

1 **Q. Please provide the following data relating to call answering performance for each of**
2 **the past five years and explain how each is measured and if any exclusions are**
3 **applied:**
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5 (a) **Percentage of customers not reaching a company representative within 40**
6 **seconds during normal business hours, calculated as follows:**

7 **Number of calls not reaching a company rep within 40 seconds**
8 **Number of attempts to reach a company rep**
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10 (b) **Percentage of calls abandoned during normal business hours, excluding**
11 **outage-related calls, calculated as follows:**

12 **Number of calls abandoned**
13 **Number of attempts to reach a company rep**
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15 (c) **Percentage of attempted outage related calls not answered live on a 24-**
16 **hour, 7-day per week basis, calculated as follows:**

17 **Number of outage calls not answered**
18 **Number of outage calls attempted**
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20 (d) **Percentage of calls blocked (receive a busy signal or call back message),**
21 **calculated as follows:**

22 **Number of calls receive a busy signal message**
23 **Number of calls trying to reach GMP (sic)**
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25 A. (a) Table 1 provides the calls answered by Newfoundland Power within 40 seconds,
26 including calls answered by both Customer Account Representatives and the
27 Interactive Voice Response System, as a percentage of the total number of calls
28 offered for the period 2002 to 2006.
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Table 1
Percentage of Calls Answered
Within 40 Seconds
2002 to 2006

2002	80%
2003	77%
2004	80%
2005	80%
2006	80%

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32 (b) Table 2 shows the percentage of abandoned calls, excluding outage-related calls, as a
33 percentage of all calls offered during normal business hours for the period 2002 to
34 2006.

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Table 2
Calls Abandoned as Percent of Calls Offered
(Not Including Outage-Related calls)
2002 to 2006

2002	1.7%
2003	1.9%
2004	1.9%
2005	2.2%
2006	2.4%

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(c) The majority of outage related calls are answered by the Company's automated Outage Notification System ("ONS") which provides customers with an automated message containing the reason for the outage and the estimated restoration time. This information is provided 24 hours a day, 7 days a week.

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Since 2005, customers calling the Customer Contact Centre to report an outage hear the same automated message as customers calling the ONS. During normal business hours, after hearing the automated message, the customer is presented with the option to speak to a Customer Account Representative.

Table 3 shows the percentage of calls abandoned after the customer has requested to speak to a Customer Account Representative as a percentage of all calls offered during normal business hours for the period 2002 to 2006.

Table 3
Outage Related Calls Abandoned
2002 to 2006

2002	8.7%
2003	7.6%
2004	7.1%
2005	3.6%
2006	5.5%

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1 (d) Table 4 shows the percentage of customer calls blocked¹ (i.e. received a busy signal)
2 when attempting to call the Customer Contact Centre as a percentage of all calls
3 offered for the period 2002 to 2006.
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Table 4
Calls Blocked
2002 to 2006

2002	0.11%
2003	1.66%
2004*	-
2005	0.83%
2006	0.46%

6 * Complete data for 2004 is unavailable due to an Aliant labour disruption.

¹ This data is provided to the Company by Aliant.