

- 1 **Q. In order to provide a record copy of document(s) already provided informally,**
2 **please provide a copy of the contact center staffing/operational storm/outage plan.**
3
4 A. A copy of Newfoundland Power’s Customer Contact Centre Outage Management
5 Protocol is provided in Attachment A. Personal contact information and other sensitive
6 information such as usernames and passwords that appear in the document have been
7 removed.

**Customer Contact Centre
Outage Management Protocol**

**Outage Management Protocol
Customer Contact Centre**

A. Purpose2

B. Power Outages (Regular Office Hours)3

 i. Initial Contact from the SCC (System Control Centre) 3

 ii. Roles and Responsibilities 3

 iii. Communications 3

C. Power Outages (Afterhours and Weekends)5

 i. Initial Contact from the SCC (Afterhours)..... 5

 ii. Roles and Responsibilities 5

 iii. Communications 7

D. Systems Overview.....10

A. PURPOSE

The purpose of this document is to provide a plan for Contact Center and related operations during a power outage.

This document is divided into two sections: **Outages During Regular Office Hours** and **Outages Outside Regular Office Hours**.

This information has been distributed to each member of the Management Team in Customer Service who will be involved in Power Outage situations. A copy will be kept in a binder in the Contact Center and will be located in the power outage cabinet near the Team Leader's area in the Contact Centre. The document is also posted in the Outage Management Detail Procedures area on Webster (Intranet).

B. POWER OUTAGES (REGULAR OFFICE HOURS)

Outage calls during regular hours of 8:00am to 5:00pm are answered by agents in the Contact Centre. The System Control Center (SCC) only receives those calls where the customer has indicated their call is of an urgent nature affecting public safety.

i. Initial Contact from the SCC (System Control Centre)

Direct communication with SCC is available through the speed line that has been set up on Cisco phones located in the cubicles of the Team Leaders, Contact Centre Coordinator, and Departmental Assistant. The SCC can also be reached by dialing directly to [REDACTED]

This speed line's ringing sound is distinctive and louder than the normal telephone ring in the office and therefore impresses the emergency nature of this phone and that it must be answered immediately.

ii. Roles and Responsibilities

THE SCHEDULER OR THE TEAM LEADER WHO HAS BEEN CONTACTED BY THE SCC:

Advises Director, Customer Relations of a wide spread outage and gathers the team together to execute the Outage Management Protocol.

COMMUNICATIONS HUB COORDINATOR:

Initiates the Communications Hub and establishes the contact points for each region that is affected. The Communications Hub Coordinator may determine, after consultation with the Manager, Customer Relations, that the Communications Hub does not need to assemble and will let the Team Leader know as soon as possible.

TEAM LEADER:

Liaises with the Communications Hub Coordinator to provide updates and feedback on the communications to help ensure timely, accurate and consistent information is provided to agents and customers.

CORPORATE COMMUNICATIONS:

Updates the media and provides updates to the Communications Hub Coordinator or the Team Leader.

iii. Communications

CONFERENCE BRIDGE:

If the outage warrants, SCC may decide to implement the use of the conference bridge. The conference bridge will be used during storms, system tests or other events that require a lot of communications between various participants.

COMMUNICATIONS HUB:

The Communications Hub is responsible for providing timely, accurate and consistent information to agents and customers using the following medium:

- **Informer/Website/HVCA:** Primary sources of information for our agents and our customers.

- **Customer Relations Blog:** Source of information for agents that provides them with updates that are not necessarily provided to customers. This would include information on crew locations, dispatch schedules, process changes, ‘scripted’ responses, and anything else that will assist the agents in providing excellent customer service.
- **Social Media:** This channel will be used to provide information to customers via Twitter and Facebook.
- **Operations Coordination:** A member of the Hub may be responsible for liaising with regional operations and/or the SCC to obtain additional information about the status of outages.

