

1 Q. In order to provide a record copy of document(s) already provided informally,
2 please provide a copy of the Hydro Call Centre Activity January 2-8, 2014
3 PowerPoint presentation.

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6 A. Please refer to PUB-NLH-135 Attachment 1 for a copy of the Hydro Call Centre
7 Activity January 2-8, 2014 PowerPoint presentation.

Hydro Call Centre Activity

January 2-8, 2014

Boundless Energy



Take a **MOMENT** for Safety

Customer Profile

Residential and commercial customers (2013:
14.8% of NLH regulated revenue)

- Island Interconnected (22,726)
- Island Isolated (806)
- Labrador Interconnected (10,883)
- Labrador Isolated (2,609)
- L'Anse au Loup System (997)
- Total customers (38,021)

Hydro vs. NP distribution

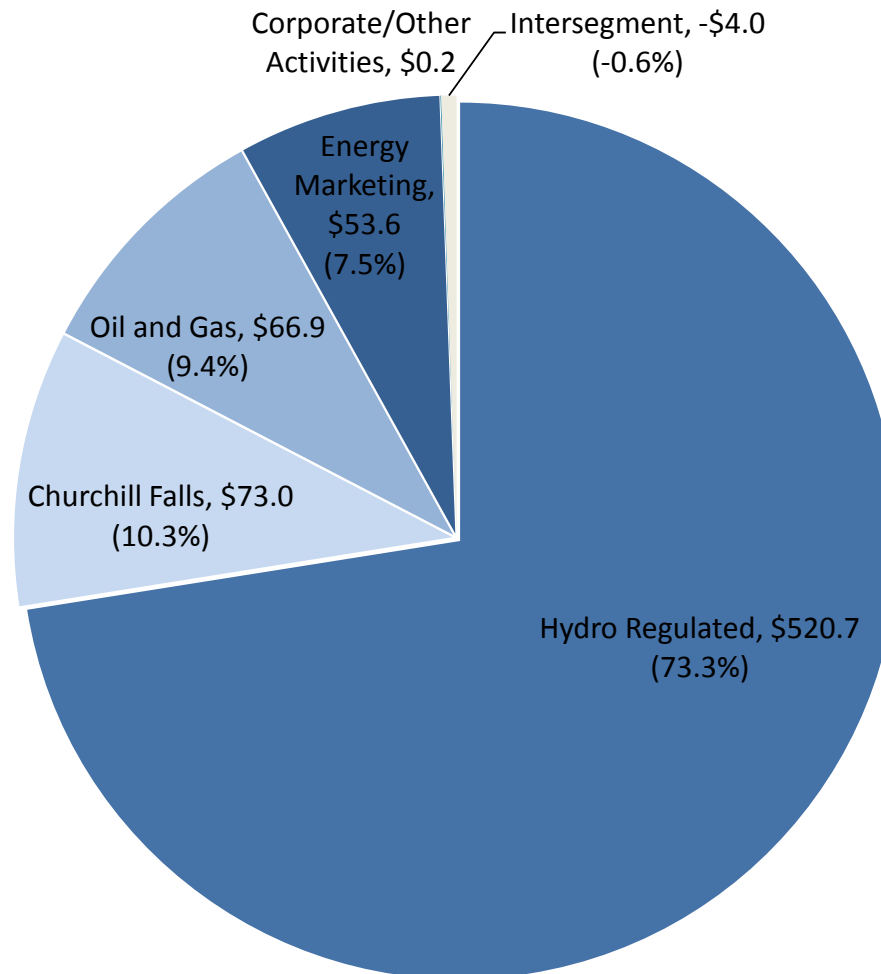


Rural Service Areas



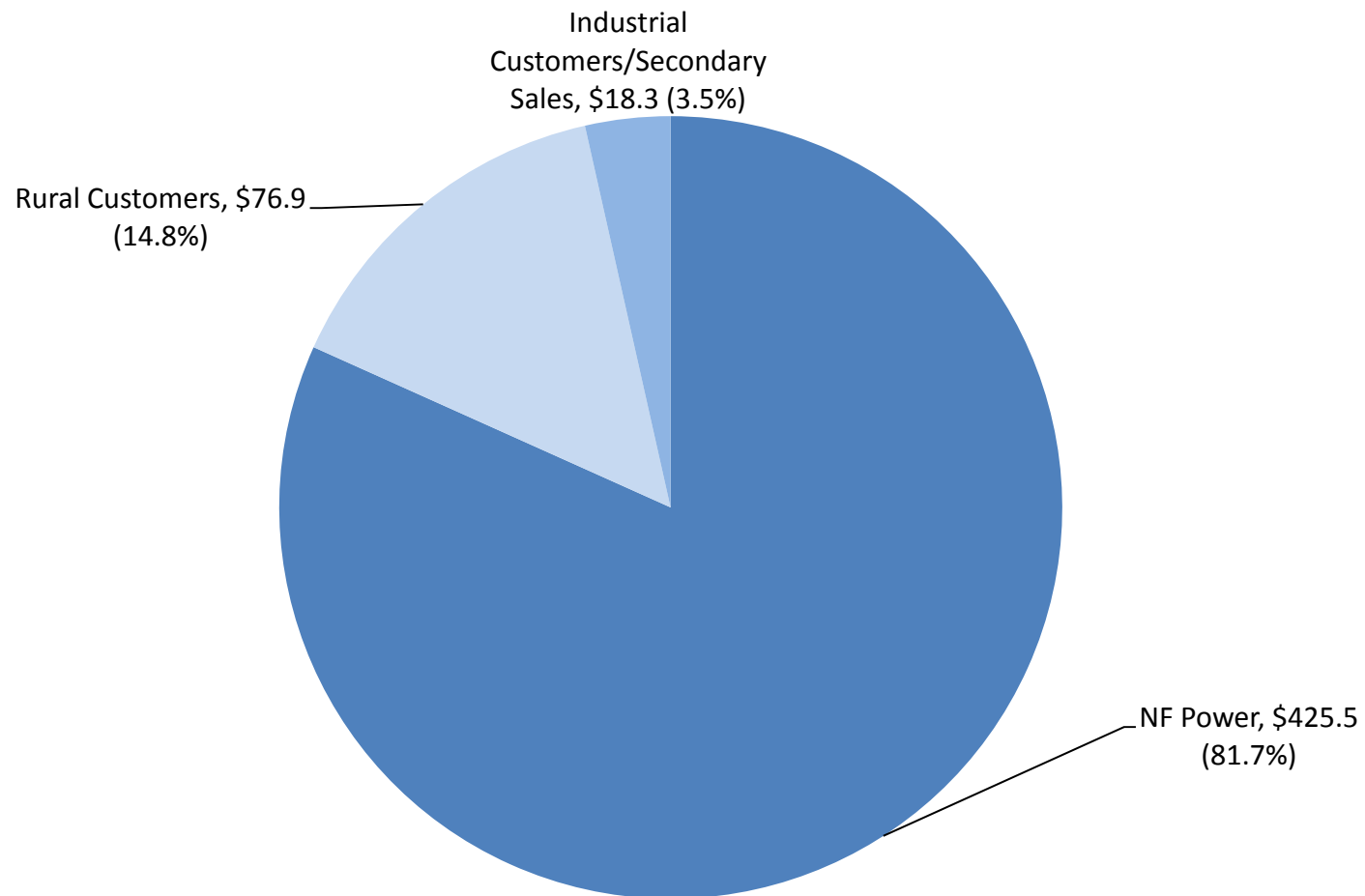
Nalcor Energy Sales 2012 (\$710.4)

