

1 **Q. In NP’s opinion, what is a reasonable time in calendar days to respond to customer**
2 **complaints expressed directly to the Company? What is a reasonable time in**
3 **calendar days to respond to customer complaints expressed through the Board?**
4

5 A. It is Newfoundland Power’s view that customer issues and complaints should be
6 responded to and resolved as quickly as possible. Resolving individual customer
7 inquiries following a single customer-initiated contact is consistent with the delivery of
8 responsive customer service at least cost.
9

10 Customer Service Representatives aim to respond immediately to customers who contact
11 the Company via telephone or in-person, and within 2 business days for customers who
12 initiate contact via mail and email. However, given that customers’ issues vary in
13 complexity, and may involve parties other than Newfoundland Power, resolution times
14 may vary.¹
15

16 The time required to respond to an issue expressed through the Board should not, in
17 principle, vary materially from the time required to address a complaint expressed
18 directly to Newfoundland Power.

¹ For example, when customers call to ask questions that require the knowledge of an Electrical Engineering Technologist, the Company aims to provide the required information within 2 business days.