

1 **Q. In its response to CA – NP – 167 NP states that it does not track the duration of**
2 **delays in billing, nor the number of adjustments made, nor the number of customer**
3 **complaints. What changes would be required to NP’s current tracking and**
4 **reporting systems, and what costs would be incurred, in order to provide this**
5 **information?**

6
7 A. Newfoundland Power is not able to provide an assessment of the necessary changes to its
8 existing systems and the associated cost that would be required to support the tracking
9 and reporting of this information within the timeframe associated with the Request for
10 Information process.

11
12 The steps involved in providing a response to this request would include such
13 fundamental matters as defining what constitutes a billing delay, an adjustment and a
14 customer complaint for the purposes of the tracking and reporting. These definitional
15 criteria will impact the type and scale, and hence the cost, of the required systems.

16
17 Once these definitional matters are resolved, a system analysis would be required. This
18 would involve assessment of systems such as the Customer Service System (CSS),
19 Aspect IVR telephone technology, Call Centre Quality Management and e-mail
20 management to determine the extent to which these applications could be enhanced to
21 support the required functionality.

22
23 Depending on the results of the system analysis, it may be necessary to identify
24 additional software and hardware to meet the tracking and reporting requirements.¹

25
26 The Company is aware of off-the-shelf systems that support the management of customer
27 complaints. These systems cost in excess of \$100,000 to purchase, with significant
28 additional cost to install, configure and integrate. Newfoundland Power is not in a
29 position to comment on whether any of these systems would function as intended in the
30 Company’s customer service environment.

¹ Applications Enhancements capital projects associated with customer systems over the past three capital budgets had an average cost of \$131,000.