

1 **Q. In reference to the evidence of Earl Ludlow, page 52, line 10, please provide a table**
2 **of the total number trouble calls from 1996 to current and forecast and please**
3 **specify how many of these calls were repetitive and how many applied to a general**
4 **outage in an area(s) or province-wide.**

5
6 A. Table 1 below provides the total number of trouble calls recorded in the Company's
7 Problem Call Logging System (PCLS) for the years 1998 to 2002, and the number of
8 repeat calls recorded over the period 2000 to 2002. The Company does not forecast
9 trouble calls. Trouble call data prior to 1998 is not available. The tracking of repeat calls
10 was initiated in 2000.
11

Table 1 Recorded Trouble Calls 1998-2002					
Year	1998	1999	2000	2001	2002
Total Received	9,085	12,403	11,752	10,437	11,748
Repeat Calls ¹	-	-	400	300	225

12 ¹ Repeat calls are calls from the same premises for the same or a similar problem within a 2-year period.
13

14 It is not possible to distinguish PCLS entries that are related to a widespread or province-
15 wide outage from localized trouble calls, as they are not tracked on that basis.

16 Furthermore, very few trouble calls associated with a particular widespread outage are
17 recorded in PCLS. Most such calls are handled by the automated outage notification
18 system, which is updated on a regular basis. When callers during a widespread outage
19 choose to have their calls directed to staff, PCLS entries are made until it has been
20 determined that the outage is a more generalized one, at which point the recording of
21 additional calls in PCLS is discontinued.