1	Refere	ence: Section 1: Introduction
2		
3	Q.	Volume 1, page 1-3, lines 6-8. Provide a copy of the questions that are asked of
4		customers in the quarterly surveys.
5		
6	A.	Attachments A through D provide the questions that are asked of customers in each
7		component of Newfoundland Power's quarterly customer satisfaction survey as follows:
8		
9		Attachment A provides Newfoundland Power's General Satisfaction Survey.
10		
11		Attachment B provides Newfoundland Power's Transactional Survey, Contact Centre.
12		
13		Attachment C provides Newfoundland Power's Transactional Survey, Web.
14		
15		Attachment D provides Newfoundland Power's Transactional Survey, Field.

Newfoundland Power General Satisfaction Survey

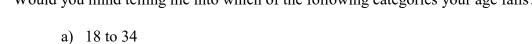
Newfoundland Power General Satisfaction Survey

Screening	and	Confirm	ation	Question:

Do you, or anyone in your household currently work for Newfoundland Power?									
,				erminat	e				
ction 1: Go	eneral Servic	e							
1. First, I would like to get your opinion of the overall service provided by Newfoundland Power. On a 10-point scale where 1 is "Not at all satisfied" and 10 is "Fully satisfied", he satisfied are you with the overall service provided by Newfoundland Power?									
1	2 3	4	5	6	7	8	9	10	
Can you te	ell me the mai	n reaso	n why y	ou gav	e a ratin	g of	(Re	ecall fron	n Q1 above)?
				tion of	the follo	owing?	Please	use a sca	ale from 1 to 10
b) c) d) When deal method of a) b) c) d) e) f)	Newfoundland Bell Aliant Nalcor Energon ling with a sericontact? In-person Phone Email Online chate Other No preference	nd and I	Labrado ovider s	such as		ındland	Power	, what is <u>y</u>	your preferred
	a) b) etion 1: Ge First, I wo Power. O satisfied a 1 Can you te How woul where 1 is a) b) c) d) When dea method of b) c) d) e) f)	a) Yes b) No etion 1: General Service First, I would like to get Power. On a 10-point s satisfied are you with the 1 2 3 Can you tell me the mai How would you rate the where 1 is poor and 10 is a) Newfoundland b) Newfoundland c) Bell Aliant d) Nalcor Energy When dealing with a ser method of contact? a) In-person b) Phone c) Email d) Online chate e) Other f) No preference	a) Yes Than b) No Control Cont	a) Yes Continue etion 1: General Service First, I would like to get your opinion of Power. On a 10-point scale where 1 is satisfied are you with the overall service 1 2 3 4 5 Can you tell me the main reason why you where 1 is poor and 10 is excellent. a) Newfoundland Power b) Newfoundland and Labrado c) Bell Aliant d) Nalcor Energy When dealing with a service provider semethod of contact? a) In-person b) Phone c) Email d) Online chat - if available e) Other f) No preference	a) Yes Thank and terminate b) No Continue Etion 1: General Service First, I would like to get your opinion of the or Power. On a 10-point scale where 1 is "Not at satisfied are you with the overall service provious 1 2 3 4 5 6 Can you tell me the main reason why you gave How would you rate the overall reputation of where 1 is poor and 10 is excellent. a) Newfoundland Power b) Newfoundland and Labrador Hydrocome Bell Aliant d) Nalcor Energy When dealing with a service provider such as method of contact? a) In-person b) Phone c) Email d) Online chat - if available e) Other	a) Yes Continue ction 1: General Service First, I would like to get your opinion of the overall so Power. On a 10-point scale where 1 is "Not at all satisatisfied are you with the overall service provided by 1 2 3 4 5 6 7 Can you tell me the main reason why you gave a ratin How would you rate the overall reputation of the followhere 1 is poor and 10 is excellent. a) Newfoundland Power b) Newfoundland and Labrador Hydro c) Bell Aliant d) Nalcor Energy When dealing with a service provider such as Newfoundth of contact? a) In-person b) Phone c) Email d) Online chat - if available e) Other f) No preference	a) Yes Continue Ction 1: General Service First, I would like to get your opinion of the overall service prover. On a 10-point scale where 1 is "Not at all satisfied" a satisfied are you with the overall service provided by Newford 1 2 3 4 5 6 7 8 Can you tell me the main reason why you gave a rating of How would you rate the overall reputation of the following? where 1 is poor and 10 is excellent. a) Newfoundland Power b) Newfoundland and Labrador Hydro c) Bell Aliant d) Nalcor Energy When dealing with a service provider such as Newfoundland method of contact? a) In-person b) Phone c) Email d) Online chat - if available e) Other f) No preference	a) Yes Thank and terminate b) No Continue ction 1: General Service First, I would like to get your opinion of the overall service provided Power. On a 10-point scale where 1 is "Not at all satisfied" and 10 is satisfied are you with the overall service provided by Newfoundland 1 2 3 4 5 6 7 8 9 Can you tell me the main reason why you gave a rating of (Roundled to the provided by Newfoundland Power and 10 is excellent. a) Newfoundland Power b) Newfoundland Power b) Newfoundland and Labrador Hydro c) Bell Aliant d) Nalcor Energy When dealing with a service provider such as Newfoundland Power method of contact? a) In-person b) Phone c) Email d) Online chat - if available e) Other f) No preference	a) Yes Continue Ction 1: General Service First, I would like to get your opinion of the overall service provided by New Power. On a 10-point scale where 1 is "Not at all satisfied" and 10 is "Fully satisfied are you with the overall service provided by Newfoundland Power? 1 2 3 4 5 6 7 8 9 10 Can you tell me the main reason why you gave a rating of (Recall from How would you rate the overall reputation of the following? Please use a scawhere 1 is poor and 10 is excellent. a) Newfoundland Power b) Newfoundland and Labrador Hydro c) Bell Aliant d) Nalcor Energy When dealing with a service provider such as Newfoundland Power, what is method of contact? a) In-person b) Phone c) Email d) Online chat - if available e) Other f) No preference

