

Q. Please provide all possible customer messaging for customers calling into the Outage Line and Customer Service Line during the January outage events. Please describe any hold messaging, error messaging, or other messaging delivered in the High Volume Call Answering, aside from the Informer-driven status updates. Also include any messaging, menuing, or other prompts that may have been encountered as the call progressed through the callflow, including options to wait for a representative. For instance, would callers to the Outage Line overflowing to the Customer Service line have been presented with the Interactive Voice Response menus prior to being placed in queue. Also specify what, if any changes or additions were made to any upfront/overall messages. Please describe typical customer experiences as well as any atypical that were encountered during the January events.

A. *Typical Customer Experiences*

Newfoundland Power's customer messaging, menuing, and other prompts offered to customers calling into the Outage Line and Customer Service Line during the January 2-8, 2014 outage events are provided in Attachments A, B, C, D, and E.

Attachment A: Customer Calls Outage Line, Listens to Message and Ends Call.

Attachment B: Customer Calls Outage Line and Stays on the Line.

Attachment C: Customer Calls Customer Service Line Outside Business Hours.

Attachment D: Customer Calls Customer Service Line During Normal Business Hours.

Attachment E: Customer Contact Centre, Regular Business Hours Menu

During the January 2-8, 2014 outage events, Newfoundland Power customers did not receive hold messages or error messaging via the Interlalia XMU+ High Volume Call Answering ("HVCA") system.¹

Newfoundland Power modified its messaging during the January 2-8, 2014 outages to provide customers with information relating to rotating power outages when they were occurring.² Newfoundland Power also modified its messaging at times during the

¹ Further information relating to Newfoundland Power's Interlalia XMU+ HVCA system, including the customer experience, can be found in the response to Request for Information PUB-NP-123. Additional information relating to error messages on the Interlalia XMU+ HVCA is provided in the response to Request for Information PUB-NP-132.

² Messaging that was changed to provide information relating to rotating power outages is described in Attachment B Section B.1.1.2.2.

1 January 2-8, 2014 outages to inform customers that due to the rotating power outages, the
2 Company was not accepting normal business calls.³

3
4 The Customer Call Scenarios identified in Attachments A-E describe the typical
5 customer experience during the outages that resulted from the January 2-8, 2014
6 electrical system events.

7
8 ***Atypical Customer Experiences***

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10 During the January 2-8, 2014 period some customers who called Newfoundland Power
11 received an atypical experience. This atypical experience resulted from one of the
12 incoming Automated Call Distributor (“ACD”) trunks being improperly configured as a
13 multi-use trunk as opposed to being configured strictly for inbound calls. This
14 configuration caused a mismatch between the number of trunks available on the ACD
15 and the number of trunks the HVCA has available to send incoming calls to the ACD.

16
17 Customers who had calls routed to the improperly configured trunk on the ACD during
18 the January 2-8, 2014 period received a message from Newfoundland Power’s
19 telecommunications provider (“BellAliant”) stating, “Your call cannot be completed as
20 dialed...”.

21
22 A total of 1,504 customers received this message during the January 2-8, 2014 event.⁴
23 Newfoundland Power is not aware of any other atypical customer experiences that
24 occurred during the January 2-8, 2014 outages.

³ Messaging that was changed to inform customers that normal business calls were not being accepted as a result of the rotating power outages is described in Attachment C.

⁴ A graphical representation of customer calls, including the 1,504 calls impacted by the improperly configured trunk, can be viewed in Attachment A to the response to Request for Information PUB-NP-113.

**Customer Calls Outage Line,
Listens to Message and Ends Call**

Customer calls Newfoundland Power outage line and ends call after listening to an outage message.

A.1 BellAliant can identify the Customer Calling Region

A.1.1 No queuing, customer listens to Outage Message, ends call.

If there is no outage in the customer's region, the customer will hear:

"Welcome to Newfoundland Power's outage reporting service. Outages have not been reported in your area. If you require further assistance, please stay on the line."

If there is currently an outage in the customer's region the customer will hear:

*"Welcome to Newfoundland Power's outage reporting service, outages have been reported in the following areas **"Area List"**. Interruption caused by **"Cause"**. Estimated time for power restoration is **"Time"**. If you have further information about outages in your area, please stay on the line, otherwise thank you for your call."*

A.1.2 Queuing necessary, customer listens to Outage Message, ends call

While queued in the BellAliant telephone exchange, the customer will hear standard BellAliant ring cycles for up to a maximum of 58 seconds.

Once a port on the HVCA system becomes available the following message will play if there are no outages reported in the customer's region:

"Welcome to Newfoundland Power's outage reporting service. Outages have not been reported in your area. If you require further assistance, please stay on the line."

