

- 1 **Q. In order to provide a record copy of document(s) already provided informally,**  
2 **please provide a copy of the Power Point slide showing Newfoundland Power’s**  
3 **customer service response statistics that was shown on February 26, 2014.**  
4
- 5 A. Please refer to the response to Request for Information PUB-NP-115, Attachment A:  
6 Newfoundland Power – Customer Service Response.

**Newfoundland Power – Customer Service Response**

# Responsiveness



Customer Contacts	Jan 2-8, 2014
Customer Calls	139,335
Busy Tone @ CCC	1,504
Busy (overflow)	25,368
Website Visits	947,215
Emails	240
Report Outage Online	458
Agent Handled Calls	25,792
Abandons	1,515