Section 2: Demographic Information

1.	Gender of respondent:
	a) Male
	b) Female
2.	Would you mind telling me into which of the following categories your age falls?



- b) 35 to 49c) 50 to 64d) 65 or older
- e) Refused
- 3. What is your postal code?
 - a) _____b) Don't knowc) Prefer not to say

Newfoundland Power Transactional Survey, Contact Centre

Newfoundland Power Transactional Survey, Contact Centre

Screening and Confirmation Questions:

1.	Do you,	or a	anyon	e in you	ır hous	ehold c	urrentl	y work	for New	foundl	and Pow	er?
		a) ` b) l	Yes No		Than! Conti		erminat	e				
2.	Accordi (Recall	_			-	ded to 1	ıs, you	placed	a call to	Newfo	oundland	Power on
		/	Yes No		Conti Than		erminat	e				
Se	ction 1: (Gen	eral S	ervice								
1.	First, I would like to get your opinion of the overall service provided by Newfoundland Power. On a 10-point scale where 1 is "Not at all satisfied" and 10 is "Fully satisfied", how satisfied are you with the overall service provided by Newfoundland Power?											
	1	2	2	3	4	5	6	7	8	9	10	
2.	Can you	ı tel	l me th	ne main	reason	n why y	ou gav	e a ratii	ng of	(R	ecall froi	m Q1 above)?
Se	ction 2: (Con	tact C	entre S	Service	2						
1.	On (Red	call	date),	what w	as the	main re	ason fo	or your	call to N	lewfou	ndland P	ower?
	1	b) 1 c) 1 d) 1 e) (f) 7	Billing Meter Energy Credit Techni Outage	reading manag cal and manag	gement I field v gement	work						

2.	Now, thinking about the Newfoundland Power representative(s) you spoke with on the phone, how would you rate your satisfaction towards the employee(s) who handled your cal in terms of:										
	b) c) d)	Being Makin Taking Provide	respecting you find the new th	tful feel lik ecessar orough	y time to and according	ned cust to under curate in	rstand y	our nee	ds		(1-10) (1-10) (1-10) (1-10)
3.	response to your questions (1-10) Now, considering all the aspects we just mentioned as well as anything else you might think of, overall how satisfied were you with the quality of service provided by the Newfoundland Power representative(s) you dealt with on this call?										
4.	Can you te	ell me t	he maii	ı reaso	n why	you gav	e a ratii	ng of	(Re	ecall fro	m Q3 above)?
5.	. How satisfied would you be to speak with this/these representative(s) again during your next telephone inquiry?										
	1	2	3	4	5	6	7	8	9	10	Don't Know
6.	On a scale able to spe					ere you	with the	e time y	ou had	to wait b	pefore you were
	1	2	3	4	5	6	7	8	9	10	Don't Know
7.	Did the Ne the first tir				represer	ntative(s	s) comp	olete you	ır reque	st or res	olve your issue
8.	Can you to	ell me v	why you	ı had t	o call m	nore tha	n once	to have	this issu	ie resolv	ed?
Sec	ction 3: Ot	her Fo	rms of	Custo	mer Se	rvice					
1.	During the Emergence	-		nave yo	ou calle	d Newf	oundlar	nd Powe	er's Pow	er Outa	ges &
		Yes No		`		Q2 belo Q1 in	,	4)			
2.	Now, think satisfaction	_		time(s	s) that y	ou calle	ed this t	elephon	e line, l	now wou	ıld you rate your
		Your a	•	_		rmation	you we	ere seek	ing		(1-10) (1-10)

