

1 Q. In order to provide a record copy of document(s) already provided informally,  
2 please provide the call volume history, calls offered, calls handled, calls abandoned,  
3 calls handled by technology, calls blocked for the week before, during and after the  
4 event.

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7 A. PUB-NLH-134 Attachment 1 is the document already provided informally which  
8 shows the call volume history, calls offered, calls handled, and calls abandoned for  
9 the week during the event and the week after the event. Calls that are handled by  
10 technology, such as when customers utilize the Interactive Voice Response (IVR)  
11 system options, are not tracked, nor are calls blocked. The version of this  
12 document provided informally has been updated to show the operating hours of  
13 the call centre during these periods.

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15 Information for the week prior to the event is no longer available in the level of  
16 detail as provided in PUB-NLH-134 Attachment 1, as Hydro's system only maintains  
17 historical information for 60 days. The information for the period beginning  
18 December 26, 2013 to January 1, 2014, inclusive, is provided (without hours of  
19 operation information) as PUB-NLH-134 Attachment 2.

**Thursday, January 2nd Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 3       | 0        | 3       |
| Outage Line      | 8       | 0        | 8       |

| 4p-Midnight      | Offered    | Answered | Abandon   |
|------------------|------------|----------|-----------|
| Customer Service | 127        | 0        | 82        |
| Outage Line      | 205        | 0        | 0         |
|                  | <u>343</u> | <u>0</u> | <u>93</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon   |
|------------------|------------|------------|-----------|
| Customer Service | 144        | 131        | 12        |
| Outage Line      | 18         | 16         | 0         |
|                  | <u>162</u> | <u>147</u> | <u>12</u> |

**Friday, January 3rd Centre open 7am to 8pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 2       | 1        | 0       |
| Outage Line      | 6       | 3        | 0       |

| 4p-Midnight      | Offered    | Answered  | Abandon   |
|------------------|------------|-----------|-----------|
| Customer Service | 37         | 3         | 23        |
| Outage Line      | 69         | 34        | 0         |
|                  | <u>114</u> | <u>41</u> | <u>23</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon   |
|------------------|------------|------------|-----------|
| Customer Service | 191        | 176        | 15        |
| Outage Line      | 130        | 93         | 1         |
|                  | <u>321</u> | <u>269</u> | <u>16</u> |

**Thursday, January 9th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 1       | 0        | 1       |
| Outage Line      | 3       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 19        | 0        | 19        |
| Outage Line      | 0         | 0        | 0         |
|                  | <u>23</u> | <u>0</u> | <u>20</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon  |
|------------------|------------|------------|----------|
| Customer Service | 107        | 100        | 6        |
| Outage Line      | 13         | 12         | 0        |
|                  | <u>120</u> | <u>112</u> | <u>6</u> |

**Friday, January 10th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 0       | 0        | 0       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 15        | 0        | 11        |
| Outage Line      | 11        | 0        | 0         |
|                  | <u>26</u> | <u>0</u> | <u>11</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon   |
|------------------|------------|------------|-----------|
| Customer Service | 165        | 155        | 10        |
| Outage Line      | 3          | 2          | 0         |
|                  | <u>168</u> | <u>157</u> | <u>10</u> |

**Thursday, February 6th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 0       | 0        | 0       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 14        | 0        | 13        |
| Outage Line      | 4         | 0        | 0         |
|                  | <u>18</u> | <u>0</u> | <u>13</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon   |
|------------------|------------|------------|-----------|
| Customer Service | 120        | 106        | 14        |
| Outage Line      | 7          | 2          | 0         |
|                  | <u>127</u> | <u>108</u> | <u>14</u> |

**Friday, February 7th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 1       | 0        | 1       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 11        | 0        | 10        |
| Outage Line      | 1         | 0        | 0         |
|                  | <u>13</u> | <u>0</u> | <u>11</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon  |
|------------------|------------|------------|----------|
| Customer Service | 118        | 114        | 4        |
| Outage Line      | 0          | 0          | 0        |
|                  | <u>118</u> | <u>114</u> | <u>4</u> |

**Saturday, January 4th Centre open noon to 6:30pm**

**After Hours**

| 12a-Midnight     | Offered    | Answered | Abandon   |
|------------------|------------|----------|-----------|
| Customer Service | 87         | 0        | 44        |
| Outage Line      | 341        | 0        | 0         |
|                  | <u>428</u> | <u>0</u> | <u>44</u> |

