

Q. In order to provide a record copy of document(s) already provided informally, please provide a copy of the call centre staffing levels (CSRs, Supervisors, Managers and Support Staff) by hour, during December 2013, January and February 2014 YTD. Please indicate if the average provided is a per hour average, if not please provide per hour average.

A. Newfoundland Power does not maintain hourly records of staffing levels. Table 1 summarizes staffing levels for Customer Account Representatives taking in-bound customer calls at Newfoundland Power's Customer Contact Centre for the period January 2-8, 2014.

Table 1
Customer Contact Centre Staffing Levels
January 2-8, 2014

Date	Hours	Average Staff	Maximum Staff
January 2	8AM – Noon	16	20
	Noon – 6PM	16	19
	6PM – Midnight	20	23
January 3	6AM – Noon	22	30
	Noon – 6PM	31	36
	6PM – Midnight	15	34
January 4	7AM – Noon	15	28
	Noon – 6PM	36	38
	6PM – Midnight	35	38
January 5	Midnight – 6AM	16	17
	6AM – Noon	31	37
	Noon – 6PM	35	38
	6PM – Midnight	26	31
January 6	Midnight – 6AM	10	11
	6AM – Noon	25	29
	Noon – 6PM	27	31
	6PM – Midnight	11	16
January 7	Midnight – 6AM	6	8
	6AM – Noon	22	30
	Noon – 5PM	22	27
January 8	8AM – Noon	25	29
	Noon – 6PM	23	27
	6PM – 8PM	9	16