

1 **SECTION 1: INTRODUCTION**

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3 **Q. Reference: CA-NP-004 and CA-NP-031**

4 **Please provide samples of questions related to electricity prices and reliability used**  
5 **in recent customer surveys that help Newfoundland Power “identify areas of**  
6 **concern to customers, such as the cost and reliability of electricity service.”**

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8 **A.** During customer satisfaction surveys, customers are asked the following questions  
9 related to Newfoundland Power’s service delivery.

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11 1. *“First, I would like to get your opinion of the overall service provided by*  
12 *Newfoundland Power. On a 10-point scale where 1 is “Not at all satisfied” and*  
13 *10 is “Fully satisfied”, how satisfied are you with the overall service provided by*  
14 *Newfoundland Power?”*

15  
16 2. *“Can you tell me the main reason why you gave a rating of \_\_\_\_\_?”*<sup>1</sup>

17  
18 Cost and reliability are the two primary reasons specified by customers in response to the  
19 open-ended question 2, above. The feedback obtained through customer satisfaction  
20 surveys helps the Company understand trends in customer satisfaction, and identify areas  
21 of concern to customers.

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<sup>1</sup> See the response to Request for Information CA-NP-031, Attachment A, for the complete Customer Satisfaction Survey.