



NEWFOUNDLAND AND LABRADOR
BOARD OF COMMISSIONERS OF PUBLIC UTILITIES
120 Torbay Road, P.O. Box 21040, St. John's, Newfoundland and Labrador, Canada, A1A 5B2

E-mail: gyoung@nlh.nl.ca

2014-03-27

Mr. Geoffrey Young
Newfoundland and Labrador Hydro
P.O. Box 12400
St. John's, NL A1B 4K7

Dear Sirs:

Re: Newfoundland and Labrador Hydro - the Board's Investigation and Hearing into Supply Issues and Power Outages on the Island Interconnected System - Requests for Information

Enclosed are Information Requests PUB-NLH-132 to PUB-NLH-147 regarding the above-noted matter. The deadline for filing the responses to the Requests for Information is Monday, April 7, 2014.

If you have any questions, please do not hesitate to contact the Board's Legal Counsel, Ms. Jacqui Glynn, via jgynn@pub.nl.ca or (709) 726-6781.

Yours truly,

Cheryl Blundon
Board Secretary

/bds
Encl.

ecc. **Newfoundland Power Inc.**
Mr. Gerard Hayes, E-mail: ghayes@newfoundlandpower.com
Ian Kelly, QC, E-mail: ikelly@curtisdawe.com
Consumer Advocate
Mr. Thomas Johnson, E-mail: tjohnson@odeaearle.ca
Ms. Colleen Lacey, E-mail: clacey@odeaearle.ca
Island Industrial Customer Group
Mr. Paul Coxworthy, E-mail: pcoxworthy@stewartmckelvey.com
Mr. Dean Porter, E-mail: dporter@pa-law.ca
Mr. Danny Dumaresque
Mr. Danny Dumaresque, E-mail: danny.liberal@gmail.com

1 **IN THE MATTER OF**
2 the *Electrical Power Control Act, 1994*,
3 SNL 1994, Chapter E-5.1 (the “*EPCA*”)
4 and the *Public Utilities Act, RSNL 1990*,
5 Chapter P-47 (the “*Act*”), as amended; and
6

7 **IN THE MATTER** of the Board’s Investigation
8 and Hearing into Supply Issues and Power Outages
9 on the Island Interconnected System.

**PUBLIC UTILITIES BOARD
REQUESTS FOR INFORMATION**

PUB-NLH-132 to PUB-NLH-147

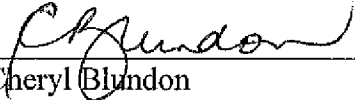
Issued: March 27, 2014

- 1 **PUB-NLH-132** In order to provide a record copy of document(s) already provided
2 informally, please provide the organization charts for each of the groups
3 responsible for handling customer inquiries and customer outage reports.
4
- 5 **PUB-NLH-133** In order to provide a record copy of document(s) already provided
6 informally, please provide the list of all external communications during
7 and following the event, including: media alerts/advisory releases,
8 statements, press conferences, interviews, media briefings and
9 advertisements include description of each, audience, media channel,
10 interviewees and timing.
11
- 12 **PUB-NLH-134** In order to provide a record copy of document(s) already provided
13 informally, please provide the call volume history, calls offered, calls
14 handled, calls abandoned, calls handled by technology, calls blocked for
15 the week before, during and after the event.
16
- 17 **PUB-NLH-135** In order to provide a record copy of document(s) already provided
18 informally, please provide a copy of the Hydro Call Centre Activity
19 January 2-8, 2014 PowerPoint presentation.
20
- 21 **PUB-NLH-136** In order to provide a record copy of document(s) already provided
22 informally, please provide a copy of the Post Event Newfoundland and
23 Labrador Hydro Survey Results.
24
- 25 **PUB-NLH-137** In order to provide a record copy of document(s) already provided
26 informally, please provide the Crisis Communications Plans and other
27 storm-related communications plans in effect - the detailed procedures that
28 are followed during a storm/outage event, that support the Emergency
29 Plan.
30
- 31 **PUB-NLH-138** Please provide meeting minutes, list of attendees, action items, and other
32 documentation for any lessons learned/debriefing sessions held after the
33 January 2014 event by the communications organization. Include internal
34 sessions as well as external.
35
- 36 **PUB-NLH-139** Please provide meeting minutes, list of attendees, action items and other
37 documentation for any lessons learned/debriefing sessions held after the
38 January 2014 event by the customer service organization. Include internal
39 sessions as well as external.
40
- 41 **PUB-NLH-140** Please provide the description of the process and options available to
42 customers, including large industrial customers, to report outages and
43 obtain restoration status information.
44
- 45 **PUB-NLH-141** Please provide the description and schematic of current contact center
46 communications/telephony, including switching equipment, Interactive

- 1 Voice Response, trunks, ports, call flow/routing, overflow (outsourcer)
- 2 routing and triggers. Also discuss physical location of telephony
- 3 equipment.
- 4
- 5 **PUB-NLH-142** Please provide the number of web "*hits*" to the website for the Outage
- 6 Map and Outage Information pages during the outage.
- 7
- 8 **PUB-NLH-143** Please provide the call center staffing levels (CSRs, Supervisors,
- 9 Managers and Support Staff) by Center, by month, by year for 2013 and
- 10 YTD 2014.
- 11
- 12 **PUB-NLH-144** Please provide a copy of the call centre staffing levels (CSRs, Supervisors,
- 13 Managers and Support Staff) by hour, during December 2013, January and
- 14 February 2014 YTD.
- 15
- 16 **PUB-NLH-145** Please provide copies of all call center trunking or traffic studies
- 17 conducted recently to evaluate call center capacity needs.
- 18
- 19 **PUB-NLH-146** Please provide the description of any recent enhancements or upgrades to
- 20 the call center telecommunications infrastructure.
- 21
- 22 **PUB-NLH-147** Please provide a copy of any post-event customer research reports
- 23 conducted internally by external consultants.

DATED at St. John's, Newfoundland this 27th day of March 2014.

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

Per 
 Cheryl Blundon
 Board Secretary