CORPORATE COMMUNICATIONS:

Will keep the media updated as well as send information to the Communications Hub or Contact Centre management prior to media interviews to ensure consistency of information to our customers. Staff should be advised that all media calls should be forwarded to Corporate Communications in the following order:

- | | | | |
|--|------------|------------|------------|
| 1. Director, Public Affairs & Corporate Relations | ██████ (W) | ██████ (C) | ██████ (H) |
| 2. Manager, Corporate Relations and Communications | ██████ (W) | ██████ (C) | ██████ (H) |
| 3. Corporate Communications Specialist | ██████ (W) | ██████ (C) | ██████ (H) |

OUTBOUND CALLS:

Each region has a list of sensitive domestic and general service customers whom they are responsible for contacting in the event of power outages. This is for your information only and requires no action on your part. Should your assistance be required in notifying customers, you will be informed.

Calls received from customers who have medical or life support equipment in place should be advised of the length of the outage and based on this they should be able to make their own decision if they should make other arrangements for the people using this equipment.

DAMAGE CLAIM CALLS:

If customer inquiries are received regarding damage claims, the information should be keyed in the Customer Service System (CSS) program CICI-DC so that they may be worked in the appropriate region.

NOTIFICATION THAT THE OUTAGE HAS ENDED:

Once the outage has ended, or call volumes have reduced to a number manageable at SCC, SCC will notify the Call Center that the calls can be redirected to the SCC. (See page 6 for procedures) **PLEASE NOTE THAT ONCE YOU HAVE COMPLETED THE PROCEDURES FOR TRANSFERRING THE CALLS BACK TO SCC, YOU SHOULD VERIFY THAT CALLS ARE BEING ROUTED TO SCC BY CALLING ██████ AND SPEAKING TO THE CONTROL ROOM OPERATOR.**

C. POWER OUTAGES (AFTERHOURS AND WEEKENDS)

If the outage will continue after regular hours, the **Power Outage Coordinator** should make the appropriate arrangements in order to staff the Contact Center to handle the outage. Distribution of overtime for this will be in accordance with the Clerical agreement 10.05 - Equal Distribution.

The Power Outage Coordinator should notify the Team Leader of times worked by the staff so that they can ensure any meal tickets as per the Clerical Agreement Clause 14.09C - Meal Allowances to which staff are entitled are recorded on their time sheet.

Please note that if the outage carries on after 5PM on a work day the computer room operator will be required to place CSS in read only mode to start nightly billing. Contact the operator at [REDACTED] to coordinate this procedure. All agents will be required to log out of CSS and log back in once read only mode has been activated.

Please contact the IS on call coordinator by sending an email to [REDACTED] when the Contact Centre opens. Send another email when the Contact Centre closes.

i. Initial Contact from the SCC (Afterhours)

For the weekday periods of 5:00 PM to 8:00 AM and 5:00 PM Friday to 8:00 AM Monday, the SCC will contact the **On Call Power Outage Coordinator** via the on call cell phone [REDACTED]. The phone number used to contact the SCC is [REDACTED].

ii. Roles and Responsibilities

POWER OUTAGE COORDINATOR

Preparation: When on-call the Power Outage Coordinator must be prepared in the event that they are contacted by the SCC. In preparation the Power Outage Coordinator will:

- Complete the checklist posted inside the Call Center Power Outage Cabinet (located just outside Blair's office). This cabinet includes the following information:
 - ✓ Call Center Outage Protocol
 - ✓ Keys to vehical numbers 310 and 294 (under the Credit Group of responsibility)
 - ✓ Power Interruption forms
 - ✓ Taxi Slips
 - ✓ Flashlights
 - ✓ Spare Security Card
 - ✓ Contact Center Staff – Telephone contact information.
 - ✓ Overtime listing per collective agreement
 - ✓ Extended Call-in Listing (includes approximates 60 employees that work in other parts of the company who may be called to fill extended staffing needs)
 - ✓ Call Centre weekly schedule
- Inform the Director responsible for Meter Reading to ensure that all meter reading vehicles are fueled and will be taken home by Meter Readers. These vehicles may be used to transport Contact Centre staff to the Contact Centre during poor weather conditions.
- Check the weather for the next 24 hours daily. If a storm is expected, make arrangements to take home one of the 4 wheel drives (310 or 294), if necessary. Please note that these vehicles are used by collections staff during the business day. Ask Collections staff to fuel the vehicles before returning to the office.

