

1 Q. **2017 General Rate Application - Customers**

2 Page 2.8, lines 16-21 – What questions, if any, were included in the 2016
3 residential customer satisfaction survey to evaluate customer reaction to the
4 implementation of the joint storm/outage communication plan, the equipment
5 notification protocol and other communication initiatives implemented since the
6 2014 and 2015 power outages and what were the survey results?

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9 A. The 2016 residential customer satisfaction survey did not include any questions to
10 evaluate customer reaction regarding the implementation of the Joint
11 Storm/Outage Communications Plan, the equipment notification protocol, or other
12 communications initiatives implemented since the system events in 2014 and 2015.
13 It is Hydro’s intention to assess these initiatives with customers in the 2018/2019
14 research, giving Hydro several years of execution to base results upon. Also, as
15 Hydro has noted in PUB-NLH-021, Hydro assesses its communication effort through
16 other means as well.