

Liberty Utilities (The Empire District Electric Company)

Case No. ER-2021-0312

Office Public Counsel Data Request - 2008

Data Request Received: 2021-09-23

Response Date: 2021-10-15

Request No. 2008

Witness/Respondent: Jon Harrison

Submitted by: Geoff Marke, Geoff.Marke@opc.mo.gov

REQUEST:

By month for the past five years, what are each and every one of Liberty's call center metrics, including but not limited to Average Speed of Answer and Abandonment Rates?

RESPONSE:

Please see attachment labeled "ER 2021 0312 Data Request 2008" for the below Call Center metrics by month for Liberty's electric, gas and water customers in Missouri, Oklahoma, Kansas, and Arkansas:

Average Speed of Answer
Incoming Calls
Calls Answered by IVR
Calls Abandoned (number, percentage)
Calls Answered by CSR
Average Handle Time
Average Talk Time
Average Hold Time
Service Level Percentage
Power Outage Calls
Electric 800 Number Incoming Calls
Gas 800 Number Incoming Calls
Switchboard calls
Average Logged in Times
Average Not Ready Times

Empire District - A Liberty Utilities Company

	Average	Average	Average	Average Not	Average		
	Logged-In	Customer	Agent Call	Average Not	Extension	Calls	Calls
Agent	Time	Talk Time	Wait Time	Neauy Lime	Talk Time	Presented	Answered
Statistics	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)		
Jan	8:45:39	0:03:08	0:01:42	0:49:51	0:12:24	81	
Feb	8:15:20	0:03:08	0:01:43	1:26:19	0:09:44	78	
March	8:38:51	0:03:06	0:01:35	0:51:27	0:10:38	73	
April	8:39:17	0:02:57	0:02:49	1:07:42	0:19:45	74	
May	8:53:02	0:02:50	0:02:01	0:42:55	0:13:55	74	
June	8:35:54	0:02:53	0:01:31	0:57:30	0:14:45	75	
July	8:46:03	0:02:51	0:01:04	1:19:35	0:21:09	77	
Aug	8:46:30	0:02:51	0:01:14	1:03:13	0:13:25	85	
Sept	8:47:11	0:02:56	0:01:04	1:04:53	0:19:30	94	
Oct							
Nov							
Dec							
Totals &				1-02-36	0.45.00	79	

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act Ctr A	ω	ω	ω	ω	ω	ω	ω	ω	ω	Super	Staffing for Joplin & Ozark Contact Ctrs
7 Contact Ctr Agts Work	ૹ	33	34	35	36	33	32	34	34	Contact Ctr Agts	oplin & ct Ctrs

Help	2
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40,432	0:39	72%	4%	23,718	549,602	172,408	247,987	129,207	377,194	573,320	Averages
											Totals &
											Dec
											Nov
											Oct
3,244	0:44	66%	4%	2,745	58,761	17,403	29,253	12,105	41,358	61,506	Sept
6,727	0:37	72%	4%	2,966	64,646	19,961	30,457	14,228	44,685	67,612	Aug
5,050	1:06	58%	6%	3,711	62,695	19,175	26,627	16,893	43,520	66,406	July
5,522	0:41	72%	5%	2,903	60,822	19,918	25,970	14,934	40,904	63,725	June
7,575	0:23	83%	3%	2,230	67,096		28,887	16,448	45,335	69,326	May
4,061	0:24	81%	3%	1,952	61,844	20,044	25,784	16,016	41,800	63,796	April
4,377	0:43	71%	4%	2,706	60,052	19,603	26,509	13,940	40,449	62,758	March
2,452	0:34	74%	4%	2,111	53,850	16,905	25,243	11,702	36,945	55,961	Feb
1,424	0:41	70%	4%	2,394	59,836	17,638	29,257	12,941	42,198	62,230	Jan
Calls	Answer (min.sec)	30 Sec/Less	Abandoned	by Caller	at Contact Ctrs & IVR	Thru IVR	Joplin	at Ozark	Joplin & Ozark	Gas Calls	Statistics
Power	Avg Speed of	Calls Answered	Percentage	Calls	Calls Answered	Calls	Calls	Calls	Calls Answered	Incoming	Incoming
			ONED	CALLS RECEIVED, ANSWERED, & ABANDONED	ANSWERE	ECEIVED,	CALLSR				
				ICS	CALL STATISTICS	CAL					

Empire District - A Liberty Utilities Company

The Empire District Electric Company
A Liberty Utilities Company
Case No. ER-2019-0374
OPC Data Request – 2082

	Average Logged-In	Average Customer	Average Agent Call	Average Not	Average Extension	Calls	Calls
Agent	Time	Talk Time	Wait Time	Keady I ime	Talk Time	Presented	Answered
Statistics	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)		
Jan	8:50:32	0:03:26	0:01:48	0:41:00	0:08:13	78	76
Feb	8:53:16	0:03:54	0:01:07	0:45:43	0:11:26	88	87
March	8:45:15	0:03:32	0:01:36	0:55:37	0:11:51	84	82
April	8:34:08	0:03:08	0:01:48	0:37:08	0:11:31	79	78
May	8:45:48	0:04:02	0:01:32	0:52:24	0:11:07	76	75
June	8:49:44	0:03:06	0:01:53	1:11:13	0:17:29	82	81
July	8:58:45	0:03:11	0:00:59	0:51:01	0:12:54	91	90
Aug	8:45:53	0:03:10	0:00:54	1:16:37	0:12:32	89	88
Sept	8:54:51	0:03:04	0:00:57	1:18:32	0:14:03	88	87
Oct	8:49:14	0:03:08	0:00:32	1:22:48	0:16:43	89	88
Nov	8:57:50	0:03:05	0:00:43	1:15:02	0:12:28	90	89
Dec	8:33:01	0:03:05	0:01:48	0:59:03	0:09:30	79	78
Totals &							
Averages	8:48:11	0:03:19	0:01:18	1:00:31	0:12:29	84	83

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Contact Ctr Agts	N	N		_	N	2	N	N	N	N	2	Super	Ozark Contact Ctrs
Agts Work	32	29	30	31	32	33	34	34	33	33	34	Contact Ctr Agts	act Ctrs

