

Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities

DE 19-064
Distribution Service Rate Case
2019 Step Adjustment

Staff Data Requests - Set 3

Date Request Received: 6/12/20
Request No. Staff 3-2

Date of Response: 6/19/20
Respondent: Christine Downing

REQUEST:

- a. What year did the walk in-center in Londonderry open under Liberty's operation (that is, not counting any years operated by a corporate predecessor)?
- b. Please provide the number of customers that visited this walk-in center, by year, since it opened under Liberty's operation.
- c. Please provide any other readily available data that Liberty used or uses to gauge the level of activity and service provided at this walk-in center.
- d. Please indicate if Liberty considered consolidating its walk-in center operations in Londonderry as an alternative to relocating its center from 9 Lowell Rd., to Main St. In Salem. Please provide any written analyses that were done concerning this question.

RESPONSE:

- a. Liberty Utilities used a phased approach to opening the walk-in center locations beginning in August 2014, with completion in January 2015. The 15 Buttrick Rd. office in Londonderry opened in Q3 2014.
- b. The Londonderry walk-in center was closed on March 23, 2020, due to the COVID-19 pandemic. Had we not closed, we were trending to have approximately 5,200 customer visits for 2020.

2015 = 3,129

2016 = 3,792

2017 = 5,391

2018 = 4,954

2019 = 4,593

2020 (thru April) = 969

- c. **Annual walk-in volume (\$)**

2015 = \$1,275,476

2016 = \$1,218,178

2017 = \$1,260,727

2018 = \$1,151,800

2019 = \$1,367,744

2020 (thru April) = \$282,065

Outside of the number of customer visits and dollar amounts collected at our walk-in centers, we intentionally built our infrastructure to have CSRs in the walk-in centers handle incoming calls, perform outbound calls, and respond to digital requests.

Liberty's model has always been to provide local support to our customers and having a physical presence within the communities we serve, as opposed to having a centralized contact center.

This model provides redundancy within our own state for emergencies and business continuity.

- d. Liberty Utilities did not consider consolidating the Salem and Londonderry walk-in centers into the Londonderry location. If you compare the customer visits at each location, you will find that customer visits are double in the Salem office as compared to the Londonderry office. As noted in the response to Staff 3-1.d, there is no space to accommodate more employees in the Londonderry office, therefore moving walk-in center employees to Londonderry to consolidate walk-in centers is not a solution.