

1 **Q. In reference to the evidence of Earl Ludlow, page 55, line 1, please provide figures**
2 **showing the “rising cost of temporary labour” for the period 1999 to current and**
3 **forecast.**

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5 A. On page 55 of the *Operations & Customer Service Evidence* Mr. Ludlow indicates that
6 the rising cost of temporary labour required to maintain the Contact Centre target of
7 answering 80 per cent of calls in less than 40 seconds was addressed by installing
8 telephone technology necessary to enable clerical staff in the Company’s regional offices
9 to answer customer calls during peak periods.

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11 Table 23 on Page 55 of the *Operations & Customer Service Evidence* shows that the
12 Company’s capacity to respond immediately to incoming calls increased with the
13 installation of this technology. The percentage of calls responded to by regional staff
14 (“Remote Agents”) increased from zero in 1998 to approximately 4 per cent in 2001 and
15 2002.

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17 As shown in Table 1 below, the cost of temporary labour in the Company’s Contact
18 Centre in 1998 was approximately \$451,000. The introduction of Remote Agents in
19 September of 1999 resulted in a reduction in temporary labour in the Contact Centre.
20 Temporary labour in the Contact Centre reduced again in 2001 as a result of a reduced
21 requirement for training of the Contact Centre’s regular staff. The 2002 and 2003
22 forecasts are in keeping with the 1999-2000 levels, and reflect on-going training needs of
23 regular Contact Centre staff in these years.
24

Table 1
Temporary Labour Costs
Customer Contact Centre
1997-2003F
(\$000s)

Year	Temporary Labour
1998	451
1999	369
2000	400
2001	270
2002F	339
2003F	338