

1 Q. Please provide a list of customer service performance and operational metrics
 2 reports and presentations used by management and supervisors and reports
 3 prepared for upper management.

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6 A. Please refer to Table 1 for a list of the customer service performance and
 7 operational metrics used by management and supervisors. These metrics are used
 8 at the department level and are provided to the Vice President of Corporate
 9 Relations and Customer Service. These reports are also available on the Customer
 10 Service common drive.

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Table 1 – Customer Service Metrics

Customer Service Performance (KPIs)
Average Speed of Answer (seconds)
Average Call Length (minutes)
Availability of Call Centre (percent)
Average Length of Time to Connect Service (days)
Customer Service Operational Metrics
Number of customers using eBill
Number of customers using Pre-Authorized Payment (PPP)
Number of customers using Equal Payment Plan (EPP)
Number of customers using Seasonal Rate option
Calls Answered Service Level (percent)
Activity Code by Agent (tracks types/nature of calls received)
Agent Performance (e.g. # calls, talk time, log in/out)
IVR Application Performance (e.g. calls received, abandoned, avg speed of answer)
Short Calls Performance (calls less than 20 seconds)