**Sunday, January 5th Centre not open**

**After Hours**

| 12a-Midnight     | Offered  | Answered | Abandon  |
|------------------|----------|----------|----------|
| Customer Service | 6        | 0        | 5        |
| Outage Line      | 0        | 0        | 0        |
|                  | <u>6</u> | <u>0</u> | <u>5</u> |

**Monday, January 6th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 0       | 0        | 0       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 22        | 0        | 17        |
| Outage Line      | 17        | 0        | 0         |
|                  | <u>39</u> | <u>0</u> | <u>17</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered  | Abandon  |
|------------------|------------|-----------|----------|
| Customer Service | 121        | 16        | 5        |
| Outage Line      | 6          | 5         | 0        |
|                  | <u>127</u> | <u>21</u> | <u>5</u> |

**Saturday, January 11th Centre not open**

**After Hours**

| 12a-Midnight     | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 16        | 0        | 13        |
| Outage Line      | 17        | 0        | 0         |
|                  | <u>33</u> | <u>0</u> | <u>13</u> |

**Sunday, January 12th Centre not open**

**After Hours**

| 12a-Midnight     | Offered   | Answered | Abandon  |
|------------------|-----------|----------|----------|
| Customer Service | 9         | 0        | 8        |
| Outage Line      | 20        | 0        | 0        |
|                  | <u>29</u> | <u>0</u> | <u>8</u> |

**Monday, January 13th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 0       | 0        | 0       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 25        | 0        | 25        |
| Outage Line      | 2         | 0        | 0         |
|                  | <u>27</u> | <u>0</u> | <u>25</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon  |
|------------------|------------|------------|----------|
| Customer Service | 146        | 141        | 5        |
| Outage Line      | 6          | 5          | 0        |
|                  | <u>152</u> | <u>146</u> | <u>5</u> |

**Saturday, February 8th Centre not open**

**After Hours**

| 12a-Midnight     | Offered   | Answered | Abandon  |
|------------------|-----------|----------|----------|
| Customer Service | 7         | 0        | 7        |
| Outage Line      | 9         | 0        | 0        |
|                  | <u>16</u> | <u>0</u> | <u>7</u> |

**Sunday, February 9th Centre not open**

**After Hours**

| 12a-Midnight     | Offered  | Answered | Abandon  |
|------------------|----------|----------|----------|
| Customer Service | 1        | 0        | 1        |
| Outage Line      | 0        | 0        | 0        |
|                  | <u>1</u> | <u>0</u> | <u>1</u> |

**Monday, February 10th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 0       | 0        | 0       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 17        | 0        | 15        |
| Outage Line      | 6         | 0        | 0         |
|                  | <u>23</u> | <u>0</u> | <u>15</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon   |
|------------------|------------|------------|-----------|
| Customer Service | 134        | 124        | 10        |
| Outage Line      | 10         | 4          | 0         |
|                  | <u>144</u> | <u>128</u> | <u>10</u> |

**Tuesday, January 7th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 4       | 0        | 3       |
| Outage Line      | 29      | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 17        | 0        | 12        |
| Outage Line      | 12        | 6        | 0         |
|                  | <u>62</u> | <u>6</u> | <u>15</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon   |
|------------------|------------|------------|-----------|
| Customer Service | 169        | 146        | 23        |
| Outage Line      | 59         | 41         | 0         |
|                  | <u>228</u> | <u>187</u> | <u>23</u> |

**Wednesday, January 8th Centre open 8am to 7:30pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 2       | 0        | 0       |
| Outage Line      | 5       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered  | Abandon   |
|------------------|-----------|-----------|-----------|
| Customer Service | 30        | 3         | 19        |
| Outage Line      | 39        | 30        | 0         |
|                  | <u>76</u> | <u>33</u> | <u>19</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon  |
|------------------|------------|------------|----------|
| Customer Service | 135        | 129        | 6        |
| Outage Line      | 22         | 14         | 1        |
|                  | <u>157</u> | <u>143</u> | <u>7</u> |

**Tuesday, January 14th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 4       | 0        | 2       |
| Outage Line      | 43      | 2        | 1       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 14        | 0        | 13        |
| Outage Line      | 3         | 0        | 0         |
|                  | <u>64</u> | <u>2</u> | <u>16</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon   |
|------------------|------------|------------|-----------|
| Customer Service | 176        | 156        | 16        |
| Outage Line      | 22         | 18         | 1         |
|                  | <u>198</u> | <u>174</u> | <u>17</u> |

