



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

2014-03-27

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-94 to PUB-NP-125 regarding the above-noted matter. The deadline for filing the responses to the Requests for Information is Monday, April 7, 2014.

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

Yours truly,

Cheryl Blundon
Board Secretary

/bds
Encl.

cc. Newfoundland Power Inc.
Ian Kelly, QC, E-mail: ikelly@curtisdawe.com
Newfoundland and Labrador Hydro
Geoffrey Young, E-mail: gyoung@nlh.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@stewartmckelvey.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-094 to PUB-NP-125

Issued: March 27, 2014

- 1 **PUB-NP-94** In order to provide a record copy of document(s) already provided
2 informally, please provide the organization charts for each of the groups
3 responsible for handling customer inquiries and customer outage reports.
4
- 5 **PUB-NP-95** In order to provide a record copy of document(s) already provided
6 informally, please provide the description of the process and options
7 available to customers to report outages and obtain restoration status
8 information.
9
- 10 **PUB-NP-96** In order to provide a record copy of document(s) already provided
11 informally, please provide the description and schematic of current contact
12 center communications/telephony, including switching equipment, IVRs,
13 trunks, ports, call flow/routing, overflow (outsourcer) routing and triggers.
14 Also discuss physical location of telephony equipment.
15
- 16 **PUB-NP-97** In order to provide a record copy of document(s) already provided
17 informally, please provide the list of all external communications during
18 and following the event, including: media alerts/advisory releases,
19 statements, press conferences, interviews, media briefings and
20 advertisements include description of each, audience, media channel,
21 interviewees and timing.
22
- 23 **PUB-NP-98** In order to provide a record copy of document(s) already provided
24 informally, please provide the description of other communications
25 channels enacted to disseminate information before, during and after the
26 event.
27
- 28 **PUB-NP-99** In order to provide a record copy of document(s) already provided
29 informally, please provide the call volume history, calls offered, calls
30 handled, calls abandoned, calls handled by technology and calls blocked
31 for the week before, during and after the event.
32
- 33 **PUB-NP-100** In order to provide a record copy of document(s) already provided
34 informally, please provide the number of web "*hits*" to the website for the
35 Outage Map and Outage Information pages during the outage.
36
- 37 **PUB-NP-101** In order to provide a record copy of document(s) already provided
38 informally, please provide the call center staffing levels (CSRs,
39 Supervisors, Managers and Support Staff) by Center, by month, by year
40 for 2013 and YTD 2014. Include outsourcer staffing levels too.
41
- 42 **PUB-NP-102** In order to provide a record copy of document(s) already provided
43 informally, please provide a copy of the call centre staffing levels (CSRs,
44 Supervisors, Managers and Support Staff) by hour, during December
45 2013, January and February 2014 YTD. Please indicate if the average
46 provided is a per hour average, if not please provide per hour average.

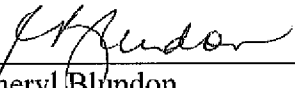
- 1 **PUB-NP-103** In order to provide a record copy of document(s) already provided
2 informally, please provide the description of how outage information,
3 including estimated times of restoration (“ETRs”) and restoration status
4 updates, was gathered and updated in the outage system. Please specify
5 who would have been responsible for restoration status/ETR update and
6 outage ticket completion. Please explain the process for assigning global,
7 area and town specific ETRs and progress updates.
8
- 9 **PUB-NP-104** In order to provide a record copy of document(s) already provided
10 informally, please provide copies of all call center trunking or traffic
11 studies conducted recently to evaluate call center capacity needs.
12
- 13 **PUB-NP-105** In order to provide a record copy of document(s) already provided
14 informally, please provide the description of any recent enhancements or
15 upgrades to the call center telecommunications infrastructure.
16
- 17 **PUB-NP-106** In order to provide a record copy of document(s) already provided
18 informally, please provide copies of any stress tests conducted on the
19 Outage Management System or contact center telephony equipment or
20 systems.
21
- 22 **PUB-NP-107** In order to provide a record copy of document(s) already provided
23 informally, please provide the daily trunk group usage reports for all
24 trunks into contact center prior to, during and following the event.
25
- 26 **PUB-NP-108** In order to provide a record copy of document(s) already provided
27 informally, please provide the Interactive Voice Response menuing and
28 scripting documentation.
29
- 30 **PUB-NP-109** In order to provide a record copy of document(s) already provided
31 informally, please provide a copy of the contact center staffing/operational
32 storm/outage plan.
33
- 34 **PUB-NP-110** In order to provide a record copy of document(s) already provided
35 informally, please provide a log of any talking points/issues provided to
36 customer service representatives during the event.
37
- 38 **PUB-NP-111** In order to provide a record copy of document(s) already provided
39 informally, please provide a copy of the Customer Communications –
40 Contact Centre & Technology Improvements diagram shown on February
41 26, 2014.
42
- 43 **PUB-NP-112** In order to provide a record copy of document(s) already provided
44 informally, please provide a copy of the graph of Customer Outages and
45 Customer Calls for the period January 2-8, 2014 that was shown on
46 February 26, 2014.

