

Requests for Information

1 **Q. Did Newfoundland Power receive complaints from customers about the rotating**
2 **outage process? If yes, how many were received, what were the nature of the**
3 **complaints and what is the status of the review of the complaints?**
4

5 A. Newfoundland Power does not formally track customer complaints. Therefore, specific
6 information on the quantity, nature and review of complaints is not available.
7

8 Newfoundland Power does have a number of means of obtaining customer feedback and
9 assessing customer sentiment and opinion regarding its service delivery, in addition to its
10 formal surveys of customer satisfaction. For example, Newfoundland Power may
11 become aware of specific customer service issues as a result of letters, telephone calls or
12 e-mails from customers.¹ Newfoundland Power also monitors broadcast and print media
13 in order to maintain an awareness of public sentiment regarding the Company's service,
14 particularly when there have been power outages. More recently, Newfoundland Power
15 has availed of social media such as Facebook and Twitter to provide information to
16 customers, as well as to receive customer input regarding the Company's service.
17

18 During the course of the rotating power outages and system disruptions of January 2014,
19 Newfoundland Power continuously monitored all forms of communications media,
20 including social media. In this way, the Company was made aware of a number of
21 customer concerns, including concerns about why rotating power outages were necessary
22 and why Newfoundland Power was not able to provide advance notice of rotating power
23 outages to affected customers.²
24

25 See the responses to Requests for Information PUB-NP-022 and PUB-NP-025 for
26 information regarding rotating power outages and the Company's communication with
27 customers.

¹ In the case of individual customer concerns, these receive immediate attention from appropriate Company personnel and are resolved as soon as possible.

² For information on potential changes that Newfoundland Power has identified which may improve future customer service delivery in periods of electrical system distress, see the response to Request for Information PUB-NP-036.