

- 1 **Q. (Reference CA-NP-144)**
2 **Given the importance that customers place on reliability, why does NP not**
3 **track customer complaints relating to reliability?**
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- 5 A. Tracking customer complaints relating to reliability is not required to ensure
6 Newfoundland Power provides reliable, least-cost, and environmentally responsible
7 service to its customers. Capital upgrades required to maintain the reliability of
8 Newfoundland Power’s electrical system are primarily condition based. Therefore,
9 customer complaints are not required to identify requirements to replace or refurbish
10 existing plant.
11
- 12 Newfoundland Power does survey its customers to determine their overall satisfaction
13 with its service delivery, including reliability. For further information on the Company’s
14 customer survey, see response to Request for Information CA-NP-014.