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.
5		
6		
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.
14		
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.

## PUB-NLH-134, Attachment 1 Page 1 of 3, Isl Int System Power Outages

Thursday, January 2nd	Centre open 8am to 4pm	Thursday, January 9th	Centre open 8am to 4pm	Thursday, February 6th	Centre open 8am to 4pm
After Hours		After Hours		After Hours	
12a-8a	Offered Answered Abandon	12a-8a	Offered Answered Abandon	12a-8a	Offered Answered Abandon
Customer Service	3 0 3	Customer Service	1 0 1	Customer Service	0 0 0
Outage Line	8 0 8	Outage Line	3 0 0	Outage Line	0 0 0
4p-Midnight	Offered Answered Abandon	4p-Midnight	Offered Answered Abandon	4p-Midnight	Offered Answered Abandon
Customer Service	127 0 82	<b>Customer Service</b>	19 0 19	Customer Service	14 0 13
Outage Line	0 0 0	Outage Line	0 0 0	Outage Line	4 0 0
	343 0 93		23 0 20		18 0 13
<b>Business Hours</b>		<b>Business Hours</b>		<b>Business Hours</b>	
8a-4p	Offered Answered Abandon	8a-4p	Offered Answered Abandon	8a-4p	Offered Answered Abandon
Customer Service	144 131 12	<b>Customer Service</b>	107 100 6	Customer Service	120 106 14
Outage Line	18 16 0	Outage Line	13 12 0	Outage Line	7 2 0
	162 147 12		120 112 6		127 108 14
Friday, January 3rd	Centre open 7am to 8pm	Friday, January 10th	Centre open 8am to 4pm	Friday, February 7th	Centre open 8am to 4pm
After Hours		After Hours		After Hours	
12a-8a	Offered Answered Abandon	12a-8a	Offered Answered Abandon	<b>12</b> a-8a	Offered Answered Abandon
Customer Service	2 1 0	Customer Service	0 0 0	Customer Service	1 0 1
Outage Line	6 3 0	Outage Line	0 0 0	Outage Line	0 0 0
4p-Midnight	Offered Answered Abandon	4p-Midnight	Offered Answered Abandon	4p-Midnight	Offered Answered Abandon
Customer Service	37 3 23	<b>Customer Service</b>	15 0 11	Customer Service	11 0 10
Outage Line	69 34 0	Outage Line	11 0 0	Outage Line	1 0 0
	114 41 23		26 0 11		13 0 11
<b>Business Hours</b>		<b>Business Hours</b>		<b>Business Hours</b>	
8a-4p	Offered Answered Abandon	8a-4p	Offered Answered Abandon	8a-4p	Offered Answered Abandon
Customer Service	191 176 15	<b>Customer Service</b>	165 155 10	<b>Customer Service</b>	118 114 4
Outage Line	130 93 1	Outage Line	3 2 0	Outage Line	0 0 0
	321 269 16		168 157 10		118 114 4

