

1 **Q. In reference to the evidence of Earl Ludlow, page 3, line 7, please specify the reasons**
2 **for the 460,000 customer calls in the Customer Contact Center and advise how**
3 **many of these calls were repetitive, having come from the same customer.**

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5 A. Table 1 below categories the over 460,000 incoming customer calls referred to in Mr.
6 Ludlows pre-filed evidence.
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Table 1 Incoming Customer Calls 2001	
Type of Call	Number of Calls
Account Balance/Payment Status	154,819
Credit Arrangement	108,512
Other/Miscellaneous	113,101
New Services/Final Reads/Name Changes	50,801
EPP ¹ and PAP ²	16,429
Trouble Calls	9,283
High Bill Inquiries	7,677
Total Calls	460,622

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11 ¹Equal Payment Plan

12 ²Pre-authorized Payment Plan
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15 Information on repetitive customer calls is not available.