

1 **Q. Reference: Volume I, page 2.3, Customer Satisfaction and Feedback Results**

2 Hydro noted that the 2025 General Service Survey recorded satisfaction of 81%, a decrease from
3 2023, which was driven largely by results from the Northern region.

4 Can Hydro provide customer service satisfactions scores for separate service areas? If so, please
5 provide a table indicating customer satisfaction by service area for 2016-2025.

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8 **A.**Newfoundland and Labrador Hydro does not have the ability to break down the customer
9 satisfaction scores data by region. Table 1 details the percentage of customers who were “Very
10 *Satisfied*” (provided an overall satisfaction score of 9 or 10) by region.

Table 1: General Service Customer Overall Satisfaction Score of “Very Satisfied” by Region (%)

Region	2017	2019	2021	2023	2025
Central	48	43	40	46	45
Northern	38	42	41	41	30
Labrador	42	36	48	38	44
Overall	43	40	42	42	39