				CALLS RI	ECEIVED.	ANSWEREI	CALLS RECEIVED, ANSWERED, & ABANDONED	ONED			
Incoming	Incoming	Calls	Calls	Calls	Calls	Calls	Calls	Davantaga	Calle Ancwered	Aug Chood of	Power
Call Statistics	Electric & Gas Calls	Joplin & Ozark	Answered at Ozark	Answered at Joplin	Answered Thru IVR	at Contact Ctrs & IVR	Abandoned by Caller	Abandoned	30 Sec/Less	Answer (min.sec)	Outage Calls
Jan	65,277	42,680	15,429	27,251	20,174	62,854	2,423	4%	82%	0:27	5,075
Feb	59,700	41,200	14,641	26,559	16,279	57,479	2,221	4%	65%	0:38	1,559
March	63,254	40,684	14,187	26,497	20,380	61,064	2,190	3%	75%	0:33	2,859
April	59,251	41,254	14,604	26,650	16,439	57,693	1,558	3%	82%	0:22	1,641
May	65,634	43,970	14,277	29,693	19,056	63,026	2,608	4%	76%	0:33	4,491
June	64,338	43,689	13,021	30,668	18,250	61,939	2,399	4%	68%	0:38	3,947
July	70,451	46,566	15,991	30,575	20,371	66,937	3,514	5%	61%	0:48	5,522
Aug	78,549	51,708	18,056	33,652	22,410	74,118	4,431	6%	53%	1:06	6,317
Sept	60,187	40,088	14,040	26,048	16,989	57,077	3,110	5%	59%	1:00	2,328
Oct	72,010	45,793	15,409	30,384	18,863	64,656	7,354	10%	37%	2:25	2,615
Nov	66,534	40,955	12,984	27,971	20,091	61,046	5,488	8%	42%	2:00	4,085
Dec	57,336	36,494	11,142	25,352	17,914	54,408	2,928	5%	67%	0:50	4,828
Totals &						1000					
Averages	782,521	515,081	173,781	341,300	227,216	742,297	40,224	5%	64%	0:56	45,267

CALL STATISTICS

Empire District - A Liberty Utilities Company

	Average	Average	Average	Average Not	Average		
	Logged-In	Customer	Agent Call	Average Not	Extension	Calls	Calls
Agent	Time	Talk Time	Wait Time	Keady Lime	Talk Time	Presented	Answered
Statistics	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)		
Jan	8:33:14	0:03:30	0:01:50	0:41:10	0:12:35	81	80
Feb	8:40:14	0:03:57	0:00:52	1:02:42	0:13:50	86	85
March	8:44:51	0:03:49	0:01:04	1:08:17	0:15:13	85	84
April	8:54:38	0:03:35	0:02:43	0:35:46	0:11:26	77	75
May	8:43:46	0:03:24	0:02:38	0:15:48	0:12:48	82	81
June	8:43:31	0:03:03	0:02:40	0:20:47	0:13:01	79	~.
July	8:47:49	0:03:24	0:02:47	0:22:46	0:14:10	79	78
Aug	8:28:06	0:03:26	0:02:12	0:28:07	0:10:56	73	2.
Sept	8:43:00	0:03:38	0:01:50	0:30:16	0:09:46	86	85
Oct	8:43:42	0:03:39	0:01:03	0:50:00	0:13:00	94	93
Nov	9:01:02	0:03:42	0:01:12	0:51:51	0:10:13	94	93
Dec	8:30:56	0:03:19	0:01:44	0:25:34	0:12:04	92	90
Totals &	8:42:54	0.03.32	0:01:53	0:37:45	0:12:25	84	83

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=	ა	N	N	N	N	N	N	N	N	N	2	N	Super	Ozark Contact Ctrs
Agts Work	3	29	27	32	33	36	36	33	28	28	26	29	Contact Ctr Agts	ct Ctrs

				CALLS RI	CALI	CALL STATISTICS FD. ANSWERED. &	CALL STATISTICS CALL STATISTICS ABANDONED	ONED			
Incoming	Incoming	Calls	Calls	Calls	Calls	Calls	Calls	7	Calla Language	A Consol of	Power
Call	Electric &	Answered	Answered	Answered at	Answered	Allswered	Abandoned	A bandoned	30 Sec/Less	Answer (min sec)	Outage
Statistics	Gas Calls	Ozark	at Ozark	Joplin	Thru IVR	Ctrs & IVR	by Caller	Abandonca	00 0000 2000	(mm3000)	Calls
Jan	56,393	41,378	11,361	30,017	13,135	54,513	1,880	3%	78%	0:24	2,278
Feb	53,816	39,188	11,858	27,330	12,308	51,496	2,320	4%	59%	0:43	1,147
March	63,435	44,606	10,744	33,862	15,946	60,552	2,883	5%	63%	0:42	3,994
April	54,197	37,277	9,321	27,956	15,227	52,504	1,693	3%	88%	0:19	5,435
Мау	63,961	44,908	11,360	33,548	17,006	61,914	2,791	3%	93%	0:18	7,483
June	58,055	42,372	12,563	29,809	14,124	56,496	1,559	3%	90%	0:16	4,399
July	59,000	40,681	10,584	30,097	15,918	56,599	2,401	4%	92%	0:24	5,489
Aug	62,162	45,446	14,652	30,794	15,163	60,609	1,553	2%	89%	0:15	2,897
Sept	57,827	41,490	14,241	27,249	14,531	56,021	1,806	3%	82%	0:23	2,844
Oct	63,944	44,473	14,894	29,579	16,436	60,909	3,035	5%	61%	0:53	2,688
Nov	59,455	38,226	12,852	25,374	18,305	56,531	2,924	5%	64%	0:56	2,985
Dec	52,117	34,272	11,125	23,147	16,024	50,296	1,821	3%	71%	0:35	2,394
Totals &											
Averages	704,362	494,317	145,555	348,762	184,123	678,440	26,666	4%	78%	0:30	44,033

