

1   **Q:**   (Liberty December 17, 2014 Report to Board on *Supply Issues and Power*  
2           *Outages Review Island Interconnected System* addressing Newfoundland and  
3           Labrador Hydro) The report states (page 140): “*Hydro does not routinely*  
4           *conduct transactional customer satisfaction surveys of specific interactions with*  
5           *the utility, a common practice within the utility industry*”. Does Liberty  
6           recommend Hydro start conducting such surveys? If not, why not?  
7

8  
9   **A.**    Yes.