

1 **Q. Describe how trouble calls are handled after midnight, or other times when district**
2 **or other offices are not staffed.**

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4 A. Newfoundland Power's Customer Contact Centre ("CCC") receives customer trouble
5 calls during its normal working hours of 8:00am and 5:00pm Monday to Friday. Work
6 arising from customer trouble calls that are received by the CCC between 8:00am and
7 4:00pm are dispatched to field staff by the Central Dispatch Team.

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9 After the CCC's normal working hours, customer trouble calls are routed to the
10 Company's System Control Centre ("SCC") which is staffed 24 hours a day, 365 days a
11 year. Work arising from customer trouble calls that are received by the SCC is typically
12 dispatched by Power System Operators to the appropriate on-call field staff.

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14 The CCC, SCC, and Central Dispatch Team are located in St. John's and handle
15 customer trouble calls throughout the Company's entire service territory.

16
17 During large storms or major electrical system events, the CCC and Central Dispatch
18 Team typically operate on extended hours and continue to receive and dispatch customer
19 trouble calls. This allows the Power System Operators to focus on restoration of the
20 electrical system.