

1 **Q. In order to provide a record copy of document(s) already provided informally,**  
 2 **please provide the call center staffing levels (CSRs, Supervisors, Managers and**  
 3 **Support Staff) by Center, by month, by year for 2013 and YTD 2014. Include**  
 4 **outsourcer staffing levels too.**

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 6 A. Table 1 summarizes the average staffing levels of Customer Account Representatives,  
 7 Senior Customer Account Representatives and Area Customer Representatives in  
 8 Newfoundland Power’s Customer Contact Centre from January 2013 to  
 9 February 14<sup>th</sup>, 2014.

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**Table 1**  
**Average Staffing Levels**  
**Customer Contact Centre**

Year	Month	Average Staff Level
2013	January	34.0
	February	34.4
	March	32.6
	April	32.4
	May	35.2
	June	38.5
	July	33.5
	August	33.5
	September	36.7
	October	34.6
	November	32.9
	December	30.0
2014	January	39.5
	February	39.1

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 14 Work functions for Customer Account Representatives, Senior Customer Account  
 15 Representatives and Area Customer Representatives include inbound customer calls,  
 16 processing customer emails, serving walk-in customers, handling first tier escalations,  
 17 outbound customer calls and a variety of billing edit queues.

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 19 Included in the Average Staff Level for 2014 are ten new Customer Account  
 20 Representatives that started a four week training program on January 13<sup>th</sup>, 2014.

21  
 22 The Customer Contact Centre consists of the following supervisors, managers and  
 23 support staff:

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- 25 • Manager, Customer Relations and Information Systems
- 26 • Director, Customer Relations

- 1           • Director, Credit, Collections & Meter Reading
- 2           • Team Lead, Customer Relations (3 positions)
- 3           • Customer Systems Specialist
- 4           • Contact Centre Coordinator
- 5           • Departmental Assistant
- 6

7           Other departmental supervisors, managers and support staff contribute to the Customer  
8           Contact Centre and/or form part of the emergency operations team.

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- 10          • Director, Customer Operations
- 11          • Customer Service Specialist
- 12          • Team Lead, Billing and Systems
- 13          • Customer Policy Specialist
- 14          • Customer Accounting Specialist
- 15          • Revenue Protection Specialist
- 16          • Team Lead, Meter Reading