

Information Systems (\$766,000)

Q. Provide any report that has been completed on the Call Centre on current levels of customer service and call center efficiency used to justify the proposed expenditure for Customer Services of \$251,000.

A. For a copy of the Customer Systems Project Overview, which outlines the justification for this proposed expenditure, please refer to the Company's response to NLH-29.

No formal reports regarding customer service levels, statistics or efficiencies in the call centre were prepared to justify this proposed expenditure. Newfoundland Power relies on ongoing reviews of operational data and information from its Customer Contact Centre to evaluate whether potential customer service improvements or efficiencies can be obtained as a result of modifications to its customer systems.