

1 Q. Please specify training provided for customer service related positions in 2013 and  
2 2014YTD. Also describe planned training.

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5 A. The training provided for customer service related positions in 2013 and 2014 YTD  
6 is shown in Table 1.

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8 **Table 1- Training for Customer Service Related Positions**

2013
Energy efficiency rebate program training sessions
Customer Service Etiquette skills
Customer Service, collections, and meter reading training for Diesel System Representatives
Customer service training for field distribution technologists & supervisors
Revenue Metering training for distribution technologists
JD Edwards training for CSRs and Meter Readers
Working Safely Around Canines for Meter Readers
Fire extinguisher training for Meter Readers
Diversity and Inclusion training
Automatic meter reading system training for metering technologists
2014 YTD
Customer Service Etiquette skills for new employee
Equal payment plan session for CSRs
Customer Service, collections, and meter reading training for Diesel System Representatives
Pre-Authorized payment plan session for CSRs
Outage communications for Customer Service, TRO, and Energy Control Centre
Lean Enterprise Workshop for Managers and Supervisors
Innu Cultural Awareness
Arc Flash training for Customer Service and Metering technicians
Power Quality and Harmonics training for Customer Service and Metering technicians

Planned for 2014
Diversity and Inclusion training
Hazard Recognition and Prevention
Coyote Awareness Training for Meter Readers
Controlled Substance (Bear Spray) Training for Meter Readers