

1 **Q. Please provide the actual number of Newfoundland Power's customers with**
2 **Internet access.**

3
4 A. The actual number of Newfoundland Power customers with Internet access is unknown.
5 This information is not collected from customers.

6
7 In the March 2002 Customer Satisfaction survey, 34 per cent of residential customers and
8 53 per cent of commercial customers reported having access to the Internet.