction has averaged 87% since 2003. The lowest level of
10 customer satisfaction recorded was during the first quarter of 2014. This survey
11 followed widespread customer outages known as #darkNL. Customer satisfaction was
12 82% during that quarter. Quarterly surveys also show that the two most important
13 issues to customers are reliability and price.