

- 1 **Q.** (Reference NLH-NP-025) NP indicates that results of its customer surveys
2 indicate that customers are in favour of the Correspondence Modernization
3 project.
- 4 a) What details of the Customer Correspondence Modernization project
5 were made available to customers? For example, were customers made
6 aware of the cost of the project and its impact on customer bills? If so,
7 please provide supporting documentation.
- 8 b) The survey appears to indicate (Attachment A, page 7 of 24, B2) that
9 82% of residential customers and 86% of business customers rate
10 satisfaction with the current bill design at 7 out of 10, or above. What
11 parts of the customer survey led NP to conclude that customers are in
12 favour of the Customer Correspondence Modernization project?
- 13 c) If customers have the knowledge to indicate they are in favour of the
14 Customer Correspondence Modernization project, would they not also
15 have the knowledge to respond to a question about their willingness to
16 pay for improved reliability? For example, does NP believe that
17 customers have the knowledge to respond to the following question:
18 Are you willing to pay higher bills in exchange for increased reliability?
19
- 20 **A.** a) As stated in the response to Request for Information NLH-NP-025, the Company
21 did not survey customers regarding the implementation of the *Customer*
22 *Correspondence Modernization* project. In 2024, Newfoundland Power surveyed
23 customers on their overall level of satisfaction with the Company's current bill
24 design.
- 25
- 26 b) See part a).
- 27
- 28 The *Customer Correspondence Modernization* project is justified based on the
29 requirement to deliver service to customers in a manner that is least cost and
30 results in more efficient and effective customer service delivery. It will allow
31 Newfoundland Power to continue to ensure the supported, secure and reliable
32 operation of information systems.
- 33
- 34 c) See part a).
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- 36 For additional information regarding customer surveys and willingness-to-pay,
37 see the response to Request for Information CA-NP-098.