

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

2 Further to the response to CA-NLH-017, part d, please provide specific examples of actions
3 taken by Hydro in response to feedback received from residential customers from the 2019 to
4 2025 surveys, including the findings in the response to CA-NLH-017, part b, that *“emerging gaps*
5 *in pricing...indicate areas for targeted improvement.”*

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8 A. Customer feedback from its various surveys and engagement activities informs Newfoundland
9 and Labrador Hydro’s (“Hydro”) work in several ways:

- 10 • Customer feedback is considered in ongoing investment decisions and informs capital
11 applications, including the most recent in 2026. These findings are a key component in
12 guiding Hydro’s asset planning and investment strategy.
- 13 • Customer feedback also informs customer service activities and aims to improve
14 customer experience.

15 The conclusion from the Customer Service Residential Survey included in the response to
16 CA-NLH-017 of this proceeding specifically references “emerging gaps in pricing, digital
17 engagement, and mid-tier satisfaction scores as areas for targeted improvement.” Hydro has
18 been focusing on the following areas to enhance digital and service innovation:

- 19 • The myNLhydro app is a digital tool that supports Hydro’s communication with
20 customers and offers several online services within the convenience of a single hub.
21 Hydro has increased app enrollment and continues to recruit customers to sign up and
22 download the app.
- 23 • Hydro is always looking for ways to improve how we work to better meet our
24 customers’ expectations. In 2023, we began a meter replacement program that would
25 provide all Hydro customers with meters that can be read remotely. The

1 implementation of Automated Meter Reading will increase billing accuracy and
2 decrease usage estimation for customers.

- 3 • Social media is a two-way communications tool increasingly being used to both share
4 information with customers and respond to customer inquiries. Hydro has increased its
5 social media presence for outage reporting and customer updates.
- 6 • Customer concerns about the cost of electricity have been consistently documented
7 across various survey and engagement tools. As such, Hydro has deferred capital
8 expenditures where prudent, including approximately \$30.0 million in Hydro's 2027
9 Capital Budget Application. Hydro continues to prioritize least-cost solutions to minimize
10 impacts on the cost of electricity passed on to customers.
- 11 • Response to outages in remote areas can be especially challenging and impact
12 customers' satisfaction with respect to reliability. Hydro has implemented automated
13 technologies in remote areas with a focus on decreasing response and outage time for
14 customers as outlined in Hydro's response to PUB-NLH-117 of this proceeding.