

- 1 **Q. Please expand Table 2-5 (Customer Telephone Calls) to show actuals to date in 2015**
 2 **and if possible the company’s forecasts for 2016 and 2017.**
 3
 4 A. A revised Table 2-5 (Customer Telephone Calls) is provided below that includes the
 5 number of telephone calls for 2015 year to date. Newfoundland Power does not forecast
 6 customer telephone calls; therefore the data requested for the remainder of 2015, 2016
 7 and 2017 is not available.
 8
 9

Table 2-5
Customer Telephone Calls
2011 to 2015 (YTD)
(000s)

	2011	2012	2013	2014	2015 YTD¹
CSR	290	282	278	287	258
IVR	187	172	173	191	142
Total	477	454	451	478	400

¹ Number of customer telephone calls received year to date as of November 30, 2015.