

Requests for Information

1 **Q. Further to the response to PUB-NP-026, in which Newfoundland Power states it**
 2 **does not “formally track customer’s complaints”, describe the process Newfoundland**
 3 **Power has in place to record a customer problem or complaint and the steps taken**
 4 **to address that complaint.**

5
 6 A. Customers routinely contact Newfoundland Power to inquire about service problems or a
 7 wide variety of matters ranging from new service connections, to energy consumption, to
 8 power outages.

9
 10 Newfoundland Power resolves the majority of customer inquiries during the initial
 11 contact with the Company’s Customer Contact Centre. The Company believes that
 12 resolution on the first contact is consistent with least cost customer service. Some types
 13 of customer problems or complaints, such as those related to power outages, may by their
 14 nature require field work or specialist follow up.¹ The Company’s systems track these
 15 inquiries to ensure customers receive a timely response.

16
 17 Customer inquiries or complaints are recorded in different systems depending on the
 18 nature of their concern. For example, Customer Contact Centre staff use the Customer
 19 Service System (“CSS”) to record information related to customer inquiries concerning
 20 electrical service accounts. Typically, the information recorded includes the description
 21 of the inquiry and the resolution.²

22
 23 When customers call to report an outage, the relevant information is captured in the
 24 Company’s Outage Management System. This system is used to record the initial report,
 25 assessment, investigation, and resolution of an outage.

26
 27 During major power outage situations, the Company receives a high volume of customer
 28 inquiries related to the outage.³ Given the volumes, it is not practical for Customer Contact
 29 Centre staff to record detail about each customer inquiry.⁴ Taking the time to log the detail
 30 about each customer inquiry would necessarily reduce the effectiveness of Newfoundland
 31 Power’s customer response.⁵

32
 33 Attachment A shows two examples of screens from the Company’s CSS and Outage
 34 Management System regarding customer inquiries received between January 2-8, 2014.

¹ This includes, for example, customer concerns regarding billing accuracy which may sometimes require field work to check meter readings or metering equipment. Similarly, customer concerns regarding high energy usage may require follow-up by staff specializing in energy conservation. The specialist may be able to resolve the issue over the phone or may decide to make a customer visit.

² If the inquiry cannot be resolved by the Customer Contact Centre staff, it is recorded for follow-up. Once resolved, details of the resolution are also typically recorded in CSS.

³ For example, from January 2-8, 2014, the Company received over 155,000 customer calls.

⁴ In such situations, Customer Contact Centre staff gathers information from each customer regarding their location and outage circumstances, and based on this information will advise the customer as to whether the outage at their location is related to a larger system event. Staff typically does not record the details of all reported outage incidents which are due to these larger system events.

⁵ Newfoundland Power reduced the number of busy signals received by customers in the January 2-8, 2014 by half when compared to the response in the January 11-13, 2013 electrical system disturbance.

Requests for Information

1 Given the extraordinary nature of the customer impacts of the system events of January
2 2-8, 2014, Newfoundland Power has commissioned a customer survey relating to the
3 matter. Please refer to the response to Request for Information PUB-NP-046 for further
4 information related to this survey.

**Customer Service and Outage Management Systems Screen Examples
Regarding Customer Inquiries
January 2-8, 2014**

Figure 1
Customer Service System
Customer Inquiry

The screenshot displays a web-based customer service system interface. At the top, there is a navigation bar with icons for 'RETR', a person, 'S', 'R', and a search icon. Below this is a header area with 'ER', 'A', and 'ST. JOHN'S' fields. The main form contains the following fields and values:

Inquiry:	733344	Type:	SR	SPECIAL READ INQUIRY	Received By:	[Redacted]	
Phone:	[Redacted]	Work Phone:	[Redacted]	999-9999	1955	Date Received:	2014-01-03
Source:	[Redacted]	Phone:	[Redacted]	Date Sent:	[Redacted]		
Work Date:	2014-01-03	Method of Contact:	P	Initiated By:	2	Follow Up:	N

Description:

CONCERNED THAT THERE IS NO PLAN IN PLACE TO ADVISE CUSTOMERS
WHEN THEY ARE GOING TO LOSE THEIR POWER--CONCERNED ABOUT HYDRO
AND THE GENERATOR AND CONCERNED ABOUT WEATHER AND MEETING
THE DEMAND ON ELECTRICITY--

Resolution:

EXPLAINED TO CUSTOMER COMPLICATED PROCESS TO BALANCE THE SYSTEM
AND IN MOST CASES DECISION IS MADE TO DROP A PARTICULAR FEEDER
AND THEN POST TO THE WEBISTE--GAVE HIM CUST SERVICE # FOR
HYDRO--AND ADV ROTATION TO A MAX OF 90 MINUTES

Approved By: CCCMAH Inquiry Closed: Y Completion Date: 2014-01-03
Manager on Visit: [Redacted] Contact Method: 0

Previous Screen...

Figure 2
Outage Management System
Customer Inquiry

Outage Details

Created by: [Redacted] 2014/01/05 Modified by: CLICK 2014/01/05

Outage ID: 617424 | **Unscheduled Outage** | # Contacts: 0

Reported Date / Time: 2014/01/05 03:55 | Status Information: Completed | Status Reason: [Redacted]

Contact Information

Phone Number: [Redacted] Last Name: [Redacted] First Name: [Redacted]

Street No: [Redacted] Street Name: [Redacted] City/Town: ST. JOHN'S

Location: [Redacted]

Notes: Latitude: [Redacted] Longitude: [Redacted]

2014/01/05 05:54 Completed By: [Redacted]

2014/01/05 04:19 Dispatched To: Truck106 / Dispatch Date: 2014-01-05 17:14:00

2014/01/05 03:57 customer power out said as it was coming back on noticed sparks and

[Add Field Note](#) [Add Customer Contact](#) [View All Notes](#)

Technical Information

Area: 01 (ST. JOHN'S)

Substation: GOU (GOULDS)

Feeder: GOU (02)

Trans Line: [Redacted]

Power State: No Power

Neighbors Power Out: Yes

Pole Ownership Area: Bell Aliant

Wire Type: [Redacted]

Third Party Damage to NP Property: Yes No

Outage Description

Select:

Safety Alert
No Power
Pole Fire

Other Details:

[Redacted]

Notes Table

Date / Time	Status	Reason	Completed By
2014/01/05 05:54	N/A	N/A	Completed By: [Redacted]
2014/01/05 04:19	N/A	N/A	Dispatched To: Truck106 / Dispatch Date: 2014-01-05 17:14:00
2014/01/05 03:57	N/A	N/A	customer power out said as it was coming back on noticed sparks and fire from pole-out now but could come back if power comes back on

Close