

1 Q. Reference: CA-NP-226

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3 Please explain when NP “Identifies and trains additional employees from staff  
4 functions such as human resources, finance, conservation, regulatory, information  
5 services and audit to serve in the Customer Contact Centre during major electrical  
6 system events” given that the necessary training would normally be required on an  
7 on-going basis so that staff are prepared to respond immediately during emergency  
8 situations.  
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10 A. Newfoundland Power Customer Contact Centre employees respond immediately to major  
11 electrical system events. When it becomes apparent that an event will lead to Customer  
12 Contact Centre hours extending outside of normal working hours for an extended period  
13 of time, the Company will engage additional employees from other staff functions to  
14 assist in maintaining the appropriate level of customer service.  
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16 The example provided in the response to Request for Information CA-NP-226 was not  
17 intended to associate increased customer service costs with *training requirements*.  
18 Rather it simply demonstrated how Newfoundland Power’s Customer Contact Centre is  
19 able to deploy the necessary labour required to provide an appropriate customer service  
20 response during major electrical system events. The extended response required from  
21 January 2-8, 2014, not training requirements, is what contributed to the increased 2014  
22 costs.