

Q. Please detail the number of calls counted as “IVR” in Attachment A: Customer Contact Centre - Outage Reporting Map. Please breakdown these numbers by day to specify the number of Interactive Voice Response callers completing transactions (describe transactions) as well as the number opting out to a representative.

A. Newfoundland Power has four Interactive Voice Response (“IVR”) self-service options that allow customers to retrieve and/or submit information 24 hours a day without needing to speak with a Newfoundland Power Representative. IVR services offered include: (i) account balance retrieval; (ii) payment arrangement/notification; (iii) submit self meter reading; and (iv) outage message service. A brief description of each of the IVR self-service options is provided below:

Account Balance Retrieval

Customers can request their account balance and most recent payment information.

Payment Arrangement & Notification

Customers who are delinquent in payments can make payment arrangements or notify Newfoundland Power that a recent payment has been made.

Submit Self Meter Reading

Customers can submit their own meter reading information.

Outage Message Service

Customers can listen to power outage and restoration information in their specific area. If a customer’s calling area is not automatically recognized, the customer can select their geographic location.

Table 1 provides details of the number and nature of IVR transactions that occurred over the January 2-8, 2014 period.

Table 1
IVR Transactions (January 2-8, 2014)

Transaction	Jan 2	Jan 3	Jan 4	Jan 5	Jan 6	Jan 7	Jan 8	Total
Account balance retrieval	421	406	190	263	428	609	619	2,936
Payment arrangement & notification	45	65	5	6	108	51	60	340
Submit self meter reading	5	16	2	4	23	6	9	65
Outage message service	3,749	1,182	9,728	3,071	853	96	309	18,988
Total	4,220	1,669	9,925	3,344	1,412	762	997	22,329

1 Once a customer has started an IVR transaction there is no option to speak to a
2 Newfoundland Power representative until that transaction has been completed. If after
3 completing an IVR transaction, the customer needs further information they are given
4 additional options including in some cases speaking to a Newfoundland Power
5 representative. The number of customers who spoke to a representative during the
6 January 2-8, 2014 period was 25,792.¹

¹ See Attachment A to the response to Request for Information PUB-NP-113 for additional information relating to calls associated with outages during the January 2-8, 2014 period.