- 1 **PUB-NP-113** In order to provide a record copy of document(s) already provided
2 informally, please provide a copy of the Customer Contact Centre Outage
3 Reporting Map for the period January 2-8, 2014.
4
- 5 **PUB-NP-114** In order to provide a record copy of document(s) already provided
6 informally, please provide the table and chart of visits to
7 www.newfoundlandpower.com for the period January 2013 to January
8 2014 that was shown on February 26, 2014.
9
- 10 **PUB-NP-115** In order to provide a record copy of document(s) already provided
11 informally, please provide a copy of the Power Point slide showing
12 Newfoundland Power's customer service response statistics that was
13 shown on February 26, 2014.
14
- 15 **PUB-NP-116** In order to provide a record copy of document(s) already provided
16 informally, please provide a copy of the corporate communications notes
17 that were used in the meeting with Liberty Consulting on February 26,
18 2014.
19
- 20 **PUB-NP-117** In order to provide a record copy of document(s) already provided
21 informally, please provide a comparison of customer inquiries on January
22 2-8, 2014 to those of January 11-13, 2013.
23
- 24 **PUB-NP-118** Please provide a copy of the Customer Survey Results conducted in
25 February 2014 to obtain feedback on the effectiveness of the Company's
26 communications during the January 2-8, 2014 period.
27
- 28 **PUB-NP-119** Please provide meeting minutes, list of attendees, action items and other
29 documentation for any lessons learned/debriefing sessions held after the
30 January 2014 event by the communications organization. Include internal
31 sessions as well as external.
- 32 **PUB-NP-120** Please provide meeting minutes, list of attendees, action items and other
33 documentation for any lessons learned/debriefing sessions held after the
34 January 2014 event by the customer service organization. Include internal
35 sessions as well as external.
36
- 37 **PUB-NP-121** Please provide a copy of the presentation shown to Liberty Consulting on
38 February 26, 2014 related to Newfoundland Power's Outage Response and
39 Crew Efficiencies relating to recent field technology improvements.
40
- 41 **PUB-NP-122** Please provide a copy of the RFI issued to gather vendor
42 capabilities/services for high volume call overflow solutions.

- 1 **PUB-NP-123** Please provide documentation detailing the technical design and operation
- 2 of the Interlalia High Volume Call Answering. Please describe the capacity
- 3 of the system in terms of the number of simultaneous callers it can assist.
- 4
- 5 **PUB-NP-124** Please provide documentation detailing the design and user operation of
- 6 the Informer application.
- 7
- 8 **PUB-NP-125** Please provide documentation detailing the duties/responsibilities/tasks of
- 9 the Communications Hub, by team member, including the detailed
- 10 procedures that are followed during a storm/outage event.

DATED at St. John's, Newfoundland this 27th day of March 2014.

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

Per 
Cheryl Blundon
Board Secretary