

1 Q. Please provide copies of all call center trunking or traffic studies conducted recently
2 to evaluate call center capacity needs.

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5 A. There have been no trunking or traffic studies conducted recently to evaluate call
6 center capacity needs. However, when the call centre was upgraded in 2010, a
7 separate Primary Rate Interface (PRI) trunk from Nalcor's telephony system was
8 installed and dedicated for the call centre.

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10 Two past events are recorded as the busiest for Hydro's call centre:

11 1. During a high volume event on November 21, 2013, Hydro's call centre
12 handled 725 customer calls (569 during regular business hours and 156 from
13 4 p.m. to 8 p.m.) when a severe winter storm affected the Baie Verte and
14 Northern Peninsulas.

15 2. The call centre also handled 493 calls during regular business hours when an
16 early and severe winter storm affected the same geographic areas on
17 October 27, 2011.

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19 During the supply disruptions from January 2-8, 2014, call volumes ranged from 166
20 to 505 within 24 hour periods. Hydro is presently reviewing options for the
21 handling of power outage calls outside of regular business hours.