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			AGENT STATISTICS	ATISTICS					Staffi	Staffing for Joplin &	oplin &
	AVERAGE	Sand IOI	ALOTERO	AVERAGES and TOTALS FER SHIFT TO CONTACT CENTER AGENTS	ווומכו הפווני	el Macilia		_	01011	0011000	on o
	Average	Average		Average Not	Average	Calle	Calle				Contact
Agent	Time	Talk Time	Wait Time	Ready Time	Talk Time	Presented	Answered		Mgrs	Super	Ctr Agts
Statistics	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)						
Jan	8:26:02	0:02:57	0:02:21	0:21:36	0:10:09	85	83		2	2	34
Feb	8:35:08	0:03:02	0:01:40	0:23:51	0:09:33	95	94		N	N	32
March	8:33:24	0:03:01	0:01:50	0:24:56	0:13:10	88	86		N	_	31
April	8:41:38	0:03:05	0:01:42	0:36:51	0:12:50	88	86		N	_	29
May	8:59:55	0:03:26	0:01:41	0:36:18	0:14:25	90	87		2	_	32
June	8:32:08	0:03:17	0:01:47	0:32:02	0:15:04	87	85		N	_	32
July	8:43:59	0:03:16	0:01:52	0:36:49	0:15:41	91	88		2	_	32
Aug	8:44:49	0:03:36	0:01:43	0:37:50	0:15:01	86	83		2	->	29
Sept	8:38:55	0:03:35	0:01:30	0:46:06	0:14:54	88	86	Ē	2	_	29
Oct	8:53:25	0:03:32	0:01:22	0:44:09	0:14:26	92	90		N	_	30
Nov	9:02:39	0:03:34	0:01:08	0:50:16	0:13:44	96	94		N	_	27
Dec	8:55:42	0:03:24	0:02:14	0:45:49	0:12:40	82	80		2	_	29
Totals &									Six Cont	act Ctr A	Six Contact Ctr Agts Work
Averages	8:43:59	0:03:19	0:01:44	0:36:23	0:13:28	89	78		пе	neib Desk Dulles	ulles
				CALISE	CALL	CALL STATISTICS	CALL STATISTICS CALL STATISTICS	ONED			
Incoming	Incoming	Calls	Calls	Calls	Calls	Calls	Calls		Calle		Aug Speed
Call	Electric &	Answered	Answered	Answered at	Answered	at Contact	Abandoned	Abandoned	30 Sec/Less	Less	Answer (mi
Statistics	Gas Calls	Ozark	at Ozark	Joplin	Thru IVR	Ctrs & IVR	by Caller				×.
Jan	55,638	37,721	11,568	26,153	16,129	53,850	1,788	3%		91%	
Feb	56,556	40,416	13,549	26,867	14,699	55,115	1,441	3%		83%	
March	59,739	41,243	11,636	29,607	16,831	58,074	1,665	3%		84%	
April	53,112	39,428	11,476	27,952	12,118	51,546	1,566	3%		82%	
May	54,507	40,129	10,886	29,243	12,726	52,855	1,652	3%		81%	
June	57,990	42,627	11,287	31,340	13,585	56,212	1,778	3%		83%	
July	57,489	41,103	13,055	28,048	14,134	55,237	2,252	4%		84%	
Aug	64,207	46,267	15,277	30,990	15,037	61,304	2,903	5%		79%	
Sept	58,964	42,990	14,203	28,787	14,106	57,096	1,868	3%		76%	
Oct	58,266	43,154	12,789	30,365	12,897	56,051	2,215	4%		71%	
Nov	52,634	37,521	9,726	27,795	13,219	50,740	1,894	4%		66%	
Dec	49,379	34,846	9,503	25,343	13,019	47,865	1,514	3%		77%	
Totals &						uken do covern a novas o		3			

Avg Speed of Answer (min.sec)

Outage Calls Power

0:19 0:19 0:19 0:22 0:22 0:22 0:23 0:23 0:26 0:36

2,543 2,474 3,501

1,979 3,370

Averages

678,481

487,445

144,955

342,490

168,500

655,945

22,536

3%

80%

0:24

40,962

2,196 2,938

2,791 3,438 4,858 5,759 5,115

N	N	N	N	N	2	N	2	2	N	N	N	Mgrs	Staffing Ozark C
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29	27	30	29	29	32	32	32	29	31	32	34	Contact Ctr Agts	Joplin & act Ctrs

THE EMPIRE DISTRICT COMPANY

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			AGENT STATISTICS	ATISTICS			
	AVERAGE	S and TOT,	ALS PER S	AVERAGES and TOTALS PER SHIFT for Contact Center Agents	ntact Cente	r Agents	
	Average Logged-In	Average Customer	Average Agent Call	Average Not	Average Extension	Calls	Calls
Agent	Time	Talk Time	Wait Time	Keady Time	Talk Time	Presented	Answered
Statistics	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)		
Jan	8:35:12	0:02:37	0:02:28	0:23:21	0:12:02	88	85
Feb	8:34:20	0:03:22	0:02:22	0:23:27	0:09:25	82	80
March	8:31:24	0:02:32	0:01:58	0:41:53	0:12:02	105	94
April	8:41:02	0:02:46	0:01:50	0:27:31	0:14:55	98	96
May	8:30:48	0:02:59	0:02:01	0:16:08	0:15:09	91	89
June	8:34:34	0:02:58	0:01:41	0:18:54	0:15:04	95	92
July	8:38:49	0:03:00	0:01:35	0:30:29	0:17:00	93	91
Aug	8:40:21	0:02:47	0:01:24	0:37:11	0:14:13	101	99
Sept	8:43:28	0:02:56	0:01:24	0:31:15	0:15:54	99	96
Oct	9:03:30	0:03:16	0:01:25	0:37:53	0:13:05	103	100
Nov	8:46:13	0:03:20	0:01:10	0:38:45	0:14:51	98	96
Dec	8:47:37	0:03:07	0:02:13	0:22:01	0:13:04	89	87
Totals &							
Averages	8:40:37	0:02:58	0:01:48	0:29:04	0:13:54	95	92

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Contact C	2	N	2	2	N	N	N	2	2	2	N	1
Ctr Agts	34	32	32	32	32	32	33	33	33	33	33	•

