

1 **Q. Please detail the number of calls counted as “IVR” in Attachment A: Customer**
 2 **Contact Centre - Outage Reporting Map. Please breakdown these numbers by day**
 3 **to specify the number of Interactive Voice Response callers completing transactions**
 4 **(describe transactions) as well as the number opting out to a representative.**

5
 6 A. Newfoundland Power has four Interactive Voice Response (“IVR”) self-service options
 7 that allow customers to retrieve and/or submit information 24 hours a day without
 8 needing to speak with a Newfoundland Power Representative. IVR services offered
 9 include: (i) account balance retrieval; (ii) payment arrangement/notification; (iii) submit
 10 self meter reading; and (iv) outage message service. A brief description of each of the
 11 IVR self-service options is provided below:

12
 13 ***Account Balance Retrieval***

14 Customers can request their account balance and most recent payment information.

15
 16 ***Payment Arrangement & Notification***

17 Customers who are delinquent in payments can make payment arrangements or notify
 18 Newfoundland Power that a recent payment has been made.

19
 20 ***Submit Self Meter Reading***

21 Customers can submit their own meter reading information.

22
 23 ***Outage Message Service***

24 Customers can listen to power outage and restoration information in their specific area.
 25 If a customer’s calling area is not automatically recognized, the customer can select their
 26 geographic location.

27
 28 Table 1 provides details of the number and nature of IVR transactions that occurred over
 29 the January 2-8, 2014 period.
 30

Table 1
IVR Transactions (January 2-8, 2014)

Transaction	Jan 2	Jan 3	Jan 4	Jan 5	Jan 6	Jan 7	Jan 8	Total
Account balance retrieval	421	406	190	263	428	609	619	2,936
Payment arrangement & notification	45	65	5	6	108	51	60	340
Submit self meter reading	5	16	2	4	23	6	9	65
Outage message service	3,749	1,182	9,728	3,071	853	96	309	18,988
Total	4,220	1,669	9,925	3,344	1,412	762	997	22,329

1 Once a customer has started an IVR transaction there is no option to speak to a
2 Newfoundland Power representative until that transaction has been completed. If after
3 completing an IVR transaction, the customer needs further information they are given
4 additional options including in some cases speaking to a Newfoundland Power
5 representative. The number of customers who spoke to a representative during the
6 January 2-8, 2014 period was 25,792.¹

¹ See Attachment A to the response to Request for Information PUB-NP-113 for additional information relating to calls associated with outages during the January 2-8, 2014 period.