

- 1 **Q. (Reference CA-NP-053) Have customers indicated a preference for stable rates over**
2 **rate reductions?**
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- 4 A. Newfoundland Power does not survey its customers regarding their preference for stable
5 rates versus rate reductions.
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- 7 As stated in response to Request for Information CA-NP-053, rate stability is an
8 established regulatory principle of the Board, and the provincial power policy requires
9 that customers be provided with reliable service at the lowest possible cost. As a result,
10 both rate stability and least-cost, reliable service delivery are important considerations in
11 delivering service to customers.
12
- 13 Approximately 1,800 Newfoundland Power customers are surveyed each quarter.
14 Through these surveys, customers have indicated a reasonable level of overall satisfaction
15 with the Company's service delivery over the last decade.