

- 1 **Q. (Application Volume 1, page 1-3) It is stated “Quarterly surveys indicate the 2 most**
2 **important issues to Newfoundland Power’s customers are service reliability and price.”**
3 **Provide all feedback NP has obtained from customers with respect to cost inputs**
4 **included in this GRA. In particular, provide all feedback from customers with**
5 **respect to: 1) NP’s proposed return, 2) NP’s proposed capital investment program,**
6 **3) customer willingness to pay for service improvements, and 4) customer**
7 **willingness to pay for maintaining current levels of service.**
8
- 9 A. Newfoundland Power has not undertaken any customer engagement initiative with
10 respect to the cost inputs included in its *2022/2023 General Rate Application*.
11
- 12 Newfoundland Power surveys approximately 1,800 of its customers each quarter. These
13 surveys provide a broad indication of customers’ satisfaction with the Company’s service
14 delivery. Survey results consistently indicate that the two most important issues to
15 customers are reliability and price.¹
16
- 17 See response to Request for Information PUB-NP-010 for information on how
18 Newfoundland Power balances the cost and reliability of the service provided to its
19 customers.

¹ For example, of 44 quarterly surveys completed over the period 2010 to 2020, the lowest level of customer satisfaction recorded was during the first quarter of 2014. This survey followed #darkNL. Customer satisfaction was 82% during that quarter. This compares to average customer satisfaction of 86% over the period 2011 to 2020.