Activation: When the System Control Center contacts the Power Outage Coordinator:

- Ensure the Control Room Operator has updated Informer/HVCA with the latest power restoration information.
- Contact the Director, Customer Relations who will in turn inform the Manager, Customer Relations
- The Manager, Customer Relations, in consultation with Corporate Communication, will determine if the Communications Hub will be activated. The Communications Hub Coordinator will let the Power Outage Coordinator know so that the Hub has been activation so that the PowerOutage Coordinator can plan appropriately.
- The Manager, Customer Relations will inform the Vice President, Customer Operations and Engineering, the Manager, Corporate Relations and Communications and the Manager, Operations
- Check Road Conditions: If the Customer Service Centre cannot be staffed due to storm conditions, media announcements will be made to our service territory that only emergency calls are being handled and Area Offices will be staffed and calls redirected to these offices. The On Call Power Outage Coordinator will arrange emergency transportation for Call Centre employees as soon as weather permits. Please see the Meter Reader Vehicle Location document to find vehicles located close to required employees.
- Determine Staff Requirements: At the time of the call from SCC, the On Call Power Outage Coordinator shall obtain as much information as possible regarding the location, size and type of outage(s) that we are experiencing. This information will aid in determining the number of staff required to initially handle the incoming calls. The table below provides a rough basis for such a decision.

# OF CUSTOMERS AFFECTED	# OF CONTACT CENTRE PERSONNEL
UNDER 5,000	3-5
5,000 - 20,000	5-10
OVER 20,000	10 OR MORE

The following factors should also be taken into consideration in determining staffing levels for the outage:

- ✓ If the outage is concentrated on a couple of feeders, Informer/HVCA will provide the required information to most customers at first which will help ease the initial set up period.
- ✓ If the outage is more widespread and affecting smaller groups of customers, more Contact Center staff may be necessary than is listed in the above table. Informer/HVCA is currently not effective in providing adequate messaging to widespread *isolated* outages.

Staffing : The Power Outage Coordinator will contact the required staff immediately (before leaving their current location), using the Customer Service Departmental listing to respond to the outage as per the Clerical agreement clause 10.05 - Equal distribution.

- If the outage occurs during office hours and is extended into the afterhours, then existing staff will be extended. Any staff who have been reassigned for that day (to another role i.e. collector) would not be extended. They would be called based on their place on the overtime list.
- Employees will be called based on their ability to respond within a reasonable time. If you are required to call employees back to work to deal with an unplanned outage, you have the discretion to advise an employee who is not able to make arrangements to be at the call center in a reasonable period of time of your immediate requirement for staff and that you will have to go on to the next employee. You should advise the employee that if the outage extends and you require more staff, you will attempt to schedule them at that time. (Clerical Agreement 10.08 – page 12)
- Once staff has been contacted to deal with the outage, the Power Outage Coordinator shall proceed to the Contact Center immediately.
- Once staff arrives at the Contact Center, they should proceed to activate their Winsets and place their telephone lines in available mode. The Power Outage Coordinator should then invoke the following power outage procedures and advise the SCC that the Call Center is now taking the incoming calls:
 1. Activate the Aspect Telephone in the Contact Centre Coordinator’s office.
 - ✓ Sign On by pressing the rectangular button 2nd from the left on top left hand side of Teleset. *(Please note that this phone is also used to invoke an Energy Bypass procedure. If this procedure is active you must press this button twice. Once to Sign Off the Energy Procedure and then again to Sign On)*
 - ✓ You will then be prompted for the login # (■■■■) and a password (■■■■).