## PUB-NLH-134, Attachment 1 Page 2 of 3, Isl Int System Power Outages

Saturday, January 4th	Centre open n	oon to 6:30	pm	Saturday, January 11th	Centre not open		Saturday, February 8th	Centre not ope	n	
After Hours				After Hours			After Hours			
12a-Midnight	Offered Ansv	wered Ab	andon	12a-Midnight	Offered Answered A	bandon	12a-Midnight	Offered Answ	vered Abandon	1
Customer Service	87	0	44	Customer Service	16 0	13	Customer Service	7	0	7
Outage Line	341	0	0	Outage Line	17 0	0	Outage Line	9	0	0
-	428	0	44	-	33 0	13	-	16	0	7
Sunday, January 5th	Centre not ope	en		Sunday, January 12th	Centre not open		Sunday, February 9th	Centre not ope	n	
After Hours				After Hours			After Hours			
12a-Midnight	Offered Ansv	wered Ab	andon	12a-Midnight	Offered Answered A	bandon	12a-Midnight	Offered Answ	vered Abandon	ı
Customer Service	6	0	5	Customer Service	9 0	8	Customer Service	1	0	1
Outage Line	0	0	0	Outage Line	20 0	0	Outage Line	0	0	0
	6	0	5		29 0	8		1	0	1
Monday, January 6th	Centre open 8	am to 4pm		Monday, January 13th	Centre open 8am to 4pi	n	Monday, February 10th	Centre open 8a	m to 4pm	
				After Herry			After Hours			
After Hours				After Hours			Aitci ilouis			
After Hours 12a-8a	Offered Ansv	wered Ab	andon	12a-8a	Offered Answered A	bandon	12a-8a	Offered Answ	vered Abandon	
	Offered Ansv	wered Ab 0	andon 0		Offered Answered A	Abandon 0		Offered Answ 0		n 0
12a-8a				12a-8a			12a-8a		0	
12a-8a Customer Service	0 0	0	0 0	12a-8a Customer Service	0 0 0	0	12a-8a Customer Service	0 0	0	0
12a-8a Customer Service Outage Line	0 0	0	0 0	12a-8a Customer Service Outage Line	0 0 0	0 0	12a-8a Customer Service Outage Line	0 0	0 0 vered Abandon	0
12a-8a Customer Service Outage Line 4p-Midnight	0 0 Offered Ansv	0 0 wered Ab	0 0 andon	12a-8a Customer Service Outage Line 4p-Midnight	0 0 0 0 0 Offered Answered A	0 0 Abandon	12a-8a Customer Service Outage Line 4p-Midnight	0 0 Offered Answ	0 0 vered Abandon 0 1	0 0
12a-8a Customer Service Outage Line 4p-Midnight Customer Service	0 0 Offered Ansv 22	0 0 wered Ab 0	0 0 andon 17	12a-8a Customer Service Outage Line  4p-Midnight Customer Service	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 Abandon 25	12a-8a Customer Service Outage Line  4p-Midnight Customer Service	0 0 Offered Answ 17	0 0 vered Abandon 0 1 0	0 0 1 L5
12a-8a Customer Service Outage Line 4p-Midnight Customer Service	0 0 Offered Ansv 22 17	0 0 wered Ab 0 0	0 0 andon 17 0	12a-8a Customer Service Outage Line  4p-Midnight Customer Service	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 Abandon 25 0	12a-8a Customer Service Outage Line  4p-Midnight Customer Service	0 0 Offered Answ 17 6	0 0 vered Abandon 0 1 0	0 0 1 15 0
12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line	0 0 Offered Ansv 22 17 39	0 0 wered Ab 0 0	0 0 andon 17 0	<ul><li>12a-8a</li><li>Customer Service</li><li>Outage Line</li><li>4p-Midnight</li><li>Customer Service</li><li>Outage Line</li></ul>	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 Abandon 25 0	12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line	0 0 Offered Answ 17 6 23	0 0 vered Abandon 0 1 0	0 0 1 15 0
12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours	0 0 Offered Ansv 22 17 39	0 0 wered Ab 0 0	0 0 andon 17 <u>0</u> 17	12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 Nbandon 25 0 25	12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours	0 0 Offered Answ 17 6 23	0 0 vered Abandon 0 1 0 0 1 vered Abandon	0 0 1 15 0
12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours 8a-4p	Offered Answarz  22  17  39  Offered Answarz	0 0 wered Ab 0 0 0	0 0 andon 17 0 17 andon	12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours 8a-4p	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 Nbandon 25 0 25 Nbandon	12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours 8a-4p	0 0 Offered Answ 17 6 23 Offered Answ	0 0 vered Abandon 0 1 0 0 1 vered Abandon 124 1	0 0 1 15 0 15