Section 4: Demographic Information

1.	Gender of respondent:
	a) Maleb) Female
2.	Would you mind telling me into which of the following categories your age falls?
	 a) 18 to 34 b) 35 to 49 c) 50 to 64 d) 65 or older

3.	What	is	vour	postal	code?
\sim .	, , 1166	10	<i>j</i> • • • • • • • • • • • • • • • • • • •	Postar	· ·

e) Refused

a) ____b) Don't knowc) Prefer not to say

Newfoundland Power Transactional Survey, Web

Newfoundland Power Transactional Survey, Web

Screening and Confirmation	Questions:
-----------------------------------	------------

Do you, or	r anyone in you	r household cur	rently w	ork fo	r Newf	oundla	and Pow	er?	
/			ninate						
_						t to the	website)	
b)	No	remember the e	xact date	e	Thank	and te	erminate		
ction 1: Ge	eneral Service								
First, we would like to get your opinion of the overall service provided by Newfoundland Power. On a 10-point scale where 1 is "Not at all satisfied" and 10 is "Fully satisfied", how satisfied are you with the overall service provided by Newfoundland Power?									
1	2 3	4 5	6 7	•	8	9	10		
What is th	ne main reason	why you gave a	rating of		_(Reca	ıll fron	n Q1 abo	ove)?	
ction 2: W	ebsite Service	S							
a) b) c) d) e)	Less than onc 1-2 times 3-5 times 6-10 times More than 10	e per month	ver.com	per m	onth?				
	a) b) According newfound a) b) c) ction 1: Go First, we vere Power. Of satisfied a 1 What is the ction 2: W How often b) c) d) e)	a) Yes b) No According to information newfoundlandpower.com a) Yes b) No c) Yes, but can't ction 1: General Service First, we would like to ge Power. On a 10-point sea satisfied are you with the 1 2 3 What is the main reason vection 2: Website Services How often do you visit no b) 1-2 times c) 3-5 times d) 6-10 times	a) Yes Thank and term b) No Continue According to information provided, you represent the enterest of the continue of the con	a) Yes Thank and terminate b) No Continue According to information provided, you made at I newfoundlandpower.com on (Recall date). Is this a) Yes b) No c) Yes, but can't remember the exact date ction 1: General Service First, we would like to get your opinion of the over Power. On a 10-point scale where 1 is "Not at all satisfied are you with the overall service provided 1 2 3 4 5 6 7 What is the main reason why you gave a rating of ction 2: Website Services How often do you visit newfoundlandpower.com a) Less than once per month b) 1-2 times c) 3-5 times d) 6-10 times e) More than 10 times	a) Yes Thank and terminate b) No Continue According to information provided, you made at least of newfoundlandpower.com on (Recall date). Is this correction as Yes b) No c) Yes, but can't remember the exact date ction 1: General Service First, we would like to get your opinion of the overall service are you with the overall service provided by No 1 2 3 4 5 6 7 What is the main reason why you gave a rating of ction 2: Website Services How often do you visit newfoundlandpower.com per many control of the overall service provided by No 1 2 3 4 5 6 7 What is the main reason why you gave a rating of ction 2: Website Services How often do you visit newfoundlandpower.com per many control of times a) Less than once per month b) 1-2 times c) 3-5 times d) 6-10 times e) More than 10 times	a) Yes Thank and terminate b) No Continue According to information provided, you made at least one visit newfoundlandpower.com on (Recall date). Is this correct? a) Yes Continue a) Yes Continue a) Yes Continue b) No Thank c) Yes, but can't remember the exact date Continue ction 1: General Service First, we would like to get your opinion of the overall service prover. On a 10-point scale where 1 is "Not at all satisfied" an satisfied are you with the overall service provided by Newfour 1 2 3 4 5 6 7 8 What is the main reason why you gave a rating of (Recalction 2: Website Services How often do you visit newfoundlandpower.com per month? a) Less than once per month b) 1-2 times c) 3-5 times d) 6-10 times e) More than 10 times	a) Yes Thank and terminate b) No Continue According to information provided, you made at least one visit to the newfoundlandpower.com on (Recall date). Is this correct? a) Yes Continue Thank and to c) Yes, but can't remember the exact date Continue Cont	a) Yes	According to information provided, you made at least one visit to the website newfoundlandpower.com on (Recall date). Is this correct? a) Yes