Millions of dollars

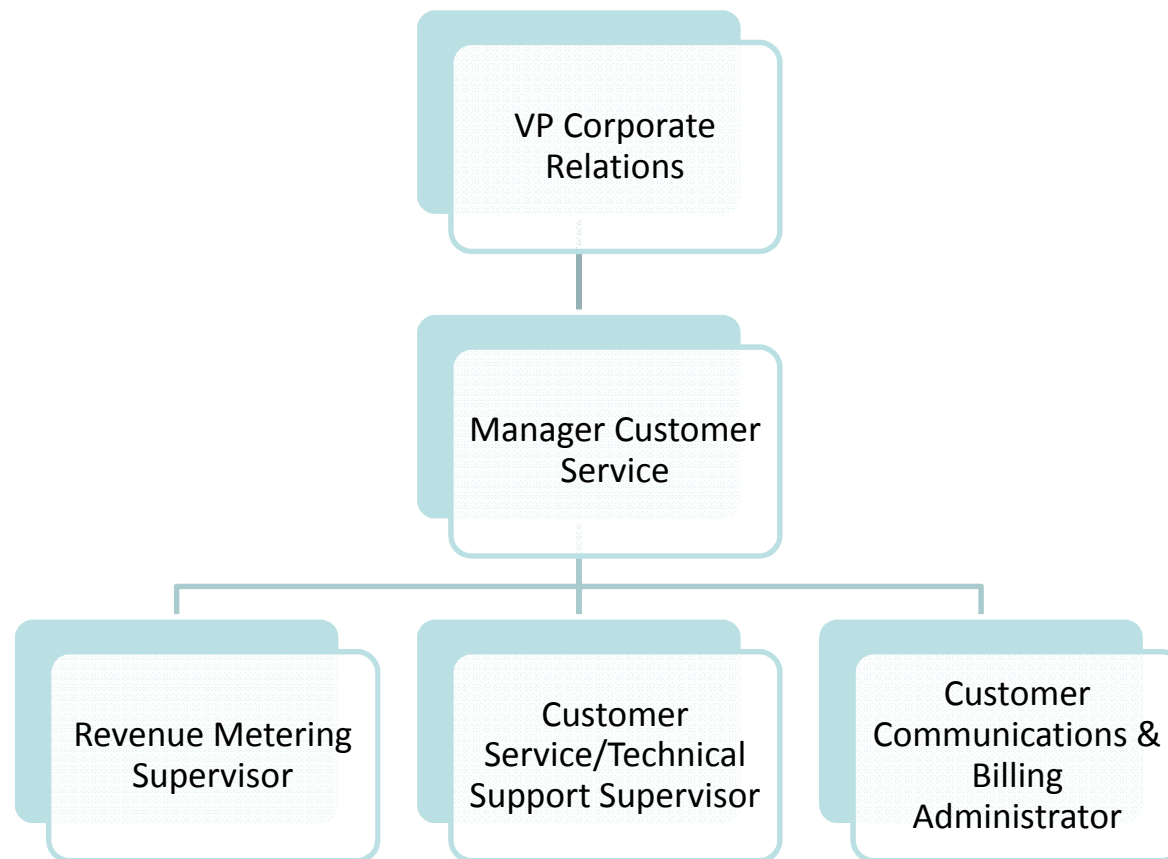


Hydro Regulated Electricity Sales 2012 (Total \$520.7)

