



NEWFOUNDLAND AND LABRADOR

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

120 Torbay Road, P.O. Box 21040, St. John's, Newfoundland and Labrador, Canada, A1A 5B2

E-mail: ghayes@newfoundlandpower.com

2014-04-03

Mr. Gerard Hayes
Newfoundland Power Inc.
55 Kenmount Road
P.O. Box 8910
St. John's, NL A1B 3P6

Dear Sirs:

Re: The Board's Investigation and Hearing into Supply Issues and Power Outages on the Island Interconnected System - Requests for Information

Enclosed are Information Requests PUB-NP-126 to PUB-NP-134 regarding the above-noted matter. The deadline for filing the responses to the Requests for Information is Monday, April 14, 2014.

If you have any questions, please do not hesitate to contact the Board's Legal Counsel, Ms. Jacqui Glynn, by email, jgylmn@pub.nl.ca or telephone, (709) 726-6781.

Yours truly,

Cheryl Blundon
Board Secretary

/bds
Encl.

ecc. **Newfoundland Power Inc.**
Ian Kelly, QC, E-mail: ikelly@curtisdawe.com
Newfoundland and Labrador Hydro
Geoffrey Young, E-mail: gyoung@nih.nl.ca
Consumer Advocate
Mr. Thomas Johnson, E-mail: tjohnson@odeaearle.ca
Ms. Colleen Lacey, E-mail: clacey@odeaearle.ca
Island Industrial Customer Group
Mr. Paul Coxworthy, E-mail: pcoxworthy@stewartmekelvey.com
Mr. Dean Porter, E-mail: dporter@pa-law.ca
Mr. Danny Dumaresque
Mr. Danny Dumaresque, E-mail: danny.liberal@gmail.com

1 **IN THE MATTER OF**
2 the *Electrical Power Control Act, 1994*,
3 SNL 1994, Chapter E-5.1 (the "*EPCA*")
4 and the *Public Utilities Act, RSNL 1990*,
5 Chapter P-47 (the "*Act*"), as amended; and
6
7 **IN THE MATTER** of the Board's Investigation
8 and Hearing into Supply Issues and Power Outages
9 on the Island Interconnected System.

**PUBLIC UTILITIES BOARD
REQUESTS FOR INFORMATION**

PUB-NP-126 to PUB-NP-134

Issued: April 3, 2014


- 1 **PUB-NP-126** Please provide any studies or analysis conducted following the January
2 2014 event to better understand how companies received conservation
3 information during the outages (i.e. whether through the takeCHARGE
4 website, social media, or other media) and what actions customers took to
5 conserve energy. Include any analysis that examines the level of
6 conservation achieved (MWh saved...).
- 7
8 **PUB-NP-127** Please provide the evaluation of third-party overflow options that is
9 expected to be completed by March 31, 2014.
- 10
11 **PUB-NP-128** Please specify the date/time when the Outage Page was moved to the
12 front/home page of Newfoundland Power's website during the January
13 outage event.
- 14
15 **PUB-NP-129** Please provide daily Contact Centre reporting, by interval (15 or 30
16 minutes) to specific calls offered, handled, abandoned, answered within
17 service level goal, ASA, as provided by the Aspect Call Management
18 System for the days January 1 through January 10, 2014.
- 19
20 **PUB-NP-130** Please provide all possible customer messaging for customers calling into
21 the Outage Line and Customer Service Line during the January outage
22 events. Please describe any hold messaging, error messaging, or other
23 messaging delivered in the High Volume Call Answering, aside from the
24 Informer-driven status updates. Also include any messaging, menuing, or
25 other prompts that may have been encountered as the call progressed
26 through the callflow, including options to wait for a representative. For
27 instance, would callers to the Outage Line overflowing to the Customer
28 Service line have been presented with the Interactive Voice Response
29 menus prior to being placed in queue. Also specify what, if any changes or
30 additions were made to any upfront/overall messages. Please describe
31 typical customer experiences as well as any atypical that were encountered
32 during the January events.
- 33
34 **PUB-NP-131** Please describe if there were any situations in which callers in the High
35 Volume Call Answering ("HVCA") would have timed out in the HVCA
36 while waiting for a queue during the January outage event. Please describe
37 the cycles of waiting within the HVCA and what happens and related
38 customer messaging when the wait period exceeds the design limitations
39 of HVCA, especially describe the caller experience.
- 40
41 **PUB-NP-132** Please detail the timing, description, and impact of any High Volume Call
42 Answering errors that were encountered during the January outage events.
- 43
44 **PUB-NP-133** Please detail the number of calls counted as "IVR" in Attachment A:
45 Customer Contact Centre - Outage Reporting Map. Please breakdown
46 these numbers by day to specify the number of Interactive Voice Response

1 callers completing transactions (describe transactions) as well as the
2 number opting out to a representative.

3
4 **PUB-NP-134** Please detail the additional telephony capacity (trunks) that have been
5 ordered following the January 2014 outages to improve service within the
6 Contact Centre. Please describe how these additional trunks will increase
7 capacity of the Contact Centre and provide opportunities for redundancies
8 within the Contact Centre technology. Include the analysis that was used
9 to determine the need for additional trunks.

DATED at St. John's, Newfoundland this 3rd day of April 2014.

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

Per 
Cheryl Blundon
Board Secretary