**Wednesday, January 15th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 0       | 0        | 0       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 11        | 0        | 11        |
| Outage Line      | 1         | 0        | 0         |
|                  | <u>12</u> | <u>0</u> | <u>11</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon  |
|------------------|------------|------------|----------|
| Customer Service | 122        | 119        | 2        |
| Outage Line      | 5          | 3          | 1        |
|                  | <u>127</u> | <u>122</u> | <u>3</u> |

**Tuesday, February 11th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 0       | 0        | 0       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 14        | 0        | 13        |
| Outage Line      | 2         | 1        | 0         |
|                  | <u>16</u> | <u>1</u> | <u>13</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon  |
|------------------|------------|------------|----------|
| Customer Service | 148        | 139        | 8        |
| Outage Line      | 26         | 24         | 0        |
|                  | <u>174</u> | <u>163</u> | <u>8</u> |

**Wednesday, February 12th Centre open 8am to 4pm**

**After Hours**

| 12a-8a           | Offered | Answered | Abandon |
|------------------|---------|----------|---------|
| Customer Service | 0       | 0        | 0       |
| Outage Line      | 0       | 0        | 0       |

| 4p-Midnight      | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 16        | 0        | 14        |
| Outage Line      | 2         | 2        | 0         |
|                  | <u>18</u> | <u>2</u> | <u>14</u> |

**Business Hours**

| 8a-4p            | Offered    | Answered   | Abandon  |
|------------------|------------|------------|----------|
| Customer Service | 120        | 118        | 2        |
| Outage Line      | 2          | 2          | 0        |
|                  | <u>122</u> | <u>120</u> | <u>2</u> |

**Thursday, December 26 Centre not open**

**Hours**

| 12a-Midnight     | Offered   | Answered | Abandon  |
|------------------|-----------|----------|----------|
| Customer Service | 10        | 0        | 9        |
| Outage Line      | 6         | 0        | 0        |
|                  | <u>16</u> | <u>0</u> | <u>9</u> |

**Friday, December 27 Centre open 8am to 4pm**

**Hours**

| 12a-Midnight     | Offered   | Answered  | Abandon  |
|------------------|-----------|-----------|----------|
| Customer Service | 68        | 62        | 6        |
| Outage Line      | 3         | 3         | 0        |
|                  | <u>71</u> | <u>65</u> | <u>6</u> |

**Saturday, December 28 Centre not open**

**Hours**

| 12a-Midnight     | Offered   | Answered | Abandon   |
|------------------|-----------|----------|-----------|
| Customer Service | 17        | 0        | 13        |
| Outage Line      | 9         | 7        | 0         |
|                  | <u>26</u> | <u>7</u> | <u>13</u> |

**Sunday, December 29 Centre not open**

**Hours**

| 12a-Midnight     | Offered  | Answered | Abandon  |
|------------------|----------|----------|----------|
| Customer Service | 3        | 0        | 2        |
| Outage Line      | 6        | 6        | 0        |
|                  | <u>9</u> | <u>6</u> | <u>2</u> |

**Monday, December 30 Centre open 8am to 4pm**

**Hours**

| 12a-Midnight     | Offered    | Answered   | Abandon   |
|------------------|------------|------------|-----------|
| Customer Service | 129        | 117        | 12        |
| Outage Line      | 2          | 2          | 0         |
|                  | <u>131</u> | <u>119</u> | <u>12</u> |

**Tuesday, December 31 Centre open 8am to noon**

**Hours**

| 12a-Midnight     | Offered   | Answered  | Abandon   |
|------------------|-----------|-----------|-----------|
| Customer Service | 82        | 38        | 40        |
| Outage Line      | 14        | 13        | 0         |
|                  | <u>96</u> | <u>51</u> | <u>40</u> |

**Wednesday, January 1 Centre not open**

**Hours**

| 12a-8a           | Offered    | Answered  | Abandon   |
|------------------|------------|-----------|-----------|
| Customer Service | 55         | 0         | 38        |
| Outage Line      | 130        | 18        | 2         |
|                  | <u>185</u> | <u>18</u> | <u>40</u> |