

1 Q. **Reference: Response to CA-NLH-017, part a**

2 Further to CA-NLH-017(a), please break down the percentage of satisfied respondents in Table 1
3 for each year from 2019 to 2025 by satisfaction category, and provide the survey wording and
4 scoring thresholds used.

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7 A. Please refer to Table 1 for the requested breakdown.

Table 1: Customer Satisfaction Results

	2019	2020	2021	2022	2023	2024	2025
Completely Dissatisfied	136	113	113	167	128	202	255
Dissatisfied	60	55	50	48	63	64	98
Somewhat Satisfied	80	99	99	94	85	99	101
Satisfied	195	172	196	249	154	242	233
Very Satisfied	1,441	1,199	1,693	1,898	1,564	2,943	2,885
Total Respondents	1,912	1,638	2,151	2,456	1,994	3,550	3,572
% Satisfied	85.56%	83.70%	87.82%	87.42%	86.16%	89.72%	87.29%

8 The survey wording was as follows:

Question 1 : Based on your most recent conversation with us, can you please tell us what the purpose of your call was? If it was for a billing inquiry Press 1. If it was to report a power outage Press 2. If it was for a payment arrangement or collection inquiry Press 3. If it was for a New Service Press 4. If you do not remember or it was for something else, Press 5.

Pressed 1	0	0.00%
Pressed 2	0	0.00%
Pressed 3	0	0.00%
Pressed 4	0	0.00%
Pressed 5	0	0.00%
Total	0	0.00%

Question 2 : On a scale of 1 - 5, with 5 being the best ranking, how courteous was the person who answered your call?		
Pressed 1 completely dissatisfied	0	0.00%
Pressed 2 dissatisfied	0	0.00%
Pressed 3 somewhat satisfied	0	0.00%
Pressed 4 satisfied	0	0.00%
Pressed 5 completely satisfied	0	0.00%
Total	0	0.00%
Question 3 : On a scale of 1 - 5, with 5 being the best ranking, how knowledgeable was the person who answered your call?		
Pressed 1 completely dissatisfied	0	0.00%
Pressed 2 dissatisfied	0	0.00%
Pressed 3 somewhat satisfied	0	0.00%
Pressed 4 satisfied	0	0.00%
Pressed 5 completely satisfied	0	0.00%
Total	0	0.00%
Question 4 On a scale of 1 - 5, with 5 being the best ranking, how satisfied were you with the overall level of service you received when you called us?		
Pressed 1 completely dissatisfied	0	0.00%
Pressed 2 dissatisfied	0	0.00%
Pressed 3 somewhat satisfied	0	0.00%
Pressed 4 satisfied	0	0.00%
Pressed 5 completely satisfied	0	0.00%
Total	0	0.00%
Question 5. Were we able to address all your needs with one call to our Customer Call Center? Press 1 for Yes. Press 2 for No.		
Yes	0	0.00%
No	0	0.00%
Total	0	0.00%