Tuesday, January 7th	Centre open 8	am to 4pm		Tuesday, January 14th	Centre open 8	Bam to 4pm		Tuesday, February 11th	Centre open	Bam to 4pm	
After Hours				After Hours				After Hours			
12a-8a	Offered Ans	wered Ab	andon	12a-8a	Offered Ans	swered Ab	andon	12a-8a	Offered An	swered Aba	ndon
Customer Service	4	0	3	<b>Customer Service</b>	4	0	2	Customer Service	0	0	0
Outage Line	29	0	0	Outage Line	43	2	1	Outage Line	0	0	0
4p-Midnight	Offered Ans	wered Ab	andon	4p-Midnight	Offered Ans	swered Ab	andon	4p-Midnight	Offered An	swered Aba	ndon
<b>Customer Service</b>	17	0	12	<b>Customer Service</b>	14	0	13	Customer Service	14	0	13
Outage Line	12	6	0	Outage Line	3	0	0	Outage Line	2	1	0
	62	6	15		64	2	16		16	1	13
<b>Business Hours</b>				<b>Business Hours</b>				<b>Business Hours</b>			
8a-4p	Offered Ans	wered Ab	andon	8a-4p	Offered Ans	swered Ab	andon	8a-4p	Offered Ans	swered Aba	ndon
Customer Service	169	146	23	<b>Customer Service</b>	176	156	16	Customer Service	148	139	8
Outage Line	59	41	0	Outage Line	22	18	1	Outage Line	26	24	0
	228	187	23		198	174	17		174	163	8
Wednesday, January 8th	Centre open 8	am to 7:30 <sub>l</sub>	om	Wednesday, January 15th	h Centre open 8	Ram to 4nm		Wednesday, February 12th	Centre open	Bam to 4pm	
					. Облиго брош с	Jani to <del>T</del> pin				•	
After Hours				After Hours		oani to <del>4pm</del>		After Hours		·	
After Hours 12a-8a	Offered Ans	wered Ab	andon		·	•	andon		·	swered Aba	ndon
	Offered Ans 2	wered Ab 0	andon 0	After Hours	·	•	andon 0	After Hours	·		ndon 0
12a-8a				After Hours 12a-8a	Offered Ans	swered Ab		After Hours 12a-8a	Offered An	swered Aba	
12a-8a Customer Service	2 5	0	0	<b>After Hours</b> 12a-8a Customer Service	Offered Ans 0 0	swered Ab 0 0	0	<b>After Hours</b> 12a-8a Customer Service	Offered Ans 0 0	swered Aba 0 0	0
12a-8a Customer Service Outage Line	2 5	0	0 0	After Hours 12a-8a Customer Service Outage Line	Offered Ans 0 0	swered Ab 0 0	0 0	After Hours 12a-8a Customer Service Outage Line	Offered Ans 0 0	swered Aba 0 0	0
12a-8a Customer Service Outage Line 4p-Midnight	2 5 Offered Ans	0 0 wered Ab	0 0 andon	After Hours 12a-8a Customer Service Outage Line 4p-Midnight	Offered Ans 0 0 0 Offered Ans	swered Ab 0 0 swered Ab	0 0 andon	After Hours 12a-8a Customer Service Outage Line 4p-Midnight	Offered Ans 0 0 0 Offered Ans	swered Aba 0 0 0 swered Aba	0 0 indon
12a-8a Customer Service Outage Line 4p-Midnight Customer Service	2 5 Offered Ans 30	0 0 wered Ab 3	0 0 andon 19	After Hours 12a-8a Customer Service Outage Line 4p-Midnight Customer Service	Offered Ans 0 0 0 Offered Ans	swered Ab 0 0 swered Ab 0	0 0 andon 11	After Hours 12a-8a Customer Service Outage Line 4p-Midnight Customer Service	Offered Ansology 0 0 Offered Ansology	swered Aba 0 0 0 swered Aba 0	0 0 indon 14
12a-8a Customer Service Outage Line 4p-Midnight Customer Service	2 5 Offered Ans 30 39	0 0 wered Ab 3 30	0 0 andon 19 0	After Hours 12a-8a Customer Service Outage Line 4p-Midnight Customer Service	Offered Ans 0 0 Coffered Ans 11 1	swered Ab 0 0 0 swered Ab 0 0	0 0 andon 11 0	After Hours 12a-8a Customer Service Outage Line 4p-Midnight Customer Service	Offered Ansology O Offered Ansology 16 2	swered Aba 0 0 0 swered Aba 0 2	0 0 indon 14 0
12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line	2 5 Offered Ans 30 39 76	0 0 wered Ab 3 30 33	0 0 andon 19 0	After Hours 12a-8a Customer Service Outage Line 4p-Midnight Customer Service Outage Line	Offered Ans 0 0 Offered Ans 11 1	swered Ab 0 0 swered Ab 0 0 0	0 0 andon 11 0	After Hours 12a-8a Customer Service Outage Line 4p-Midnight Customer Service Outage Line	Offered Ansolution Offered Ansolution 16 2 18	swered Aba 0 0 swered Aba 0 2	0 0 indon 14 0
12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours	2 5 Offered Ans 30 39 76	0 0 wered Ab 3 30 33	0 0 andon 19 0 19	After Hours 12a-8a Customer Service Outage Line 4p-Midnight Customer Service Outage Line Business Hours	Offered Ans 0 0 Offered Ans 11 1	swered Ab 0 0 swered Ab 0 0 0	0 0 andon 11 0 11	After Hours 12a-8a Customer Service Outage Line 4p-Midnight Customer Service Outage Line Business Hours	Offered Ansolution Offered Ansolution 16 2 18	swered Aba 0 0 swered Aba 0 2	0 0 14 0 14
12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours 8a-4p	2 5 Offered Ans 30 39 76 Offered Ans	0 0 wered Ab 3 30 33 wered Ab	0 0 andon 19 0 19 andon	After Hours 12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours 8a-4p	Offered Ans  Offered Ans  11  1  Offered Ans	swered Ab 0 swered Ab 0 0 0	0 0 andon 11 0 11 andon	After Hours 12a-8a Customer Service Outage Line  4p-Midnight Customer Service Outage Line  Business Hours 8a-4p	Offered Ansolution Offered Ansol	swered Aba 0 0 swered Aba 0 2 2	0 0 andon 14 0 14

Thursday, December 26	Centre no	t open	
Hours	- 44		
12a-Midnight		Answered	
Customer Service	10	•	9
Outage Line	6		0
	16	0	9
Friday, December 27	Centre op	en 8am to 4	pm
Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	68	62	6
Outage Line	3	3	0
	71	65	6
Saturday, December 28	Centre no	t open	
Hours			
12a-Midnight	Offered	Answered	Ahandon
Customer Service	Offered 17		
		•	
Outage Line	9 26		13
	20	,	13
Sunday, December 29	Centre no	t open	
Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	3	0	2
Outage Line	6	6	0
	9	6	2
Monday, December 30	Centre or	en 8am to 4	pm
	•		•
Hours			
12a-Midnight	Offered	Answered	Abandon
Customer Service	129	117	12
Outage Line	2	2	0
	131	119	12
Tuesday, December 31	Centre op	en 8am to n	oon
Haum			
Hours	Offered	Answered	Ahandan
12a-Midnight			
Customer Service	82		
Outage Line	14		
	96	51	40
Wednesday, January 1	Centre no	t open	
,,,			
Hours			
12a-8a	Offered	Answered	Abandon
Customer Service	55	0	38
Outage Line	130	18	2
	185	18	40
	103	10	10