

Q. Please provide copies of any statistical surveys, service data, Fortis Group data, and similar type information commissioned by Newfoundland Power for the years 1998 to current and forecast and all associated costs.

A. The following customer research reports have been commissioned by Newfoundland Power since 1998. The surveys for 4th Quarter 2001 through the 3rd Quarter 2002 were filed in the 2003 Capital Budget Hearing in the Company's response to Request for Information CA-76. The other surveys are included here as Attachments A through P.

1. Customer Satisfaction Survey - March 1998 (Attachment A)
2. Customer Satisfaction Survey - June 1998 (Attachment B)
3. CIAC Customer Survey - July 1998 (Attachment C)
4. Customer Satisfaction Survey - September 1998 (Attachment D)
5. Customer Satisfaction Survey - December 1998 (Attachment E)
6. Customer Satisfaction Survey - March 1999 (Attachment F)
7. Customer Satisfaction Survey - June 1999 (Attachment G)
8. Customer Satisfaction Survey - September 1999 (Attachment H)
9. Customer Satisfaction Survey - March 2000 (Attachment I)
10. Customer Satisfaction Survey - June 2000 (Attachment J)
11. Customer Satisfaction Survey - September 2000 (Attachment K)
12. Customer Satisfaction Survey - December 2000 (Attachment L)
13. Customer Satisfaction Survey - March 2001 (Attachment M)
14. Customer Satisfaction Survey - June 2001 (Attachment N)
15. Customer Satisfaction Survey - September 2001 (Attachment O)
16. Customer Satisfaction Survey - December 2001 (See 2003 Capital. Budget CA-76)
17. Customer Satisfaction Survey - March 2002 (See 2003 Capital. Budget CA-76)
18. Customer Satisfaction Survey - June 2002 (See 2003 Capital. Budget CA-76)
19. Customer Satisfaction Survey - September 2002 (See 2003 Capital. Budget CA-76)
20. Customer Satisfaction Survey - December 2002 (Attachment P)

Table 1 below provides total costs of customer research by year.

Table 1 Total Cost of Customer Research 1998 – 2003F	
Year	Cost
1998	\$18,726
1999	\$28,280
2000	\$24,452
2001	\$27,934
2002	\$29,600
2003 forecast	\$30,500

1 In 2002, Newfoundland Power commissioned an Employee Opinion survey through
2 Hewitt Associates. The total cost of this survey was \$9,437.
3
4 Newfoundland Power has not commissioned any surveys or data collection associated
5 with the Fortis Group of Companies.