

1 **Q. Re: Tab 7.1 - 2013 Application Enhancements – Customer Call-back Technology**

2
3 **Please provide records of all customer complaints received over the last two (2)**
4 **years which are based on the wait time experienced.**

5
6 A. Newfoundland Power's Customer Service System ("CSS") does not log customer
7 complaints. As a result the Company does not have records of all customer complaints
8 received over the last two (2) years which are based on the wait time experienced.

9
10 This project will improve the Company's ability to effectively match staffing levels with
11 average call volume. Utilizing the *virtual hold* technology will allow the Company to
12 reduce the Company's overall requirement for temporary labour in the Customer Contact
13 Centre and will provide customers with the option of having the Company call them back
14 rather than having to wait on the line for a representative to become available.