

**Reliability**

**Q. What direct evidence can NP offer to support the proposition that its urban Residential customers are not satisfied with the current level of reliability of their electrical service?**

A. The results of the most recent customer service survey conducted in June 2003 indicate that residential customers continue to rank reliability of supply as one of the most important attributes of electrical service.

In this survey, 20 per cent of residential customers indicated that reliability of electrical supply needed some improvement. Data for urban versus rural is not available.