Page 1 of 1

1	Q.	Please provide a copy of the customer service strategy, plans, schedule and a
2		description of programs in place or planned for 2014 and 2015.
3		
4		
5	A.	In 2013 Hydro completed a draft three year customer service strategy focused on
6		improving customer satisfaction. Internal consultations are in progress and the
7		strategy is expected to be completed by September 2014.