

- 1 **Q. (Reference CA-NP-019)**  
2 **It is stated “*Quarterly surveys show that the two most important issues to***  
3 ***customers are reliability and price.*” Is NP aware of any survey conducted by,**  
4 **or on behalf of, an electric utility in Canada or the United States where**  
5 **customers did not rank reliability and price as the two most important issues?**  
6 **If so, please identify the surveys and the issues that were of greater**  
7 **importance.**  
8  
9 A. Newfoundland Power is not aware of any such surveys.