45,446	0:22	83%	3%	24,374	710,441	190,693	358,653	161,095	519,748	734,814	Averages
											Totals &
3,623	0:17	87%	3%	1,340	52,952	14,990	26,231	11,731	37,962	54,292	Dec
4,477	0:31	72%	4%	2,208	58,579	17,887	28,127	12,565	40,692	60,787	Nov
4,346	0:34	73%	4%	2,838	65,593	17,650	33,322	14,621	47,943	68,431	Oct
4,662	0:30	78%	4%	2,790	62,532	16,799	32,572	13,161	45,733	65,322	Sept
6,024	0:27	81%	4%	2,667	63,620	17,674	33,024	12,922	45,946	66,287	Aug
3,571	0:21	85%	3%	2,014	61,283	16,702	31,483	13,098	44,581	63,297	July
4,147	0:20	84%	3%	1,804	59,620	14,276	31,839	13,505	45,344	61,424	June
4,547	0:20	86%	3%	1,848	57,348	15,851	28,335	13,162	41,497	59,196	May
2,517	0:20	86%	3%	1,799	59,671	15,033	29,125	15,513	44,638	61,470	April
2,193	0:18	87%	3%	1,571	59,014	14,760	29,963	14,291	44,254	60,585	March
2,517	0:19	91%	3%	1,814	52,957	14,262	25,614	13,081	38,695	54,771	Feb
2,822	0:16	91%	3%	1,681	57,272	14,809	29,018	13,445	42,463	58,952	Jan
Calls	(minoce)			by Caller	Ctrs & IVR	Thru IVR	Joplin	at Ozark	Ozark	Gas Calls	Statistics
Outage	Answer (min sec)	30 Sec/Less	A handoned	Abandoned	at Contact	Answered	Answered at	Answered	Joplin &	Electric &	Call
Power	Ave Speed of	Calls Answered	Percentage	Calls	Calls	Calls	Calls	Calls	Calls Answered	Incoming	Incoming
			ONED	CALLS RECEIVED, ANSWERED, & ABANDONED	ANSWEREL	CEIVED,	CALLS RI				
				CS	CALL STATISTICS	CALL					
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The Empire District Electric Company
A Liberty Utilities Company
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Mgrs Super Ctr Agts

Staffing for Joplin & Ozark Contact Ctrs

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			AGENT STATISTICS	ATISTICS					Staffing for Joplin &	Joplin &	_
	AVERAGE	S and TOT/	ALS PER S	AVERAGES and TOTALS PER SHIFT for Contact Center Agents	ntact Cente	er Agents			Ozark Call Ctrs	Ctrs	
	Average Logged-In	Average Customer	Average Agent Call	Average Not	Average	رعااد	Calle			Call Ctr	
Agent	Time	Talk Time	Wait Time	Ready Time	Talk Time	Presented	Answered		Mgrs Super		
Statistics	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)					0	
Jan	8:41:35	0:03:01	0:02:13	0:22:18	0:10:26	90	89	2012	2 1	35	
Feb	8:43:35	0:02:46	0:01:41	0:41:43	0:09:18	106	105		2 1	జ	
March	8:46:20	0:03:20	0:01:17	0:25:54	0:09:28	97	95.		2	33	
April	8:46:06	0:02:56	0:02:07	0:35:29	0:11:44	92	90		2	33	
May	8:34:37	0:02:52	0:02:24	0:16:05	0:12:01	90	88		2 1	33	
June	8:45:10	0:02:47	0:01:38	0:32:23	0:15:04	103	101		2	35	
July	8:35:36	0:03:02	0:01:51	0:40:37	0:10:20	94	92		2	34	
Aug	8:39:26	0:02:54	0:02:13	0:34:20	0:10:48	91	89		2	34	
Sept	8:34:25	0:03:07	0:02:01	0:16:32	0:13:14	88	90		2 1	34	
Oct	8:40:25	0:03:02	0:01:46	0:23:40	0:12:24	93	91		2	35	
Nov	8:35:43	0:03:18	0:02:03	0:17:13	0:13:19	86	84		2	34	
Dec	8:32:34	0:02:29	0:02:34	0:30:50	0:09:26	88	86		2 2	34	
Averages	8:39:38	0:02:58	0:01:59	0:28:05	0:11:28	93	92		Seven Contact Ctr Agts Work Help Desk Duties	t Ctr Agts sk Duties	
				CALLS RE	CALL CEIVED, A	CALL STATISTICS ED, ANSWERED, &	CALL STATISTICS CALLS RECEIVED, ANSWERED, & ABANDONED	ONED			
Incoming	Incoming	Calls Answered	Calls	Calls	Calls	Calls	Calls	Percentage	Calls Answered		Ave Speed of
Statistics	Gas Calls	Joplin & Ozark	at Ozark	Joplin	Thru IVR	at Contact Ctrs & IVR	by Caller	Abandoned	30 Sec/Less	Ans	uin.sec)
Jan	65,843	48,176	14,665	33,511	14,993	63,169	2,674	4%	85%	87	0:23
Feb	57,388	42,286	14,149	28,137	13,072	55,358	2,030	4%	75%	8	0:31
March	61,466	44,713	13,560	31,153	13,640	58,353	3,113	5%	72%	8	0:43
April	60,669	43,516	12,729	30,787	15,010	58,526	2,143	4%	86%	87	0:23
May	59,983	44,160	13,968	30,192	13,925	58,085	1,898	3%	89%	8,	0:21
June	70,033	50,344	13,841	36,503	16,910	67,254	2,779	4%	84%	8	0:25
July	63,434	46,666	13,325	33,341	14,688	61,354	2,080	3%	86%	8.	0:23
Aug	62,439	44,547	11,976	32,571	15,529	60,076	2,363	4%	85%	8,	0:24
Sept	64,579	46,843	14,102	32,741	15,641	62,484	2,095	3%	86%	9.	0:21
Oct	65,313	49,348	15,385	33,963	13,873	63,221	2,092	3%	86%	8	0:21
Nov	53,650	37,874	10,046	27,828	13,690	51,564	2,086	4%	77%	8	0:32
Dec	53,285	39,682	11,287	28,395	12,053	51,735	1,550	3%	87%	0,	0:19
Totals &											
Avelages	130,002	200,122	000,000	3/3,122	1/3,024	671,117	26,903	4%	83%	70	0220

3,553 3,379 2,279

5,596 5,030 5,130

56,277

3,907 5,055 8,365

3,397 6,318 4,268 Outage Calls

Power

-														T (0
	N	N	N	N	N	N	N	N	N	N	N	N	Mgrs	Staffing Ozark
	N	_	_	->	_	_	_	_	_	_	_	->	Super	Ca
	34	34	35	34	34	34	35	33	33	33	33	35	Call Ctr Agts	Joplin & Il Ctrs

