

1 Q. Please provide the description of the process and options available to customers,
2 including large industrial customers, to report outages and obtain restoration status
3 information.

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6 A. Hydro's Rural Customers, both residential and commercial, have the option to
7 report power outages by telephone and/or email. A toll-free telephone service is
8 available at 1-888-737-1296, 24 hours a day, seven days a week. Email is available
9 at customerservices@nlh.nl.ca and is monitored during normal business hours,
10 Monday – Friday 8 a.m. to 4 p.m. When customers call, they will receive an option
11 from the Interactive Voice Response (IVR) system to obtain information or report an
12 outage. Customers who choose this will be prompted to input their seven-digit
13 phone number. Based upon the three-digit telephone exchange, the IVR system
14 will inform whether or not an outage is affecting the area, and provide the expected
15 restoration time. If the caller wishes to speak with an agent, the caller can proceed
16 through the IVR to do so. Customers can also obtain information about planned
17 and unplanned outages from Hydro's website <http://callcenter.nlh.nl.ca/Outage>.

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19 The Industrial Customers (ICs) can avail of the above options to contact Hydro;
20 however, the ICs have more individual contact options that are predominantly
21 used. The Energy Control Centre (ECC) operators will generally attempt to call each
22 IC directly regarding any issues that may, or has, affected that IC's service. The ECC
23 will indicate what the issue is and when the IC can expect to resume normal
24 operation. As well, each IC has a direct telephone line to the ECC if they need to
25 communicate with the ECC. This is a verbal communications process. Further,
26 Hydro keeps an open line of communication between the Systems Operations
27 managers and their contacts within the ICs.