Millions of dollars



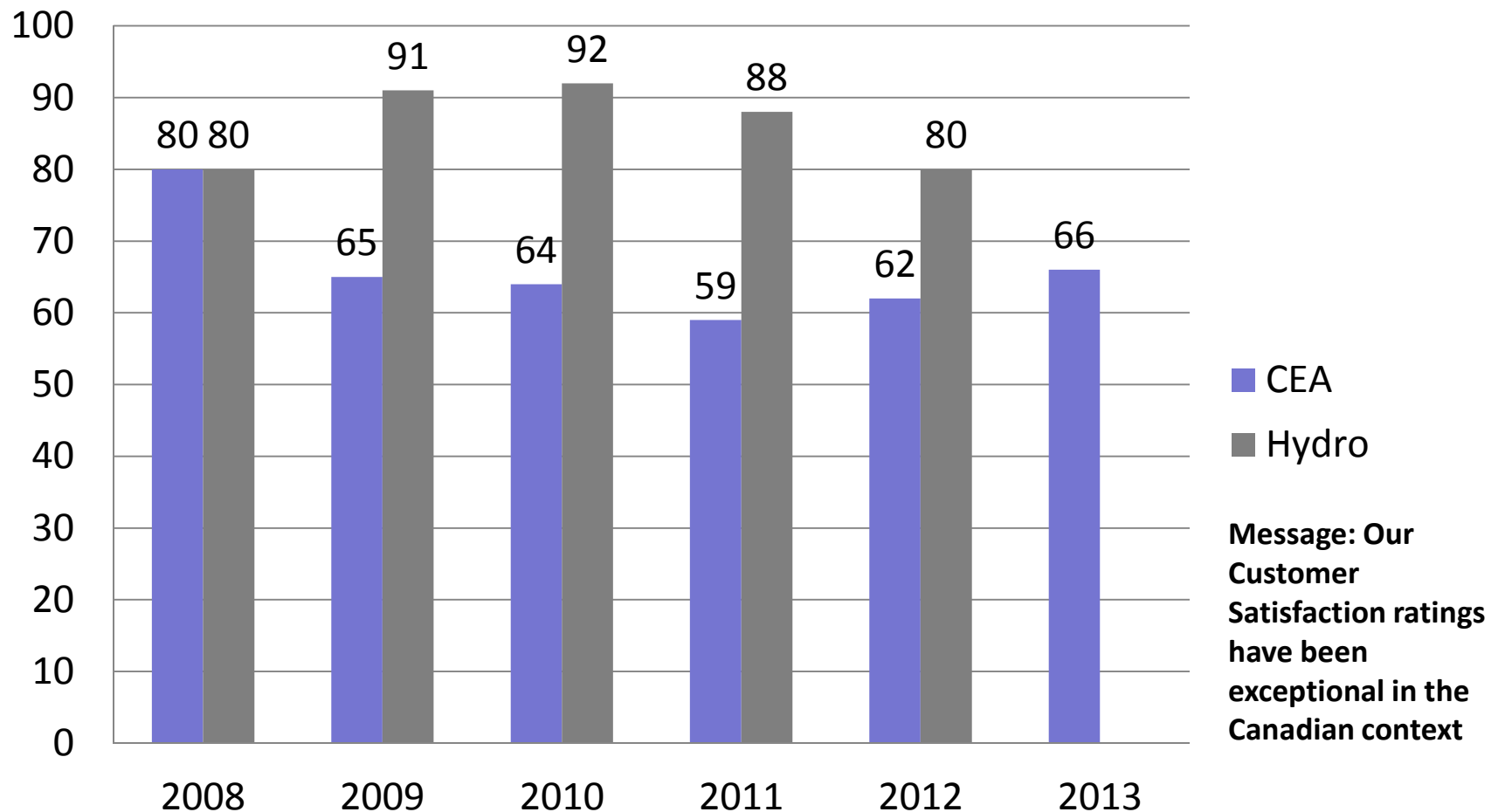
Customer Service Organization



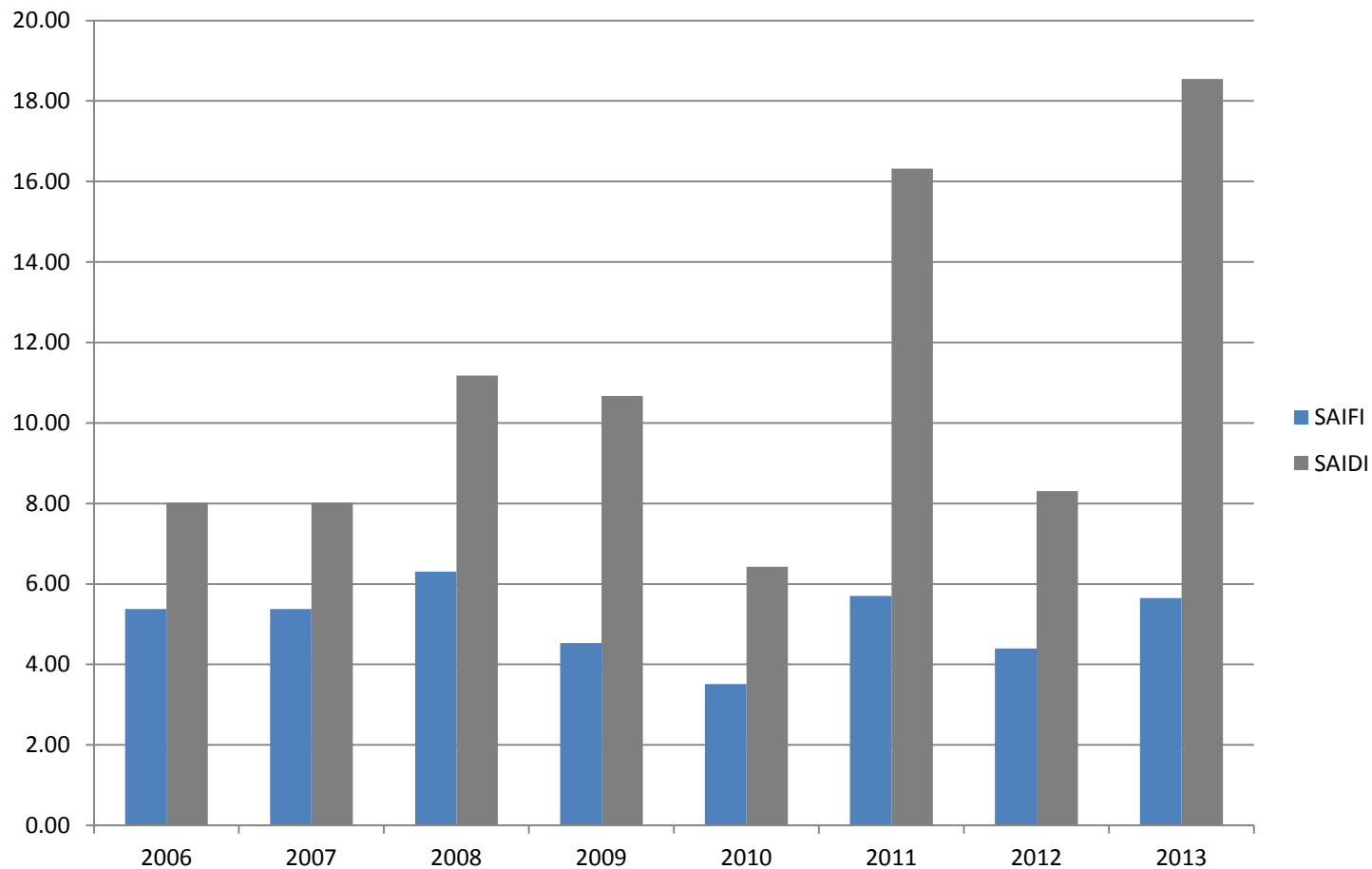
Customer Service/Call Centre

- Five CSRs, one lead CSR & Supervisor
- 50,000 calls (45k general & 5k outage)
- 6,000 customer emails processed
- 3,500 account transfers/new services setup
- 98% availability
- 432,000 bills delivered annually
- \$76.9M in revenue from Hydro rural customers
- Current AMR status 1/3, approx 13,000 customers transferred by end of 2014/2015. Program began in 2008.
- Supporting Technologies
 - IVR & Web Portal: Bell Aliant product, custom build
 - Billing System: JDE Utility Customer Information System (UCIS) custom build
 - Customer Assistance Database: Lotus Notes, custom build

CEA/Hydro Customer Satisfaction



Reliability (SAIDI/SAIFI)



Call Centre - January 2, 2014

- NP started rolling blackouts approximately 4pm
- Calls to Hydro's ECC were coming from NP customers
- Customer Services/ECC decide to reopen Hydro's Call Centre if call activity continues
- ECC continued to monitor to determine if Call Centre warranted reopening
- ECC did not require Call Centre on January 2

Call Centre - January 3, 2014

- Call Centre opened at 7am
- Two CSRs and a Supervisor present
- 4 calls answered 7am to 8am
- Two CSRs maintained Call Centre from 4pm to 8pm
- 37 calls answered 4pm to 8pm
- Calls slowed considerably so Call Centre closed at 8pm
- Outage line function transferred back to ECC at 8pm

Call Centre - January 4, 2014

- ECC requested Call Centre support
- Call Centre was open from noon to 6:30pm
- Call Centre was staffed by two CSRs
- One Supervisor was also present
- 50 calls were answered
- Approx 80% of calls were NP customer inquiries
- Call volume dropped considerably after outage updates were made via news media broadcasts
- Outage line function was transferred back to ECC at 6:30pm

Call Centre - January 5, 2014

- Call Centre support was not required on Jan 5