- ✓ The message “Hello Power Outage” will appear and then the display will change and “IDLE” will appear in the top left hand corner.
- 2. When the outage is over disengage this process by having the Power Outage Coordinator press the “Sign Off” button on the Teleset (same button as Sign On) and the agents sign off their Winsets. Please remember that you should confirm that the calls above procedures have been executed correctly by calling [REDACTED] and speaking to the Control Room Operator to advise them that the calls are now been reverted back to SCC.
 - The procedure for invoking the power outage procedures for the Contact Centre is also posted on the overhead cabinet door in the Contact Centre Coordinator’s office next to the Aspect telephone.
 - The invoking of the power outage procedure in the Contact Centre means the Contact Center will now be accepting all incoming trouble calls from across the island including those where the caller indicated by pressing 2 on their telephones that they are reporting a situation affecting public safety or other hazard.
 - If not already completed, please contact the IS Production Support coordinator by sending an email to [REDACTED] when the Contact Centre opens. Send another email when the Centre closes.
 - **Record Staffing Information:** All staffing information should be recorded using the Power Outage Log Sheet/ Customer Account Representative Overtime Sheet. Use this sheet during the callouts to record the appropriate information regarding the timing and activities involved in the outage. *Note:* This information provides the record of overtime worked during the outage so that meal ticket and payroll can be properly managed.
 - **Determine if a Power Outage Assistant is required:** If the Power Outage Coordinator feels an assistant is necessary, they should contact another On Call Power Outage Coordinator as per the order of the On Call Schedule. *Note:* The Power Outage Assistant should be briefed with the available information and they should proceed immediately to the Contact Center.
 - If all Permanent, Temporary and Remote Contact Centre staff have been utilized and the power outage event is expected to continue, use the Extended call-in listing to contact staff from other departments to assist in answering customer phone calls.

POWER OUTAGE ASSISTANT:

Once at the Contact Center, the Power Outage Assistant will assist with calling staff, arranging travel and meals, supervising agents, etc.

COMMUNICATIONS HUB COORDINATOR:

If initiated, the Communications Hub and establishes the contact points for each region that is affected. The Communications Hub Coordinator may determine that the Communications Hub does not need to assemble and will let the Team Leader know as soon as possible.

CORPORATE COMMUNICATIONS:

Staff should be advised that all media calls should be forwarded to Corporate Communications in the following order:

- | | | | |
|--|----------------|----------------|----------------|
| 1. Director, Public Affairs & Corporate Relations | [REDACTED] (W) | [REDACTED] (C) | [REDACTED] (H) |
| 2. Manager. Corporate Relations and Communications | [REDACTED] (W) | [REDACTED] (C) | [REDACTED] (H) |
| 3. Corporate Communications Specialist | [REDACTED] (W) | [REDACTED] (C) | [REDACTED] (H) |

iii. Communications

SPEED LINE:

Direct communication with SCC is available through the speed line that has been set up on Cisco phones located in the cubicles of the Team Leaders, Contact Centre Coordinator, and Departmental Assistant. The SCC can also be reached by dialing directly to [REDACTED]. This speed line’s ringing sound is distinctive and louder than the normal telephone ring in the office and therefore impresses the emergency nature of this phone and that it must be answered immediately.

CONFERENCE BRIDGE:

If the outage warrants, SCC may decide to implement the use of the conference bridge. The conference bridge will be used during storms, system tests or other events that require a lot of communications between various participants. Instructions to access the conference bridge are as follows:

- To join the Meet Me Conference Bridge local (St. John’s calling area) participants would call [REDACTED]
- For any participants outside the St. John’s calling area they would dial [REDACTED]
- The Participant’s Code is [REDACTED]
- The Chair Code [REDACTED] (The first person to call in will need this)

You will now be on the conference bridge and can speak for all parties to hear. Once the person designated as the chair disconnects, all people in the call are disconnected

