

1 **Q. (response to CA-NP 82) Why does NP not track customer complaints?**

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3 A. Newfoundland Power does not formally track individual customer complaints. The
4 Company employs other means to assess overall customer service issues, including
5 customer surveys, customer satisfaction indices, ongoing review of customer call
6 statistics and patterns, and ongoing communication with front-line customer service
7 personnel.

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9 It is Newfoundland Power's objective to resolve individual customer inquiries in a single
10 call. The Company believes that first call resolution is consistent with least cost
11 customer service.

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13 Individual customer issues that cannot be resolved in a single call are followed up on
14 individually.

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16 In 2006, Newfoundland Power received over 530,000 telephone calls at its Customer
17 Contact Centre. These calls involved a variety of issues, including billing inquiries,
18 service requests and follow-up, credit and collections, and damage claims. With the
19 exception of credit and collections issues, the vast majority of these calls were resolved
20 in the normal course, on the first call.