2021		202			Speed of Answe	r			222					
January	0:31	January	0:26	January	2019 0.41		2018 January	0:27	2017 January	0:24				
February	0.56	February	0:26	Februar			February	0:38	February	0.43				
March	0.42	March	0:14	March	0:43		March	0:33	March	0:42				
April	0:11	April	0:10	April	0:24		April	0:22	April	0:19				
May June	0:09 0:13	May June	0:11 0:12	May June	0:23 0:41		May June	0:33	May June	0:18 0:16				
July	0:20	July	0:16	July	1:06		July	0.48	July	0:16				
August	0:30	August	0:30	August			August	1:06	August	0:15				
September	0.49	September	0:25	Septem			September	1:00	September	0:23				
October		October	0:26	Octobe			October	2:25	October	0.53				
November December		November December	0.42 0:19	Novemi Decemi			November December	2:00 0:50	November December	0:56 0:35				
December		December	0.13	Decem	0.30		December	0.30	beteinbei	0.33				
				Inco	oming Calls									
2021	2012/01/22	202			2019		2018	2002017/27	2017	1000000000				
January February	101150 107675	January	55415 50039	January			January	65277	January	56393				
March	111475	February March	50673	Februar March	62758		February March	59700 63254	February March	53816 63435				
April	86336	April	43401	April	63796		April	59251	April	54197				
May	83889	May	41781	May	69326		May	65634	May	63961				
June	87047	June	48880	June	63725		June	64338	June	58055				
July August	87861 92366	July August	53191 64447	July August	66406 67612		July August	70451 78549	July August	59000 62162				
September	101420	September	61063	Septem			September	60187	September	57827				
October		October	72886	Octobe			October	72010	October	63944				
November		November	91148	Novemi			November	66534	November	59455				
December		December	89930	Decemb	ber 54611		December	57336	December	52117				
				Calls Answ	rered through IV	/R								
2021		202			2019		2018		2017					
January February	56448	January	16022	January			January	20174	January	13135				
March	59944 61757	February March	14604 16889	Februar March	y 16905 19603		February March	16279 20380	February March	12308 15946				
April	51102	April	15591	April	20044		April	16439	April	15227				
May	51028	May	18047	May	21761		May	19056	May	17006				
June	51082	June	18062	June	19918		June	18250	June	14124				
July	52648	July	18705	July	19175		July	20371	July	15918				
August September	53001 56641	August September	20580 19239	August Septem			August September	22410 16989	August September	15163 14531				
October		October	27844	Octobe			October	18863	October	16436				
November		November	52122	Novemb			November	20091	November	18305				
December		December	50530	Decemb	ber 17517		December	17914	December	16024				
					Call	s Abandoned	/Percent Aban	doned						
2021			2020						2018			2017		
2021 January	1563	2%	2020 January	1054		2019 January		4%	2018 January	2423	4%	2017 January	1880	3%
January February	3404	3%	January February	1005	2% 2%	2019 January February	2394 2111	4% 4%	January February	2221	4%	January February	2320	4%
January February March	3404 2453	3% 2%	January February March	1005 786	2% 2% 2%	2019 January February March	2394 2111 2706	4% 4% 4%	January February March	2221 2190	4% 3%	January February March	2320 2883	4% 5%
January February March April	3404 2453 463	3% 2% 1%	January February March April	1005 786 415	2% 2% 2%	2019 January February March April	2394 2111 2706 1952	4% 4% 4% 3%	January February March April	2221 2190 1558	4% 3% 3%	January February March April	2320 2883 1693	4% 5% 3%
January February March	3404 2453	3% 2%	January February March	1005 786	2% 2% 2% 1%	2019 January February March	2394 2111 2706	4% 4% 4%	January February March	2221 2190	4% 3% 3% 4%	January February March April May	2320 2883 1693 2048	4% 5% 3% 3%
January February March April May June July	3404 2453 463 473 655 821	3% 2% 1% 1% 1%	January February March April May June July	1005 786 415 382 777 681	2% 2% 2% 1% 1% 2%	2019 January February March April May	2394 2111 2706 1952 2230 2903 3711	4% 4% 4% 3% 3% 5%	January February March April May	2221 2190 1558 2608	4% 3% 3%	January February March April	2320 2883 1693	4% 5% 3%
January February March April May June July August	3404 2453 463 473 655 821 1441	3% 2% 1% 1% 1% 1%	January February March April May June July August	1005 786 415 382 777 681 1168	2% 2% 2% 1% 1% 2%	January February March April May June July August	2394 2111 2706 1952 2230 2903 3711 2966	4% 4% 4% 3% 3% 5% 6% 4%	January February March April May June July August	2221 2190 1558 2608 2399 3514 4431	4% 3% 3% 4% 4% 5% 6%	January February March April May June July August	2320 2883 1693 2048 1559 2401 1553	4% 5% 3% 3% 3% 4% 2%
January February March April May June July August September	3404 2453 463 473 655 821	3% 2% 1% 1% 1%	January February March April May June July August September	1005 786 415 382 777 681 1168 1029	2% 2% 2% 1% 1% 2% 1% 2%	January February March April May June July August September	2394 2111 2706 1952 2230 2903 3711 2966 2745	4% 4% 4% 3% 3% 5% 6% 4%	January February March April May June July August September	2221 2190 1558 2608 2399 3514 4431 3110	4% 3% 3% 4% 4% 5% 6% 5%	January February March April May June July August Septembei	2320 2883 1693 2048 1559 2401 1553 1806	4% 5% 3% 3% 3% 4% 2% 3%
January February March April May June July August	3404 2453 463 473 655 821 1441	3% 2% 1% 1% 1% 1%	January February March April May June July August	1005 786 415 382 777 681 1168	2% 2% 2% 1% 1% 2%	January February March April May June July August	2394 2111 2706 1952 2230 2903 3711 2966	4% 4% 4% 3% 3% 5% 6% 4%	January February March April May June July August	2221 2190 1558 2608 2399 3514 4431	4% 3% 3% 4% 4% 5% 6% 5%	January February March April May June July August	2320 2883 1693 2048 1559 2401 1553 1806 3035	4% 5% 3% 3% 4% 2% 3% 5%
January February March Maril May June July August September October	3404 2453 463 473 655 821 1441	3% 2% 1% 1% 1% 1%	January February March April May June July August September October	1005 786 415 382 777 681 1168 1029 1213	2% 2% 2% 1% 1% 2% 1% 2% 2%	January February March April May June July August September October	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223	4% 4% 4% 3% 3% 5% 6% 4% 4%	January February March April May June July August September October	2221 2190 1558 2608 2399 3514 4431 3110 7354	4% 3% 3% 4% 4% 5% 6% 5%	January February March April May June July August September October	2320 2883 1693 2048 1559 2401 1553 1806	4% 5% 3% 3% 3% 4% 2% 3%
January February March April May June July August September October November	3404 2453 463 473 655 821 1441	3% 2% 1% 1% 1% 1%	January February March April May June July August September October November	1005 726 415 382 777 681 1168 1029 1213 1586 890	2% 2% 1% 1% 1% 2% 2% 2% 2% 4%	January February March April May June July August September October November	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248	4% 4% 4% 3% 3% 5% 6% 4% 4% 6%	January February March April May June July August September October November	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May July August September October November December	3404 2453 463 473 655 821 1441 3236	3% 2% 1% 1% 1% 1% 2% 3%	January February March March April May June July August September October November December	1005 726 415 382 777 681 1168 1029 1213 1586 890	2% 2% 1% 1% 2% 1% 2% 2% 2% 4% 1%	January February March April May June July August September October December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788	4% 4% 4% 3% 5% 6% 4% 4% 6% 6% 3%	January February March April May June July August September October November December	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February February March April May June July