COMMUNICATIONS HUB:

If the outage warrants, the Manager, Customer Relations may decide to implement the use of the Communications Hub. This Hub is responsible for providing timely, accurate and consistent information to agents and customers using the following medium:

- **Informer/Website/HVCA:** Primary sources of information for our agents and our customers.
- **Customer Relations Blog:** Source of information for agents that provides them with updates that are not necessarily provided to customers. This would include information on crew locations, dispatch schedules, process changes, ‘scripted’ responses, and anything else that will assist the agents in providing excellent customer service.
- **Social Media:** This channel will be used to provide information to customers via Twitter and Facebook.
- **Operations Coordination:** A member of the Hub may be responsible for liaising with regional operations and/or the SCC to obtain additional information about the status of outages.

CORPORATE COMMUNICATIONS:

Will keep the media updated as well as send information to the Team Leader prior to media interviews to ensure consistency of information to our customers. Staff should be advised that all media calls should be forwarded to Corporate Communications in the following order:

- | | | | |
|--|----------------|----------------|----------------|
| 1. Director, Public Affairs & Corporate Relations | [REDACTED] (W) | [REDACTED] (C) | [REDACTED] (H) |
| 2. Manager, Corporate Relations and Communications | [REDACTED] (W) | [REDACTED] (C) | [REDACTED] (H) |
| 3. Corporate Communications Specialist | [REDACTED] (W) | [REDACTED] (C) | [REDACTED] (H) |

OUTBOUND CALLS:

Each region has a list of sensitive domestic and general service customers whom they are responsible for contacting in the event of power outages. This is for your information only and requires no action on your part. Should your assistance be required in notifying customers, you will be informed.

Calls received from customers who have medical or life support equipment in place should be advised of the length of the outage and based on this they should be able to make their own decision if they should make other arrangements for the people using this equipment.

DAMAGE CLAIM CALLS:

If customer inquiries are received regarding damage claims, the information should be keyed in the CSS program CICI-DC so that they may be worked in the appropriate region.

NOTIFICATION THAT THE OUTAGE HAS ENDED:

Once the outage has ended, SCC will notify the Call Center that the calls can be redirected to the SCC. (See page 13 for procedures) **PLEASE NOTE THAT ONCE YOU HAVE COMPLETED THE PROCEDURES FOR TRANSFERRING THE CALLS BACK TO SCC, YOU SHOULD VERIFY THAT CALLS ARE BEING ROUTED TO SCC BY CALLING [REDACTED] AND SPEAKING TO THE CONTROL ROOM OPERATOR.**

D. SYSTEMS OVERVIEW

INFORMER

INITIAL CONTACT

The following information is a summary of the operation of the INFORMER system and how it affects the Call Center.

The INFORMER system, in conjunction with the functionality of Bell Aliant's telephone system, provides Nfld Power the ability to provide large numbers of customers with power outage information during power interruptions. An operator at SCC supplies the power outage information. The INFORMER system allows us to post these outage announcements to an automated system such that customers can get the information they need and operators are able to proceed with restoring power. A majority of callers presented with these outage announcements actually hang up satisfied with the automated announcement. The INFORMER system also updates the customer website, mobile website and agent outage portal with the most recent outage information.

EMAIL ALERTS

Based on the messages available on the INFORMER of power outages, emails are sent to the On Call Power Outage Coordinators mail group once a message is set up to play on the HVCA. The email will list the following information and can be for more than one feeder per fax:

- Substation name and number
- Region
- Date and Time power reported off at
- Areas affected
- Cause (when known)
- Estimated Restoration time and date (when available)

ASPECT CALL CENTRE TECHNOLOGY

The telephone system that handles calls from our customers calling our Customer Service Line (800-663-2802) and customers transferred from our High Volume Call Answering device (800-474-5711).

