

Application Enhancements

Q. What evidence can NP lead that users would prefer the proposed changes to the Company's website?

A. Currently, Newfoundland Power's website receives approximately 15,000 visitors per month. Approximately 75 per cent of these visits are to the customer service and account activity area of the website. The Company also received 5,596 e-mails in 2002 and 5,051 year-to-date 2003. These e-mails pertain to service requests or information requests from customers.

The proposed enhancement regarding the automatic notification of customer-initiated e-mails is in direct response to feedback received from the Company's Customer Account Representatives. Their experience has been that many customers will telephone the Company after sending us an e-mail to determine whether or not we have received the e-mail and when they can expect a response. By initiating an automated response in the form of an e-mail, the follow-up telephone call can be eliminated.

The proposed enhancement to the customer login process is intended to standardize the process the Company uses with that of other companies and improve access to the website for the 75 per cent of website visitors who utilize the secured account information.