August September October November December	3404 2453 463 473 655 821 1441 3236	3% 2% 1% 1% 1% 1% 2% 3%	January February March April May June July August September October November December	1005 726 415 382 777 681 1168 1029 1213 1586 890 Calls An	2% 2% 1% 1% 1% 2% 1% 2% 2% 4% 1% 1% swered by CSR 2019	January February March April May June July August September October November December	2394 2111 2706 1952 2230 3711 2966 2745 4223 3248 1788	4% 4% 3% 3% 5% 6% 4% 6% 6% 3%	January February March April May June July August September October November December	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May June July August September October November December	3404 2453 463 473 655 821 1441 3236	3% 2% 1% 1% 1% 2% 3% 200 January February	January February March April May June July August September October November December	1005 726 415 382 777 681 1168 1029 1213 1586 890 Calls An	2% 2% 1% 1% 2% 1% 2% 2% 2% 2% 2% 2% 2% 4% 1% 1% sweered by CSR 2019	2019 January February March April May Jure July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788	4% 4% 3% 5% 6% 4% 6% 3% 4 42680 4200	January February March April May June July August September October November December	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February February March April May June July August September October November December	3404 2453 463 473 655 821 1441 3236	3% 2% 1% 1% 1% 1% 2% 3%	January February March April May June July August September October November December	1005 726 415 382 777 681 1168 1029 1213 1586 890 Calls An	2% 2% 1% 1% 1% 2% 1% 2% 2% 4% 1% 1% swered by CSR 2019	2019 January February March April May June July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788 2018 January February March	4% 4% 3% 3% 5% 6% 4% 6% 6% 3% 42680 41200 40684	January February March April May June July August September October November December	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928 41378 39188 44606	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May July August September October November December 2021 January March	3404 2453 463 473 655 821 1441 3236	3% 2% 1% 1% 1% 1% 2% 3% 2026 January February March	January February March March April May June July August September October November December	1005 726 415 382 777 681 1168 1029 1213 1586 890 Calls An	2% 2% 1% 1% 2% 1% 2% 2% 2% 4% 1% 1% sweered by CSR 2019 42198 y 36945 40449	January February March April May June July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788	4% 4% 3% 5% 6% 4% 6% 3% 4 42680 4200	January February March April May June July August September October November December	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May June July August September October November December 2021 January March April May June	3404 2453 463 473 655 821 1441 3236 43139 44327 47265 34771 32388 35310	3% 2% 1% 1% 1% 2% 3% 22 3% 2020 January February March April May June	January February March March April May June July August September October November December 0 38339 34430 32998 27395 23352 30041	1005 726 415 382 777 681 1168 1029 1213 1586 890 Cells An January Februar March April May June	2% 2% 1% 1% 2% 1% 2% 2% 2% 24 4% 11% 15 15 16 16 17 18 18 19 40 40 40 41 41 40 40 40 40 40 40 40 40 40 40 40 40 40	2019 January February March April May June July June July September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788 2018 January February March April May June	4% 4% 3% 3% 5% 6% 4% 6% 6% 3% 42680 41200 40684 41254 43970 43689	January February March April May June July August September October November December 2017 January February March April May June	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928 41378 39188 44606 37277 44908 42372	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May June July August September October November December 2021 January February March April May June July	3404 2453 463 473 655 821 1441 3236 43139 44327 47265 34771 32388 35310 34392	3% 2% 1% 1% 1% 1% 2% 3% Zoze January February March April May June July	January February March April May June July August September October November December 38339 34430 32998 27395 23352 30041 33805	1005 726 415 382 777 681 1168 1029 1213 1586 890 Calls An January Februar March April May June July	2% 2% 1% 1% 1% 2% 1% 2% 2% 2% 44 1% 13 40904 41800 45335 40904 43520	January February March April May June July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788 2018 January March April May June July	4% 4% 3% 3% 5% 6% 4% 6% 6% 3% 42680 41200 40684 41254 43970 43689 45566	January February March April May June July August September October November December 2017 January February March April May June July	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928 41378 39188 44606 37277 44508 42372 40681	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May June July August September October November December 2021 January February March Angril May June June July August	3404 2453 463 473 655 821 1441 3236 43139 44327 47265 34771 32388 35310 34392 37924	3% 2% 1% 1% 1% 1% 2% 3% ZOZE January February March April May June July August	January February February March April May June July August September October November December 38339 34430 32998 27395 23352 30041 33805 42699	1005 726 415 382 777 681 1168 1029 1213 1586 890 Calls An January Februar March April May June July August	2% 2% 1% 1% 2% 1% 2% 2% 2% 2% 2% 2% 2% 4% 1% 36945 40449 41800 45335 40904 43520 44685	2019 January February March April May June July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788 2018 January February March April May June July August	4% 4% 3% 3% 5% 6% 4% 6% 3% 42680 41200 40684 41254 43970 43889 46565 51708	January February March April May June July August September October November December 2017 January February March April May June July August	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928 41378 39188 44605 37277 44908 42372 40681 45446	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
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January February March April May June July August September October November December 2021 January March April May June July August September October November December	43139 44327 473655 8211 1441 3236 43139 44327 47265 34771 32388 35310 34392 41543 5:54 5:53 6:12 5:54 5:59 5:25 5:40 5:38	3% 2% 1% 1% 1% 1% 1% 1% 1% 28 3% January February March April May June July August September October November December 2020 January February March April May June July August September October November October November October November	January February March March April May June July August September October November December 0 38339 34430 32998 27395 23352 30041 33805 42699 40795 43829 37440 38510 5:23 5:25 5:00 4:46 5:05 5:03 5:42 6:11 6:16 5:57 5:50	1005 726 1415 382 777 681 1168 1029 1213 1586 890 Calls An January Februar March April May June July August Septemi October Novemb Decemb Average January Februar March April May June July August Septemi October October Novemb Decemb	2% 2% 1% 1% 1% 2% 1% 2% 1% 2% 2% 2% 2% 2% 2% 2% 4% 19 42198 y 36945 40449 41800 45325 40904 43520 44685 ber 41358 er 46680 ber 35306 e Handle Time 2019 4.42 4.31 4.36 4.27 4.31 4.31 4.36 4.27 4.31 4.31 4.36 4.27 4.31 4.31 4.36 4.27 4.31 4.31 4.31 4.31 4.31 4.31 4.31 4.31	2019 January February March April May June July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788 2018 January February March April May June July August September October November September October November November	4% 4% 4% 3% 5% 6% 4% 6% 3% 42680 41200 40684 41297 43689 46565 45703 40088 45793 46955 36494 423 424 425 425 425 425 426 427 431 427 450	