

**Cases: 06-M-0878
06-G-1185
06-G-1186**

National Grid/KeySpan Merger

Interrogatory/Document Request

Response of National Grid/KeySpan

Re: Toll Free Number

Request #: CPB-164

Response Date: December 7, 2006

Respondent: N. Cianflone

Q:

In reference to the proposed expense for installation of a Toll Free Number (Page 4, Lines 18-21 and Page 5, Lines 1-2):

- a. Please provide a detailed breakdown of the total proposed cost of \$1 million annually for the Company's implementation of an "800" phone number.
- b. Does the \$1 million annual cost include the operation and maintenance throughout each rate year?
- c. What is the expected volume of calls on a day to day basis?
- d. Provide the specific detail of program objectives and management criteria used to design the service.
- e. Explain how the backup emergency phone service will be applied to the various types of customers by service classification, including how it will actually be implemented and provide benefit to customers.
- f. How will this program compare with the current KeySpan Long Island program in size and cost?

A.

a.

Please see the attached.

b.

Yes.

c.

The call volume fluctuates daily, seasonally and by the day of the week and month. Average daily volume for November 2006 was 6,400 calls, ranging from approximately 1,000 a day to over 10,000 per day. Last January 2006, average daily volume was 8,800 calls, ranging from approximately 1,000 a day to over 13,000 per day.

d.

The program objective is to improve service to our customers by enhancing functionality and flexibility in providing call center services to our customers. The 800 number would provide the following enhanced functionality and flexibility:

- Call Redirect Features: redirect calls by busy condition, ring no answer, busy and ring no answer, next available agent, redirect to network queuing and call handling based upon ten digital ANI or lookup in database.
- Optional Announcement Features: Call prompting to provide menu of services for caller selection, database routing by client entered account number, routing announcements during outages for calls to be redirected.
- Call Routing Features: Disaster recovery, flexibility in routing calls. Routing of incoming calls by area code, central office code, time of day, day of week, percentage basis and ANI routing to multiple numbers.
- Detailed Reporting: Another feature of 800 service is advanced detailed reporting that will allow the carrier to provide call detail of all client calls to customer service location, toll free call attempts to each location and real time capability to provide call attempt information that would allow KeySpan to redirect calls based upon statistical call flow data to the proper location during an outage or peak customer service times.

e.

There is no distinction of phone service applied by service classification; however, emergency calls take priority over all other calls entering our centers.

Generally, the benefits to the 800 number are designed into the phone system so that the additional functionality is available when needed. We would utilize the functionality to route calls in the best available manner so that customers could reach services needed

most quickly and we could deliver the information important to them. In case of an emergency or extreme call volume, the additional functions will allow us to better handle a service request.

f.

The proposed NY program and the existing LI program will share the same cost per minute charge as negotiated with our 800 service provider. In terms of size, the programs will differ greatly based on volume. The factors affecting volume include the number of customers, number of phone calls received and the average call length.

Toll free estimate for NY KED Call Center

| Items | One Time | Annual |
|---|------------|--------------|
| Install 12 new circuits | \$ 18,000 | |
| 12 circuits cost transition | \$ 72,000 | |
| 12 new PBX circuit packs | \$ 18,000 | |
| Additional maintenance | \$ 7,200 | |
| Toll Free costs | | \$ 1,200,000 |
| Advertising, stationery, trucks, add'l maint. | \$ 300,000 | |
| Testing service | \$ 2,000 | \$ 24,000 |
| Call forwarding arrangement | | \$ 6,000 |
| Project Management | \$ 75,000 | |

| | | |
|---------------|------------------|--------------------|
| Totals | \$492,200 | \$1,230,000 |
|---------------|------------------|--------------------|

Assumptions:

- 1) 3,000,000 calls @ 10 minutes per call (*average 'trunk hold' time for entire length of call*) at \$.04 per minute
- 2) Duplicate service for 718-643-4050 for 1 year –Forwarding charge is for 24 simultaneous calls
- 3) Forwarding charge is for 24 simultaneous calls (*This would be to allow for arrangement whereby some customers will still call the old 718-643-4050 # and then Verizon would then transfer the call to the new 1-800#*)
- 4) \$300K cost for advertisement charges for the number change