

1 Q. Please provide the call center staffing levels (CSRs, Supervisors, Managers and  
2 Support Staff) by Center, by month, by year for 2013 and YTD 2014.

3

4

5 A. The call centre staff includes a full-time equivalent (FTE) of five Customer Service  
6 Representatives (CSR), one Lead CSR, one Supervisor, and one Manager. On a  
7 regular business day there are three CSRs on-line and two CSRs performing off-line  
8 tasks. Off-line CSRs are available to assist with calls and handle outage calls when  
9 needed. Depending on the circumstance, the Lead CSR can also assist with handling  
10 of calls. The staffing levels requested are provided in the tables below.

11

12

**Table 1 - 2013 Staffing Levels**

<b>2013</b>	<b>CSRs</b>	<b>Lead CSR</b>	<b>Supervisor</b>	<b>Manager</b>
<b>Jan</b>	4.2	0.9	0.9	1.0
<b>Feb</b>	3.8	1.0	0.9	1.0
<b>Mar</b>	3.6	0.8	0.7	1.0
<b>Apr</b>	3.6	1.0	0.9	0.6
<b>May</b>	3.9	0.9	0.8	0.8
<b>Jun</b>	3.7	0.9	0.9	1.0
<b>Jul</b>	4.2	0.9	0.9	0.8
<b>Aug</b>	4.3	0.7	1.0	0.5
<b>Sep</b>	4.3	0.5	1.0	1.0
<b>Oct</b>	4.2	0.7	1.0	0.8
<b>Nov</b>	4.2	0.9	1.0	1.0
<b>Dec</b>	3.9	1.0	1.0	0.9
<b>Annual</b>	<b>4.0</b>	<b>0.9</b>	<b>0.9</b>	<b>0.9</b>

1

**Table 2 – 2014 Staffing Levels**

<b>2014</b>	<b>CSRs</b>	<b>Lead CSR</b>	<b>Supervisor</b>	<b>Manager</b>
<b>Jan</b>	3.8	0.9	0.7	1.0
<b>Feb</b>	4.0	0.9	0.9	1.0
<b>Mar</b>	4.0	1.0	1.0	1.0
<b>Annual YTD</b>	<b>3.9</b>	<b>0.9</b>	<b>0.9</b>	<b>1.0</b>