

1 **Q. In order to provide a record copy of document(s) already provided informally,**
2 **please provide the description of the process and options available to customers to**
3 **report outages and obtain restoration status information.**
4

5 A. Newfoundland Power provides customers several options for reporting outages and
6 obtaining outage restoration information. Customers can call the Customer Contact
7 Centre (“CCC”) using the Company’s toll free number and can also use the *Report Power*
8 *Outage* function available on the Company’s website.¹
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10 When the customer reports an outage on the phone, the Customer Account
11 Representative (“CAR”) will use call screening guidelines to determine whether the
12 customer is calling about an outage the Company may already be aware of or whether the
13 customer is calling about an outage that has not yet been logged. If the customer
14 identifies a new outage, the CAR will create an outage ticket to record the details of the
15 outage in the Company’s Outage Management System (“OMS”).
16

17 When the *Report Power Outage* function on the Company website is used, the customer
18 is presented with a series of questions to determine whether the customer’s situation
19 warrants a new outage ticket be created or whether the outage is already known by the
20 Company.
21

22 Customers can obtain outage restoration information via the Company’s High Volume
23 Call Answering (“HVCA”) system, the Company’s website, or through a CAR. The
24 outage restoration information customers receive via these channels originates with the
25 Company’s OMS.
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27 These primary means of reporting outages and obtaining outage restoration information
28 are supported by the Company’s Twitter feed and Facebook page. These are used to
29 share outage event information with customers, and include links back to the Company’s
30 website.

¹ The CCC operates from 8:00 A.M. – 5:00 P.M. Monday to Friday. After normal business hours customer calls are answered by the System Control Centre except in outage events where the CCC is staffed outside normal business hours. Customers can also report an outage using the full site or the mobile site.