

1 Q. Mr. Wells (page 20, lines 1 to 8 of Prefiled Testimony) refers to an enhanced
2 energy management program to provide personnel with a better
3 understanding of energy management issues that are important to
4 customers. Provide details of the energy management program. What other
5 programs does Hydro have in place to respond to customer needs?
6
7

8 A. In 2000, Hydro retained the services of Seneca College in Ontario to conduct
9 an internal training needs assessment in the area of energy management.
10 The purpose of this assessment was to identify the key areas of the
11 Corporation and the training required to best address customers energy
12 efficiency needs. To date information sessions have been held for Meter
13 Readers and Customer Service Representatives. In addition five (5) technical
14 staff have completed the full "House as a System" Course through Seneca
15 College.
16

17 In addition to ensuring staff are adequately trained to address customer
18 energy management needs Hydro has also undertaken the following
19 initiatives:
20

- 21 • Partnering with the Conservation Corps of Newfoundland and
22 Labrador to promote energy efficiency to customers and to respond to
23 high consumption inquiries.
- 24 • Established a library of energy efficiency brochures from Natural
25 Resources Canada that are available in all Regional Offices and upon
26 request from customers.
- 27 • Use the Natural Resources Canada HOT2000 Program to provide
28 residential energy analysis to customers for new home construction.

- 1 • On-site energy audits for customers, on request and in response to
2 high consumption complaints.

3

4 As a complement to these initiatives, Hydro is currently implementing a
5 customer assistance database that was designed to record and monitor
6 customer requests for assistance, including energy efficiency needs. The
7 database ensures the requests are logged, assigned with a priority to the
8 appropriate staff member and monitored to ensure the customer receives a
9 timely response.