If you detect problems with our Aspect telephone system outside regular business hours please contact Customer Relations Support and IS Support at the numbers listed below. If you are unsuccessful in contacting these individuals please contact the IS on-call staff. Contact information for the IS on call staff is available on Webster under SCC On Call Schedules/IS On Call. SCC can also access this information for you.

Customer Relations Support		(Cell)
IS Support		(Cell)

CUSTOMVIEW DIRECTOR SOFTWARE

Incoming call volume can be viewed on any of the Team Leader's, or the Contact Centre Coordinator's PC using the following instructions.

1. Double Click on the Director Icon on the desktop.
2. Drag the bottom of the application so the full screen is available.
3. Click "File" and "Open".
4. Select "G" drive. (g:\np-ken-user1\ccc)\shared.aspect~1/canvas
5. The following four canvases are will provide the information to manage the outage:
 - AGENT.CVS - provides agents, agents states and length of time in states
 - CUSTOMER.CVS - provides service level, call volume for all types of calls, and calls waiting

TROUBLE.CVS - provides service level and trouble call volumes only.

Trouble.cvs & Agent.cvs would be the canvases you would access regularly during a power outage situation.

6. Double click on the canvas you wish to view.
7. Click "Options".
8. Click "Data On

PLEASE NOTE: Ensure that at the end of the outage before you shut down Director you go "Data off" first.
SHOULD YOU EXPERIENCE ANY PROBLEMS LOGGING ONTO DIRECTOR, PLEASE CALL [REDACTED]
(cell)

PLEASE NOTE THAT YOU CAN ALSO ACCESS THE CANVASSES UNDER THE OUTAGES AND TROUBLE CATEGORY ON THE CUSTOMER RELATIONS INTRANET. THERE IS A FOLDER CALLED DIRECTOR SCREENS AND THE CANVASSES THAT WE USE ARE ACCESSIBLE BY CLICKING ON EACH CANVASS AND FOLLOWING STEPS 6 TO 8 ABOVE

CONTACT CENTRE SERVICE LEVEL DISPLAY PC LOGIN

The PC located in the Director of Credit & Collections office in the Contact Centre controls the Service Level Display TVs in the Call Centre. The television monitors in the Contact Centre automatically shut down in the evenings and on weekends. Use a remote control (one is located in the Contact Centre Coordinator's office near the Aspect phone) to turn on the TV's. In the evenings and on weekends the standard DISPLAY canvas does not show trouble calls. Rectify this situation by changing the canvas on the computer in the corner of the Director Credit & Collections office. Open TROUBLE DISPLAY.CVS using the procedures outlined in items 3 through 6 above.

The username and password are posted on the PC and also included below. Do not log in as yourself but log in as follows:

USERNAME: [REDACTED]

PASSWORD: [REDACTED]

Using Director under the canvas folder you need to open the DISPLAY.CVS or TROUBLE DISPLAY.CVS canvas for this information. You will also need to click Data On under the options tab.

OUTAGE PORTAL

Outage status information for the Contact Center agents is provided via the Outage Portal on Webster, which is updated by SCC, the Communications Hub and/or the Area Offices. INFORMER emails are sent to all employees who act as the Power Outage Coordinator every time the INFORMER is updated.

Employees should record any power outages outside of the known outage area using Outage Management by creating an outage ticket.

OUTAGE MANAGEMENT

Employees should record any power outage outside of the already known outages in the Outage Management system by creating an outage ticket. Power Interruption forms (#426) will only be used if we do not have a system at all. A supply of these forms are available in the power outage cabinet in the Contact Centre

CUSTOMER SERVICE SYSTEM (CSS)

Agents should log into SCC and use the screen pop functionality to automatically populate customer data based matching the customers stored telephone number. CSS can be used to determine the feeder a particular customer is serviced from. Information about the current status of outages for the feeder can be found on the outage portal.

Please note that at the end of a normal business day the computer room operator will be required to place CSS in read only mode to start nightly billing. Contact the operator at [REDACTED] to coordinate this procedure. All agents will be required to log out of CSS and log back in once read only mode has been activated.