If there is currently an outage in the customer's region, the customer will hear the following message:

*"Welcome to Newfoundland Power's outage reporting service. Outages have been reported in the following areas **"Area List"**. Interruption caused by **"Cause"**. Estimated time for power restoration is **"Time"**. If you have further information about outages in your area, please stay on the line, otherwise thank you for your call."*

A.2 BellAliant cannot identify Customer Calling Region (Regional Menu)

A.2.1 BellAliant Call Prompter Regional Menu Offered

Regional Main Menu¹

“Please select the area you are calling about from the following menu:

For the Avalon Peninsula, press 1

For the Burin Peninsula, press 2

For Clarenville and the Bonavista Peninsula, press 3

For Central Newfoundland, press 4

For the West Coast of Newfoundland, press 5

To Repeat these options, press the Star Key.”

Regional Main Menu - Item 1 selected

“For the Northeast Avalon, including St. John’s, Mt. Pearl, CBS, Southern Shore and surrounding areas, press 1.

For the remainder of the Avalon Peninsula, press 2.

To Repeat these options, press the Star Key.”

Regional Main Menu - Item 4 selected

“For Gander, New Wes Valley and surrounding areas, press 1.

For Grand Falls-Windsor, Lewisporte, Baie Verte and surrounding areas, press 2.

To Repeat these options, press the Star Key.”

Regional Main Menu - Item 5 selected

“For Corner Brook, Deer Lake and surrounding areas, press 1.

For Stephenville, Port aux Basques and surrounding areas, press 2.

To Repeat these options, press the Star Key.”

A.2.2 Once the customer identifies a region, the caller is forwarded to the appropriate HVCA message. The customer experience that follows is as described in *Section A.1.*

¹ The geographic service areas referred to as the Avalon Peninsula, Central Newfoundland, and West Coast of Newfoundland can be subdivided into more specific areas. The geographic service areas known as the Burin Peninsula and the Clarenville and the Bonavista Peninsulas, cannot be subdivided further.

**Customer Calls Outage Line and
Stays on the Line**

Customer calls Newfoundland Power outage line, listens to message, and decides to stay on the line.

B.1 Capacity available to receive calls at the Customer Contact Center on either the Outage or Multi-Use Aspect ACD trunks.¹

B.1.1 Outage Menu presented to the Customer after completing the call sequence identified in Attachment A Section A.1.1.

*“To replay an outage announcement heard previously, press 1.
To report a public hazard, such as live wires down, press 2.
If you wish to report a power outage, or require further information, press 3.”*

B.1.1.1 If the customer selects Item 1, the following message is replayed if no outage exists in the customer’s area:

“Welcome to Newfoundland Power outage reporting service. Outages have not been reported in your area. If you require further assistance, please stay on the line.”

If there is currently an outage in the customer’s area, the following message is replayed:

*“Welcome to Newfoundland Power’s outage reporting service. Outages have been reported in the following areas **“Area List”**. Interruption caused by **“Cause”**. Estimated time for power restoration is **“Time”**. If you have further information about outages in your area, please stay on the line, otherwise thank you for your call.”*

B.1.1.2 If the customer selects Item 2, the following occurs:

B.1.1.2.1 Agent available, call is answered.

B.1.1.2.2 No Agent Available

- The customer call enters the ACD’s public hazard queue while waiting for an agent to become available.
- The customer is presented with a customized message from Newfoundland Power’s ACD. The following message was presented when customers were experiencing rotating power outages:

“As we continue to restore power to our customers, rotating power outages to manage electrical system demand will begin this morning and continue as needed throughout the day. Rotating outages are expected to last about 60 minutes.”

¹ See the response to request for information PUB-NP-96 for a physical representation of Newfoundland Power’s Customer Contact Centre telecommunications infrastructure.

- Standard queue messaging follows the customized message including music on hold and the following informational messages:

“Due to the power outage, we are experiencing a higher than normal call volume. Please stay on the line for the next available representative or check out our website at www.newfoundlandpower.com where the latest power outage information is also available. We appreciate your patience during this busy time.”

“If you are currently experiencing a power outage, remember to unplug sensitive electronic equipment such as computers, televisions, and microwaves, until the power has been restored. Thank-you for your patience while holding.”

B.1.1.3 If the customer selects Item 3, the following occurs:

B.1.1.3.1 Agent available, call is answered.

B.1.1.3.2 No Agent Available

- Same Messaging as described in Section B.1.1.2.2

B.2 No capacity available to receive calls at the Customer Contact Center on either the Outage or Multi-Use ACD trunks.

