

1 **Volume 1, Section 2 – Customer Operations**

2
3 **Q. (page 28, lines 13-14) What is the basis for the target to arrive at 85% of trouble**
4 **calls within two hours of being contacted by a customer? How does this target**
5 **compare to targets used in other Canadian jurisdictions?**

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7 A. Prior to the workforce reductions commenced in the late 1990s, it was estimated that
8 80% of all trouble calls were being responded to by the Company within 2 hours.
9 Improvements in electrical trouble response since that time justified raising the target
10 from 80% to 85%.

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12 The improved service level also serves to confirm that workforce reductions and
13 efficiency measures since the late 1990s did not inadvertently result in degradation of
14 customer service. The Company believes this target reflects a reasonable balance
15 between cost and customer service.

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17 The Company has not completed a survey of the trouble call target response times of
18 other Canadian utilities.

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20 Newfoundland Power observes that a two-hour trouble call response standard was
21 adopted by the Public Service Commission of the State of Delaware in the *Electric*
22 *Service Reliability and Quality Standards* referred to in the response CA-NP-65.