- Two CSRs were on stand-by if needed
- The Call Centre Supervisor maintained frequent contact with ECC to monitor the situation.
- Call Centre operations were normal for January 6 and 7
- Hydro's Call Centre receiving some calls from NP customers seeking damage compensation. These are from residential customers. No commercial customers called with this concern.
- NP customers are informed they should contact NP with their concerns.

Call Centre - January 8, 2014

- Rotating outages began at 3:30pm
- Call Centre remained available after 4pm
- Rotating outages ceased prior to 5pm, with possibility of commencing depending on load demand
- Rotating outages not required into the evening
- Call Centre was maintained until 7:30pm
- 33 calls were answered from 4pm to 7:30pm
- Outage line function transferred back to ECC at 7:30pm

Call Centre – Jan 2-8 Summary

- Most calls received were NP customers seeking information on duration of outage rotations and when generation supply would return to normal.
- Over customer tone was good.
- Some customers were frustrated. A few really upset/irate.
- Lack of information on restoration times and uncertainty with supply was common concern.
- Some businesses were concerned with economic impact on their businesses. No power, no customers, no sales.
- Regular news updates and media briefings appeared to ease call volume into Hydro's Call Centre.

Our Values

Sharing our ideas in an open and supportive manner to achieve excellence.

Teamwork

Honesty and Trust

Being sincere in everything we say and do.

Open Communication

Fostering an environment where information moves freely in a timely manner.

Safety

Relentless commitment to protecting ourselves, our colleagues and our community.

Respect and Dignity

Appreciating the individuality of others by our words and actions.

Leadership

Empowering individuals to help, guide and inspire others

Accountability

Holding ourselves responsible for our actions and performance.