B.2.1 BellAliant Call Prompter Menu presented:

“Due to high call volume, Newfoundland Power is unable to take your call at this time. To report an emergency or public safety hazard such as a wire down or broken pole, please press 9. To report an outage or get the latest restoration times visit us online at newfoundlandpower.com or call 1-800-474-5711. For all other inquiries, please try your call again later.”

B.2.1.1 Public Hazard Chosen

B.2.1.1.1 Capacity Available on either the Reserve, Outage or Multi-Use ACD Trunks

- Same process as described in Section B.1.1.2

B.2.1.1.2 If no capacity is available on either the reserve, outage or multi-use ACD trunks, the public safety hazard overflow message is presented as follows:

“We’re sorry; all of our emergency lines are currently in use. Please contact your local emergency service provider or call 911 to report an emergency or public safety hazard.”

B.2.1.2 If no public hazard is indicated, the following message will be presented to customers:

“We’re sorry; all of our customer service agents are currently busy assisting other customers. To report an outage or get the latest restoration times visit us online at newfoundlandpower.com or call 1-800-474-5711. For all other inquiries, please try your call again later.”

**Customer Calls Customer Service Line
Outside Business Hours**

Customer calling Customer Service line outside of normal business hours.

On Friday, January 3, 2014 and Monday, January 6, 2014, Newfoundland Power closed the contact centre for normal business calls. During this time, customers heard the following message before the normal menu choices:

“Welcome to Newfoundland Power. Due to the impact of the rotating power outages our primary focus at this time is responding to customer outage inquiries. We will resume responding to non outage customer inquiries when the electricity supply is stable. We thank-you for your patience and understanding.”

C.1 Capacity available to receive calls at the Customer Contact Center on the Multi-Purpose Aspect ACD trunks

C.1.1 The Customer Self Service Main Menu offered to the customer consisted of the following message:

*“Welcome to Newfoundland Power’s Customer Relations Center.
For billing and payment options or to hear the current balance of your account,
Press 1
To enter your own meter reading, Press 2
If you are calling about a power outage, street light out or a dangerous
condition, Press 3”*

If Item 3 was selected from the above menu the customer would receive the same messaging and menuing as offered in Attachment B, Section B.1.1.

C.2 No capacity available to receive calls at the Customer Contact Center on the multi-purpose Aspect ACD trunks

C.2.1 Same treatment as previously described in Attachment B, Section B.2.1

**Customer Calls Customer Service Line
During Normal Business Hours**

Customer calling Customer Service line during normal business hours.

D.1 Capacity available to receive calls at the Customer Contact Center on the Multi-Use ACD trunks

D.1.1 Customer Main Menu provided to the Customer communicates the following message:¹

*“Welcome to Newfoundland Power’s Customer Relations Center.
Please choose one of the following 5 options:
For billing and payment options, press 1.
To discuss an existing construction work order, press 2.
If you are moving or require a new service connection, press 3
If you are calling about a power outage, street light out, or a dangerous condition, press 4.
To learn more about our take CHARGE energy savers programs and all other matters, press 5.
To repeat these options, press the star key.”*

D.1.1.2 Item number 4 selected. The outage menu provided the following message to the customer:

*“To report a power outage or to receive an outage update, press 1.
To report a dangerous condition, press 2.
To report a street light not working, press 3.
For any other power problem, press 4.
To repeat these options press the star key.
To return to the previous menu, press the pound key.”²*

- D.1.1.2.1 Item 1 selected.
Same messaging and menuing as presented in Attachment B Section B.1.1
- D.1.1.2.2 Item 2 selected.
Same messaging and menuing as presented in Attachment B Section B.1.1.2
- D.1.1.2.3 Item 3 selected.
Same messaging and menuing as presented in Attachment B Section B.1.1
- D.1.1.2.4 Item 4 selected.
Same messaging and menuing as presented in Attachment B Section B.1.1

¹ Attachment E contains the Customer Contact Centre messaging for routine customer inquiries including those options associated with Items 1, 2, 3, and 5. Item 4 is described in Section D.1.1.

² If items 2, 3, or 4 are selected the caller is asked to confirm their account number.

D.2 No capacity available to receive calls at the Customer Contact Center on the Multi-Use ACD trunks

D.2.1 Same treatment as previously described in Attachment B Section B.2.1

**Customer Contact Center
Regular Business Hours Menu**

Customer calls customer service line during normal business hours for routine customer inquiries.

E. Newfoundland Power's Customer Contact Centre is operating while there are no major electrical system events.

Main menu options heard by customers:

"Welcome to Newfoundland Power's Customer Relations Center.

Please choose one of the following 5 options:

For billing and payment options, press 1.

To discuss an existing construction work order, press 2.

If you are moving or require a new service connection, press 3.