January February March April May June July August September October November December 2017 January February March April May June July August September October November December 2017 January February March April May June July June July June July Jenuary February March April May June July August September October November October November October November	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928 41378 39188 44605 37277 44908 42372 40681 45446 41490 34272 3:13 3:25 3:25 3:25 3:31 4:309 3:16 3:25 3:31 4:309 3:16 3:25 3:31 4:309	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May June July August September October November December 2021 January February March April May June July August September October November December	43139 44327 473655 8211 1441 3236 43139 44327 47265 34771 32388 35310 34392 41543 5:54 5:53 6:12 5:54 5:59 5:25 5:40 5:38	3% 2% 1% 1% 1% 1% 1% 1% 2% 3% 3% ZOZE January February March April May June July August September October November December ZOZE January February March April May June July August September October Cotober Cotober Cotober Cotober Cotober Cotober	January February March March April May June July August September October November December 38339 34430 32998 27395 23352 30041 33805 42699 40795 43829 37440 38510 5:23 5:25 5:00 4:46 5:05 5:03 5:42 6:11 6:16 5:57	1005 726 415 382 777 681 1168 1029 1213 1526 890 Calls An January Februar March April May June July August Septemi October Novemb Decemb Average January Februar March April May June July August Septemi October Lovemb January Februar March April May June July August Septemi October Cocober Coc	2% 2% 1% 1% 1% 2% 1% 2% 1% 2% 2% 2% 2% 2% 2% 2% 2% 2% 4% 19 42198 y 36945 40949 41800 45335 40904 43520 44685 ber 41588 er 46685 ber 35306 e Handle Time 2019 4:42 4:41 4:31 4:36 4:27 4:41 4:31 4:36 4:41 4:41 4:31 4:36 4:41 4:41 4:31 4:41 4:31 4:41 4:31 4:41 4:31 4:41 4:31 4:41 4:4	2019 January February March April May June July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788 2018 January February March April May June December 2018 January February March April May June July August September October Location July August September October	4% 4% 4% 3% 5% 6% 4% 4% 6% 3% 42680 41200 40684 41254 43970 43689 40925 36494 4:23 4:23 4:48 4:25 4:25 4:25 4:25 4:25 4:25 4:25 4:25	January February March April May June July August September October November December 2017 January February March April May June July August September October November December	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928 41378 39188 44606 37277 44908 42372 40681 45446 41490 34272 313 3225 314 3.09 3.16 3.16 3.25 3.14 3.09 3.16 3.16 3.25 3.25 3.14 3.09 3.16 3.25 3.25 3.25 3.25 3.25 3.25 3.25 3.25	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May June July August September October November December 2021 January March April May June July August September October November December	43139 44327 473655 8211 1441 3236 43139 44327 47265 34771 32388 35310 34392 41543 5:54 5:53 6:12 5:54 5:59 5:25 5:40 5:38	3% 2% 1% 1% 1% 1% 1% 1% 1% 28 3% January February March April May June July August September October November December 2020 January February March April May June July August September October November October November October November	January February March March April May June July August September October November December 0 38339 34430 32998 27395 23352 30041 33805 42699 40795 43829 37440 38510 5:23 5:25 5:00 4:46 5:05 5:03 5:42 6:11 6:16 5:57 5:50	1005 726 415 382 777 681 1168 1029 1213 1586 890 Calls An January Februar March April May June July August Septemi October Novemb Decemb January Februar March April May June July August Septemi October Novemb Decemb	2% 2% 1% 1% 1% 2% 1% 2% 1% 2% 2% 2% 2% 2% 2% 2% 4% 19 42198 y 36945 40449 41800 45325 40904 43520 44685 ber 41358 er 46680 ber 35306 e Handle Time 2019 4.42 4.31 4.36 4.27 4.31 4.31 4.36 4.27 4.31 4.31 4.36 4.27 4.31 4.31 4.36 4.27 4.31 4.31 4.31 4.31 4.31 4.31 4.31 4.31	2019 January February March April May June July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788 2018 January February March April May June July August September October November September October November November	4% 4% 4% 3% 5% 6% 4% 6% 3% 42680 41200 40684 41297 43689 46565 45703 40088 45793 46955 36494 423 424 425 425 425 425 426 427 431 427 450	January February March April May June July August September October November December 2017 January February March April May June July August September October November December 2017 January February March April May June July June July June July Jenuary February March April May June July August September October November October November October November	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928 41378 39188 44605 37277 44908 42372 40681 45446 41490 34272 3:13 3:25 3:25 3:25 3:31 4:309 3:16 3:25 3:31 4:309 3:16 3:25 3:31 4:309	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%
January February March April May June July August September October November December 2021 January March April May June July August September October November December	43139 44327 473655 8211 1441 3236 43139 44327 47265 34771 32388 35310 34392 41543 5:54 5:53 6:12 5:54 5:59 5:25 5:40 5:38	3% 2% 1% 1% 1% 1% 1% 1% 1% 28 3% January February March April May June July August September October November December 2020 January February March April May June July August September October November October November October November	January February March March April May June July August September October November December 0 38339 34430 32998 27395 23352 330041 33805 42693 40795 43829 37440 38510 5:23 5:25 5:00 4:46 5:05 5:03 5:42 6:11 6:16 5:57 5:50 5:37	1005 726 415 382 777 681 1168 1029 1213 1526 890 Calls An January Februar March April May June July August Septemi October Novemb Decemb July August Septemi October Novemb July August Septemi October Novemb Decemb October Novemb Decemb October Novemb Decemb Average	2% 2% 1% 1% 1% 2% 1% 2% 1% 2% 2% 2% 2% 2% 2% 2% 2% 2% 4% 19 42198 y 36945 40949 41800 45335 40904 43520 44685 ber 41358 er 46680 ber 35306 e Handle Time 2019 4:42 4:41 4:31 4:36 4:27 5:02 6:1 4:41 4:31 4:36 6:1 4:32 6:1 4:32 6:1 4:41 4:31 4:36 6:1 4:32 6:1 4:32 6:1 4:41 4:31 4:36 6:1 4:32 6:1 4:32 6:1 4:41 4:31 4:36 6:1 4:32 6:1 4:41 4:31 4:36 6:1 4:32 6:1 4:32 6:1 4:32 6:1 4:41 4:31 6:1 4:32 6:1 4:41 4:31 6:1 4:32 6:1 4:32 6:1 4:41 6:1 6:1 5:0 5:0 5:1 4:41 6:1 6:1 6:1 6:1 6:1 6:1 6:1 6:1 6:1 6:	2019 January February March April May June July August September October November December	2394 2111 2706 1952 2230 2903 3711 2966 2745 4223 3248 1788 2018 January February March April May June July August September October November September October November November	4% 4% 4% 3% 5% 6% 4% 6% 3% 42680 41200 40684 41297 43689 46565 45703 40088 45793 46955 36494 423 424 425 425 425 425 426 427 431 427 450	January February March April May June July August September October November December 2017 January February March April May June July August September October November December 2017 January February March April May June July June July June July Jenuary February March April May June July August September October November October November October November	2221 2190 1558 2608 2399 3514 4431 3110 7354 5488 2928 41378 39188 44605 37277 44908 42372 40681 45446 41490 34272 3:13 3:25 3:25 3:25 3:31 4:309 3:16 3:25 3:31 4:309 3:16 3:25 3:31 4:309	4% 3% 3% 4% 4% 5% 6% 5% 10% 8%	January February March April May June July August September October November	2320 2883 1693 2048 1559 2401 1553 1806 3035 2924	4% 5% 3% 3% 4% 2% 3% 5%

