

1 Q. **Reference: Volume I, Section 1.5, page 1.14, Engaging Our Customers**

2 Hydro states that it regularly surveys its direct customers and that overall customer service
3 satisfaction scores have remained strong and consistent.

4 Does Hydro perform the same customer survey in all areas of the province where it provides
5 service or are customer surveys developed for separate service areas?

6
7
8 A. Newfoundland and Labrador Hydro (“Hydro”) completes the same customer survey in all areas
9 of the province to ensure consistency in measuring customer feedback and satisfaction. This is
10 done through a transactional survey which is completed monthly and includes customers who
11 would have contacted Hydro’s call center during the month. Hydro also completes biannual
12 satisfaction surveys for residential and commercial customers. Further, Hydro’s feedback panel
13 is an opt-in survey research tool that allows for the gathering of customer feedback on specific
14 topics. For example, the panel was used to gather customer feedback following the Frazil Ice
15 event at the Bay d’Espoir Hydroelectric Generating Station this past winter. Hydro also
16 completes robust research and engagement relating to balancing cost, reliability, and
17 environmental considerations. This is typically completed every three years to support planning
18 activities and has two iterations—one for Island customers and one for customers in Labrador.