2.	What was the main reason for your visit(s) to newfoundlandpower.com during the last month? Were there any other reasons?
	 a) To get information on my bill b) To change account information c) To fill out forms d) To get information on power outage
	e) To review my usage history
	f) To get phone number to call customer service
	g) Other (specify)
3.	Now, thinking about your visit(s) to newfoundlandpower.com during the past month, were you:
	a) Able to complete everything you wanted to do online, without having to call Newfoundland Power?
	i. Yes
	ii. No
	iii. N/A
	b) If Yes in part a, were you able to complete your request or find your information easily?
	i. Yes
	ii. No
	iii. N/A
	c) If No in part a, what else would you like to have done or what did you have to call about? (Specify)
	d) If your inquiry required a response, did you receive one in a timely manner?
	i. Yes
	ii. No
	iii. N/A
4.	Overall, on a scale from 1 to 10, where 1 is not at all satisfied and 10 is fully satisfied, how satisfied are you with newfoundlandpower.com?
	1 2 3 4 5 6 7 8 9 10
5.	What is the main reason why you gave a rating of (Recall from Q4 above)?
6.	What, if anything, would you like to see or be able to do on newfoundlandpower.com?

Section 3: Demographic Information

1. Gender of respondent:

	a) b)	Male Female
2.	Would yo	ou mind telling me into which of the following categories your age falls?
	a)	18 to 34
	b)	35 to 49
	,	50 to 64
	,	65 or older
	,	Refused
3.	What is y	our postal code?
	a)	
		Don't know
	,	Prefer not to say
	,	•

Newfoundland Power Transactional Survey, Field

Newfoundland Power Transactional Survey, Field

Sc	reening an	a Co	nnrmat	ion Qu	estions	:						
1.	Do you, or anyone in your household currently work for Newfoundland Power?											
		Yes No		Than Com		terminat	e					
2.	According to information provided to us, you received a visit from a Newfoundland Power Field Representative on (Recall date). Is this correct?											
,			Thar	Continue Thank and terminate Thank and terminate								
Se	ction 1: Ge	enera	l Servic	e								
1. On a 10-point scale where 1 is "Not at all satisfied" and 10 is "Fully satisfied", ho are you with the overall service provided by Newfoundland Power?								ow satisfied				
	1	2	3	4	5	6	7	8	9	10		
2.	Can you t	ell me	e the ma	in reasc	on why	you gav	e a ratin	ng of	(Re	ecall from Q	l above)?	
Se	ction 2: Fi	eld Se	ervices									
1.	Did you meet with the Newfoundland Power field representative in person?											
		a)] b)]										
2.	satisfied v	Using a scale of 1 to 10, where 1 is "Not at all satisfied" and 10 is "Fully satisfied", how atisfied were you with the quality of service provided by the field representative who came o your <house business=""> in terms of:</house>										
	f) g)	Beir Mak Beir Kee Con Leav	ng courte ng respec king you ng know ping you npleting ving you ng able t	ctful feel lik ledgeab up to o the won r premi	te a valuate on the control of the c	the stat	us of yo nanner ndition		c order	(1-10) (1-10) (1-10) (1-10) (1-10) (1-10) (1-10)		

3.	Now, considering all the aspects we just mentioned as well as anything else you might think of, using the same scale, overall how satisfied were you with the quality of service provided by the Newfoundland Power field representative(s) that came to your <house business="">?</house>										
	1	2	3	4	5	6	7	8	9	10	Don't Know
4.	Can you t	ell me t	he main	ne main reason why you gave a rating of (Recall from Q3 above)?							
5.	How satisfied would you be to have this/these field representative(s)/technician(s) visit your <home business=""> again should you have another request that required a visit?</home>										
	1	2	3	4	5	6	7	8	9	10	Don't Know
6.	On a scale of 1 to 10, how satisfied were you with the time you had to wait between when you called for your request and when a field representative was able to meet with you to handle your request?										
	1	2	3	4	5	6	7	8	9	10	Don't Know
Sec	Section 3: Other Forms of Customer Service										
1.	During the past month, have you called Newfoundland Power's Power Outages & Emergencies line?										
	/			`		~		-)			
2.	Now, thinking about the time(s) that you called this telephone line, how would you rate your satisfaction in terms of:										
	b)	b) Timeliness of updates (1-10)						(1-10) (1-10) uiry (1-10)			
3.	Using a scale of 1 to 10, where 1 is "Not at all satisfied" and 10 is "Fully satisfied", from start to finish how satisfied were you with the overall process of having your work order completed by Newfoundland Power?										
	1	2	3	4	5	6	7	8	9	10	Don't Know
4.	Can you t	ell me t	he main	reason	why yo	ou gave	a rating	g of	(Rec	all from	Q3 above)?

Section 4: Demographic Information

1. Gender of respondent:

	/	Male Female
2.	Would you	a mind telling me into which of the following categories your age falls?
	b) c) d)	18 to 34 35 to 49 50 to 64 65 or older Refused
3.	What is yo	our postal code?
	/	Don't know Prefer not to say