727	2000	v.	95.55.25	8	1900000				
January	3:51	January	3:20	January	3.08	January	3:26	January	3:30
February	3:50	February	3:23	February	3.03	February	3:54	February	3:57
March	3:54	March	3:23	March	3.06	March	3:32	March	3:49
April	3:50	April	3:31	April	2:57	April	3:08	April	3:35
May	3:42	May	3:36	May	2:50	May	4:02	May	3:24
June	3:53	June	3:22	June	2;53	June	3.06	June	3.03
July	3:52 4:04	July	3:49	July	2:51	July	3:11	July	3:24
August		August	3:51	August	2:51	August	3:10	August	3:26
September	4:12	September	4:01	September	2:56	September	3:04	September	3:38
October November		October	3:53	October	3.01	October	3:08	October	3:39
		November	3:50	November	2:54	November	3:05	November	3:42
December		December	3:38	December	3:12	December	3.05	December	3:19
			Percent	age of Calls Answere	d in 30 Seconds	or Less			
2021		2020		2019		2018		2017	
January	73%	January	77%	January	70%	January	82%	January	78%
February	66%	February	78%	February	74%	February	65%	February	59%
March	71%	March	90%	March	71%	March	75%	March	63%
April	95%	April	97%	April	81%	April	82%	April	88%
May	97%	May	97%	May	83%	May	76%	May	93%
June	93%	June	96%	June	72%	June	68%	June	90%
July	85%	July	89%	July	58%	July	61%	July	92%
August	75%	August	75%	August	72%	August	53%	August	89%
September	63%	September	79%	September	66%	September	59%	September	82%
October		October	78%	October	52%	October	37%	October	61%
November		November	67%	November	59%	November	42%	November	64%
December		December	84%	December	70%	December	67%	December	71%
				Power Outa	ze Calls				
2021		2020		2019		2018		2017	
January	4305	January	1756	January	1424	January	5075	January	2278
February	10449	February	1504	February	2452	February	1559	February	1147
March	4872	March	3814	March	4377	March	2859	March	3994
April	2947	April	3745	April	4061	April	1541	April	5435
May	6021	May	5048	May	7575	May	4491	May	7483
June	3902	June	5966	June	5522	June	3947	June	4399
July	4494	ylut	4139	July	5050	July	5522	July	5489
August	6496	August	3629	August	6727	August	6317	August	2897
September	5525	September	2068	September	3244	September	2328	September	2844
October		October	5841	October	4855	October	2615	October	2688
November		November	3908	November	4549	November	4085	November	2985
December		December	2874	December	1632	December	4828	December	2394
2021		2020		Electric 800# Inc	oming Calls	2018		2017	
January	87518	January	45754	January	51641	January	54764	January	45899
February	92526	February	41446	February	46467	February	49298	February	43240
March	93482	March	43411	March	53435	March	53157	March	51522
April	71059	April	36549	April	53526	April	48290	April	45156
May	69626	May	35916	May	58956	May	54985	May	53131
June	72216	June	42977	June	55292	June	54076	June	48178
July	76314	July	46396	July	57375	July	61954	July	50100
August	79037	August	56855	August	58991	August	68775	August	52564
September	88458	September	53718	September	52833	September	52720	September	49335
October		October	61910	October	59026	October	60083	October	52466
November		November	77942	November	49882	November	55330	November	48967
December		December	76271	December	46124	December	48906	December	44641
					2.00				
2021		2020		Gas 800# