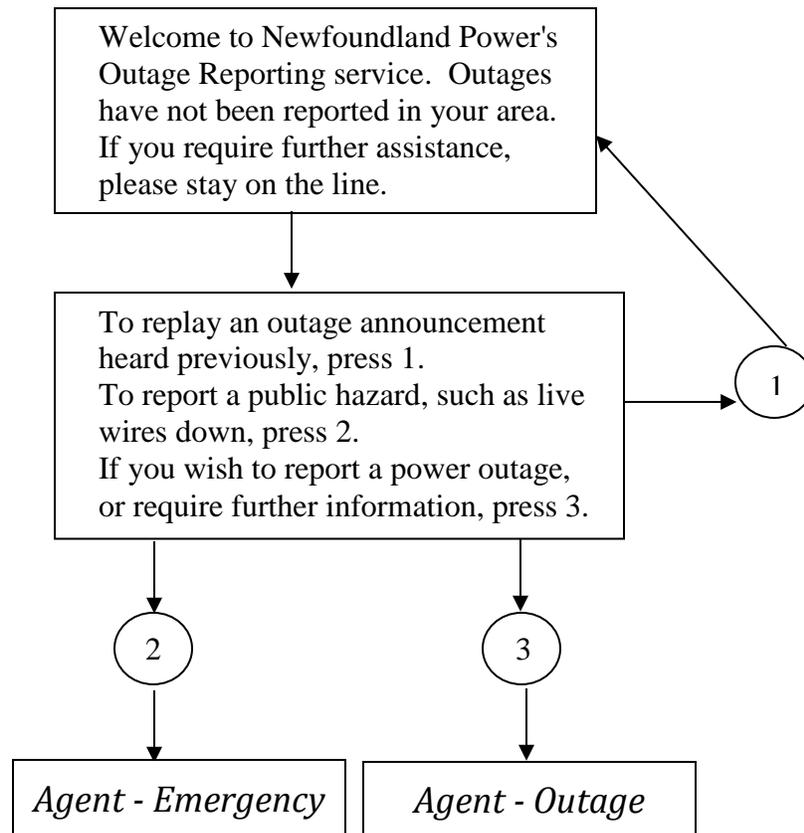


1 **Q. In order to provide a record copy of document(s) already provided informally,**  
 2 **please provide the Interactive Voice Response menuing and scripting**  
 3 **documentation.**

4  
 5 **A. Outage Reporting Service**

6  
 7 Newfoundland Power’s primary outage reporting line is 1-800-474-5711. All calls to this  
 8 service are evaluated based on the calling number ID to determine the callers region.  
 9 Callers are then played the most current recorded outage information for that area of our  
 10 service territory.

11  
 12 Call flow and menu options are outlined in the flowchart below:  
 13  
 14



**Unknown Callers**

For callers from cell phones, out of province numbers and blocked calling ID's the following series of menus directs the caller to the correct regional outage message.

**Regional Menu 1**

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

For the Avalon Peninsula, press 1 (Menu 2A)

For the Burin Peninsula, press 2

For Clarenville and the Bonavista Peninsula, press 3

For Central Newfoundland, press 4 (Menu 2B)

For the West Coast of Newfoundland, press 5 (Menu 2C)

To Repeat these options, press the Star Key

**Regional Menu 2A**

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 Menu 2B**

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 Menu 2C**

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

**Overflow Service**

If a customer call is delivered to Newfoundland Power's Customer Contact Center and all incoming Outage and Customer Service lines are in use, a Call Prompter Service (**Overflow Menu**), provided on the Company's telecommunications service provider's ("BellAliant") facilities, will present a menu to the customer. This menu provides the opportunity for the customer to indicate if the call is reporting a public hazard. If the customer selects a public hazard, the call will be delivered to reserve capacity at the Newfoundland Power Customer Contact Center. If all public safety hazard lines are in use, the caller will hear the Public Safety Hazard Overflow message. If the caller indicates this is not an emergency, the caller will hear the Regular Overflow message.

1        Overflow Menu

2        Due to high call volume, Newfoundland Power is unable to take your call at this time.  
3        To report an emergency or public safety hazard such as a wire down or broken pole,  
4        please press 9. To report an outage or get the latest restoration times visit us online at  
5        [www.newfoundlandpower.com](http://www.newfoundlandpower.com) or call 1-800-474-5711. For all other inquiries, please try  
6        your call again later.

7  
8        Public Safety Hazard Overflow

9        We're sorry, all of our emergency lines are currently in use. Please contact your local  
10       emergency service provider or call 911 to report an emergency or public safety hazard.

11  
12       Regular Overflow

13       We're sorry, all of our customer service agents are currently busy assisting other  
14       customers. To report an outage or get the latest restoration times visit us online at  
15       [www.newfoundlandpower.com](http://www.newfoundlandpower.com) or call 1-800-474-5711. For all other inquiries, please try  
16       your call again later.