

1 Q. In order to provide a record copy of document(s) already provided informally,
2 please provide the call volume history, calls offered, calls handled, calls abandoned,
3 calls handled by technology, calls blocked for the week before, during and after the
4 event.

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7 A. PUB-NLH-134 Attachment 1 is the document already provided informally which
8 shows the call volume history, calls offered, calls handled, and calls abandoned for
9 the week during the event and the week after the event. Calls that are handled by
10 technology, such as when customers utilize the Interactive Voice Response (IVR)
11 system options, are not tracked, nor are calls blocked. The version of this
12 document provided informally has been updated to show the operating hours of
13 the call centre during these periods.

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15 Information for the week prior to the event is no longer available in the level of
16 detail as provided in PUB-NLH-134 Attachment 1, as Hydro's system only maintains
17 historical information for 60 days. The information for the period beginning
18 December 26, 2013 to January 1, 2014, inclusive, is provided (without hours of
19 operation information) as PUB-NLH-134 Attachment 2.

Thursday, January 2nd Centre open 8am to 4pm

After Hours

12a-8a	Offered	Answered	Abandon
Customer Service	3	0	3
Outage Line	8	0	8

4p-Midnight	Offered	Answered	Abandon
Customer Service	127	0	82
Outage Line	205	0	0
	343	0	93

Business Hours

8a-4p	Offered	Answered	Abandon
Customer Service	144	131	12
Outage Line	18	16	0
	162	147	12

Friday, January 3rd Centre open 7am to 8pm

After Hours

12a-8a	Offered	Answered	Abandon
Customer Service	2	1	0
Outage Line	6	3	0

4p-Midnight	Offered	Answered	Abandon
Customer Service	37	3	23
Outage Line	69	34	0
	114	41	23

Business Hours

8a-4p	Offered	Answered	Abandon
Customer Service	191	176	15
Outage Line	130	93	1
	321	269	16

Thursday, January 9th Centre open 8am to 4pm

After Hours

12a-8a	Offered	Answered	Abandon
Customer Service	1	0	1
Outage Line	3	0	0

4p-Midnight	Offered	Answered	Abandon
Customer Service	19	0	19
Outage Line	0	0	0
	23	0	20

Business Hours

8a-4p	Offered	Answered	Abandon
Customer Service	107	100	6
Outage Line	13	12	0
	120	112	6

Friday, January 10th Centre open 8am to 4pm

After Hours

12a-8a	Offered	Answered	Abandon
Customer Service	0	0	0
Outage Line	0	0	0

4p-Midnight	Offered	Answered	Abandon
Customer Service	15	0	11
Outage Line	11	0	0
	26	0	11

Business Hours

8a-4p	Offered	Answered	Abandon
Customer Service	165	155	10
Outage Line	3	2	0
	168	157	10

Thursday, February 6th Centre open 8am to 4pm

After Hours

12a-8a	Offered	Answered	Abandon
Customer Service	0	0	0
Outage Line	0	0	0

4p-Midnight	Offered	Answered	Abandon
Customer Service	14	0	13
Outage Line	4	0	0
	18	0	13

Business Hours

8a-4p	Offered	Answered	Abandon
Customer Service	120	106	14
Outage Line	7	2	0
	127	108	14

Friday, February 7th Centre open 8am to 4pm

After Hours

12a-8a	Offered	Answered	Abandon
Customer Service	1	0	1
Outage Line	0	0	0

4p-Midnight	Offered	Answered	Abandon
Customer Service	11	0	10
Outage Line	1	0	0
	13	0	11

Business Hours

8a-4p	Offered	Answered	Abandon
Customer Service	118	114	4
Outage Line	0	0	0
	118	114	4

Saturday, January 4th Centre open noon to 6:30pm

After Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	87	0	44
Outage Line	341	0	0
	428	0	44

Sunday, January 5th Centre not open

After Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	6	0	5
Outage Line	0	0	0
	6	0	5