If you are calling about a power outage, street light out, or a dangerous condition, press 4.

To learn more about our takeCHARGE! energy savers programs and all other matters, press 5.

To repeat these options, press the star key."

E.1. Main Menu, Item 1 (Billing and Payment Options)

E.1.1 *"To hear your current balance and last payment received **press 1.**"*

Customer receives Account Balance via IVR application.

E.1.2 *"If your bill is past due **press 2.**"*

E.1.2.1 *"To make own payment arrangement **press 1.**"*

Customer arranges payment via IVR Application.

E.1.2.2 *"To notify us of payment made **press 2.**"*

Customer notifies of payment via IVR Application.

E.1.2.3 *"To discuss your overdue bill **press 3.**"*

"To help us identify your account please enter your account number followed by the pound key. If you do not have your account number, please hold for the next available agent...Your call may be recorded for quality assurance purposes."

Customer call is queued to an agent.

"To repeat these options, press the star key. To return to the previous menu press the pound key."

E.1.3 *“To enter your meter reading **press 3.**”*
Customer Meter Reading provided via IVR Application.

E.1.4 *“To discuss your energy usage and how our take charge energy savers program can make your home or business more energy efficient **press 4.**”*

“To help us identify your account please enter your account number followed by the pound key, if you do not have your account number, please hold for the next available agent...Your call may be recorded for quality assurance purposes.”

Customer call is queued to an agent.

E.1.5 *“To hear our payment locations, mailing address or billing and payment options **press 5.**”*

E.1.5.1 *“For the location of our Dominion payment centers **press 1.**”*

*“The following Dominion stores accept Newfoundland Power payments by cash or debit ... **“Dominion Payment Centers discussed.”***

“To repeat this message, press the star key. To return to the previous menu press the pound key.”

E.1.5.2 *“For our mailing address or deposit box locations **press 2.**”*

*“Payments by cheques or money order accompanied by the coupon portion of your electricity bill may be made by ... **‘Mailing Address and Deposition Box Locations’**”*

“To repeat this message, press the star key. To return to the previous menu press the pound key.”

E.1.5.3 *“To hear about our billing and payment options, **press 3.**”*

*“Telephone and internet banking offer maximum flexibility allowing you to pay your bills anytime day or night ... **‘Billing and Payment Options Described’**”*

“To repeat this message press the star key. To return to the previous menu press the pound key”

E.1.5.6 *“For all other billing matters or to discuss your bill **press 6.**”*

“To help us identify your account, please enter your account number followed by the pound key. If you do not have your account number, please hold for the next available agent...Your call may be recorded for quality assurance purposes.”

Customer call is queued to an agent.

“To repeat these options, press the star key. To return to the previous menu press the pound key.”

“To repeat these options, press the star key. To return to the previous menu press the pound key.”

E.2. Main Menu, Item 2 (Discuss Existing Construction Work Order)

“If you have an existing Newfoundland Power account please enter the account number followed by the pound key. If you do not have your account number, please hold for the next available agent...Your call may be recorded for quality assurance purposes.”

E.3 Main Menu, Item 3 (Customer Moving or Requires New Service Connection)**E3.1** *“If you are moving to a location with existing electricity service **press 1.**”*

“To help us identify your account please enter your account number followed by the pound key. If you do not have your account number, please hold for the next available agent...Your call may be recorded for quality assurance purposes.”

Customer call is queued to an agent.

E3.2 *“To request a new service connection **press 2.**”*

“To help us identify your account please enter your account number followed by the pound key. If you do not have your account number, please hold for the next available agent...Your call may be recorded for quality assurance purposes.”

Customer call is queued to an agent.

“To repeat these options, press the star key. To return to the previous menu press the pound key.”

E.4 Main Menu, Item 4 (Power Outage, Street Light, or Dangerous Condition)

See Attachment B, Section B.1.1

E.5 Main Menu, Item 5 (takeCharge! and All Other Matters)

E5.1 *“For info about energy efficiency and our take-charge energy savers programs, **press 1.**”*

“To help us identify your account please your account number followed by the pound key. If you do not have your account number, please hold for the next available agent...Your call may be recorded for quality assurance purposes.”

Customer call is queued to an agent.

E5.2 *“If you would like assistance using our website www.newfoundlandpower.com, **press 2.**”*

“To help us identify your account please enter your account number followed by the pound key. If you do not have your account number, please hold for the next available agent....Your call may be recorded for quality assurance purposes.”

Customer call is queued to an agent.

E5.3 *“For all other inquiries, **press 3.**”*

“To help us identify your account please enter your account number followed by the pound key. If you do not have your account number, please hold for the next available agent...Your call may be recorded for quality assurance purposes.”

Customer call is queued to an agent.