

1 Q. Please provide staffing levels supporting customer service operations, including any
2 management and supervisory and other support personnel. Provide the number of
3 staff for 2013, 2014YTD and budgeted 2015.

4

5

6 A. Staffing levels for the Customer Service department which supports customer
7 service operations are provided in PUB-NLH-204 Attachment 1, including
8 management, supervisory, and support personnel. As of 2013/2014, there is 33
9 staff, whose key functions are to support the customer call centre operation, rural
10 billing, industrial and retail billing, technical support for new customer service
11 requests, and customer meter reading. One less Meter Reader/Collector position
12 will be budgeted in 2015 when an automatic meter reading project is completed at
13 the end of 2014.

Customer Service