Monday, January 6th Centre open 8am to 4pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	0	0	0
Outage Line	0	0	0

4p-Midnight	Offered	Answered	Abandon
Customer Service	22	0	17
Outage Line	17	0	0
	39	0	17

Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	121	16	5
Outage Line	6	5	0
	127	21	5

Saturday, January 11th Centre not open

After Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	16	0	13
Outage Line	17	0	0
	33	0	13

Sunday, January 12th Centre not open

After Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	9	0	8
Outage Line	20	0	0
	29	0	8

Monday, January 13th Centre open 8am to 4pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	0	0	0
Outage Line	0	0	0

4p-Midnight	Offered	Answered	Abandon
Customer Service	25	0	25
Outage Line	2	0	0
	27	0	25

Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	146	141	5
Outage Line	6	5	0
	152	146	5

Saturday, February 8th Centre not open

After Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	7	0	7
Outage Line	9	0	0
	16	0	7

Sunday, February 9th Centre not open

After Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	1	0	1
Outage Line	0	0	0
	1	0	1

Monday, February 10th Centre open 8am to 4pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	0	0	0
Outage Line	0	0	0

4p-Midnight	Offered	Answered	Abandon
Customer Service	17	0	15
Outage Line	6	0	0
	23	0	15

Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	134	124	10
Outage Line	10	4	0
	144	128	10

Tuesday, January 7th Centre open 8am to 4pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	4	0	3
Outage Line	29	0	0
4p-Midnight	Offered	Answered	Abandon
Customer Service	17	0	12
Outage Line	12	6	0
	62	6	15
Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	169	146	23
Outage Line	59	41	0
	228	187	23

Wednesday, January 8th Centre open 8am to 7:30pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	2	0	0
Outage Line	5	0	0
4p-Midnight	Offered	Answered	Abandon
Customer Service	30	3	19
Outage Line	39	30	0
	76	33	19
Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	135	129	6
Outage Line	22	14	1
	157	143	7

Tuesday, January 14th Centre open 8am to 4pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	4	0	2
Outage Line	43	2	1
4p-Midnight	Offered	Answered	Abandon
Customer Service	14	0	13
Outage Line	3	0	0
	64	2	16
Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	176	156	16
Outage Line	22	18	1
	198	174	17

Wednesday, January 15th Centre open 8am to 4pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	0	0	0
Outage Line	0	0	0
4p-Midnight	Offered	Answered	Abandon
Customer Service	11	0	11
Outage Line	1	0	0
	12	0	11
Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	122	119	2
Outage Line	5	3	1
	127	122	3

Tuesday, February 11th Centre open 8am to 4pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	0	0	0
Outage Line	0	0	0
4p-Midnight	Offered	Answered	Abandon
Customer Service	14	0	13
Outage Line	2	1	0
	16	1	13
Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	148	139	8
Outage Line	26	24	0
	174	163	8

Wednesday, February 12th Centre open 8am to 4pm

After Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	0	0	0
Outage Line	0	0	0
4p-Midnight	Offered	Answered	Abandon
Customer Service	16	0	14
Outage Line	2	2	0
	18	2	14
Business Hours			
8a-4p	Offered	Answered	Abandon
Customer Service	120	118	2
Outage Line	2	2	0
	122	120	2

Thursday, December 26

Centre not open

Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	10	0	9
Outage Line	6	0	0
	16	0	9

Friday, December 27

Centre open 8am to 4pm

Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	68	62	6
Outage Line	3	3	0
	71	65	6

Saturday, December 28

Centre not open

Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	17	0	13
Outage Line	9	7	0
	26	7	13

Sunday, December 29

Centre not open

Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	3	0	2
Outage Line	6	6	0
	9	6	2

Monday, December 30

Centre open 8am to 4pm

Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	129	117	12
Outage Line	2	2	0
	131	119	12

Tuesday, December 31

Centre open 8am to noon

Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	82	38	40
Outage Line	14	13	0
	96	51	40

Wednesday, January 1

Centre not open

Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	55	0	38
Outage Line	130	18	2
	185	18	40