

Requests for Information

Volume 1, Section 2 – Customer Operations

Q. Please provide the following for each of the past five years:

- a. Number of customer complaints per 1000 customers**
- b. Percent of customer calls answered within 40 seconds**
- c. Percent of customer outage calls answered**
- d. Percent of new customer services installed and energized by the date promised to the customer**
- e. Percent of estimated bills**

A. (a) Newfoundland Power does not have a tracking system for customer *complaints*. Please refer to the response to CA-NP-10 <>.

However, since 2006, Newfoundland Power has tracked certain types of customer interactions that are considered to be sensitive in the Company’s Customer Service System (“CSS”).

Table 1 shows the *total number* of enquiries regarding billing adjustments, damage claims and high bill enquiries for the period 2004 to 2007 year to date, as tracked in the CSS.

Table 1
Customer Enquiry by Type
2002 to 2007

Enquiry Type¹	2002	2003	2004	2005	2006	2007
Billing Adjustments Enquiries	-	-	-	-	2,152	1,303
Damage Claims Enquiries	-	-	-	-	289	164
High Bill Enquiries	5,835	6,146	6,555	7,579	5,558	4,579

(b)(c) Table 2 shows the percentage of all customer calls and customer outage calls answered within 40 seconds at the Customer Contact Centre for the period 2002 to 2007 year to date.

¹ Billing adjustments and damage claims enquiries were not tracked in the CSS prior to 2006.

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Table 2
Service Levels 2002 to 2007²
(%)

Year	All Calls	Outage Calls
2002	80.2	72.8 ³
2003	76.9	77.2
2004	80.4	73.9
2005	79.9	84.5
2006	80.4	76.9
2007	79.7	84.3

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(d) The Company does not promise customers that new services will be energized as of a specific date. This is because there are significant outside factors, such as municipal approvals and pole installation requirements that can delay new service completion. However, the Company endeavors to energize new services within three to five working days of receipt of the electrical inspection authorization from the City of St. John's, or the provincial government, as the case may be.

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(e) Table 3 provides the estimated meter readings as a percentage of scheduled monthly meter reads for the period 2002 to 2006. This statistic, which is tracked by the Company, would approximate the percentage of estimated bills.

Table 3
Estimated Meter Reads

Year	Percent
2002	8.7 %
2003	10.8 %
2004	8.0 %
2005	8.2%
2006	8.1 %

17

² Data for All Calls includes calls answered by the Contact Centre's automated response system (IVR). Data for Outage Calls includes only calls answered by the Contact Centre. The majority of power outage calls received by Newfoundland Power are handled by the Company's automated outage notification system. Data for these calls is not included in Table 2.

³ Outage call statistics for December 2002 could not be located.