

1 Q. Further to CA-19 NLH, please provide the percent of customer calls
2 answered within 30 seconds for each of the past five years.

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5 A. The monitoring system used for Hydro's Communications Centre does not
6 report the percent of customers calls answered within a specified time. It
7 does however provide the "Average Speed of Answer " (ASA) on a daily
8 basis. The average daily ASA from March 31, 2003 to August 20, 2003 was
9 23 seconds. Statistics are unavailable prior to March, 2003