

1 Q. RE: p. B-72 Install Interactive Voice Response System - Hydro Place  
2 (\$171,000)

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4 50.1 Provide details of how this project will improve customer service. How  
5 can this project be related to the "Key Findings" of the 1999 Customer  
6 Satisfaction Survey?

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8 A. 50.1 Interactive Voice Response (IVR) is a tool which can be used to  
9 permit customers, who so desire, to access account balances,  
10 frequently asked questions, outage information, etc. and, in the  
11 process, free existing staff for the delivery of other customer service  
12 functions. The key findings of the 1999 Customer Satisfaction Survey  
13 does not address this system in particular but in an effort to improve  
14 productivity Hydro will be investigating this system and any others it  
15 might identify in an effort to improve its delivery of Customer Services.