

1 Q. Please provide a copy of the section in the Corporate Emergency Response Plan  
2 setting out guidelines for Hydro's customer service response during outages and  
3 storms.

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6 A. Please see PUB-NLH-461 Attachment 1.



**Nalcor Energy  
CORPORATE EMERGENCY  
RESPONSE PLAN (CERP)**

**Version 1.7**

**4.3.10 Customer Service Call Center - Action Checklist**

- ❑ Upon receipt of notification to mobilize via Pager Code 911, commence mobilization to the CEOC.
- ❑ If you are the first person to arrive at the CEOC, refer to First Arrival Instructions posted in the CEOC.
- ❑ If you are not the first person to arrive at the CEOC, obtain a briefing of the emergency from the first person who arrived.
- ❑ Note your arrival time on sign in board and on CEOC call sheet (Appendix C).
- ❑ Assess the need to re-open the customer service call center and notify appropriate supervisors.
- ❑ If required to open Call Center, call the Customer Service Representatives (CSRs) and provide time to re-open.
- ❑ Communicate with Energy Control Center (ECC) on the re-opening of the Call Center (CC).
- ❑ When staff arrives, activate IVR so customer phone calls route to the Call Center and not ECC.
- ❑ Ensure all outages are posted on the outage website. Ensure CSRs are aware they will be responsible for maintaining updates to outage site.
- ❑ Notify appropriate TRO staff that Call Center has re-opened so they can provide updates on outages to the Call Center following the Outage Communication Protocol.
- ❑ Where required consult with Corporate Communications on any communications required to go to customers, public and employees.
- ❑ If required, consult with Newfoundland Power counterpart if outage is affecting NP Customers or if Hydro is receiving any calls from NP customers.
- ❑ Once 911 alert has ended assess requirement to keep the Call Center open. If decision is made to close, debrief with staff on any outstanding customer issues, outages, concerns, etc., and notify staff they can go home.

**Note: All individuals involved in the CERP are to use extreme caution when communicating information related to victims or potential victims. At a minimum, the name of a person should not be transmitted over any unsecured means (VHF Radio, etc.).**