

- 1 **Q. Reference: CA-NP-76: of the forecast \$120,000 allocated to Energy Services and**
2 **Programs, please provide a breakdown of this amount.**
3
4 A. Table 1 provides a breakdown of the Energy Services and Programs forecast of
5 \$120,000. The forecast amounts are determined based on a historical analysis of
6 customer telephone calls and other customer contacts.
7
8

Table 1
2008 Forecast
Energy Services and Programs Costs
(\$000s)

Customer Contact Centre Agents	40
Customer Service Specialists	55
Specialist Support – Energy Services	25
Total	120

9