

Undertaking 192

Re: CA-NLH-323, Attachment 1, page 10 – 2014 Service Reliability Score

Undertake to provide tables from the service provider that conducts the survey regarding what the other 48 percent of isolated customers had to say, 53 percent said yes, you're doing a good job. And I'm asking you what does the other 48 percent say, of the isolated now.

Please see tables below for survey results.

Gender

	Total	Region		
		Central	Northern	Labrador
Total Unweighted (N)	725	174	254	297
Male	38%	34%	40%	42%
Female	62%	66%	60%	58%

Q1: What companies which currently operate in NL first come to mind when you think of 'a good corporate citizen' or a company that gives back to the community?

	Total	Region		
		Central	Northern	Labrador
Total Unweighted (N)	725	174	254	297
Alliant / Bell Alliant	2%	4%	0%	1%
Newfoundland Power	3%	4%	2%	2%
Newfoundland and Labrador Hydro	17%	23%	13%	14%
Iron Ore Company of Canada	3%	0%	0%	9%
Fortis	0%	0%	0%	0%
None	1%	0%	1%	2%
Walmart	1%	0%	1%	1%
Roger's	0%	1%	0%	0%
Rio Tinto	0%	0%	0%	1%
Tim Horton's	0%	0%	0%	0%
Nalcor	3%	0%	3%	6%
Sears	0%	0%	0%	0%
Canadian Tire	1%	1%	1%	1%
Newfoundland and Labrador Credit Union	1%	0%	2%	0%
McDonald's	0%	0%	0%	0%
Volsey's Bay Nickel / Vale Inco	1%	1%	0%	3%
Co-op	1%	0%	1%	2%
Serco	0%	0%	0%	1%
Labrador Shrimp Company	0%	0%	1%	0%
Provincial Airlines	1%	0%	1%	1%

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Volsey's Bay Nickel / Vale Inco	1%	1%	0%	3%
Co-op	1%	0%	1%	2%
Serco	0%	0%	0%	1%
Labrador Shrimp Company	0%	0%	1%	0%
Provincial Airlines	1%	0%	1%	1%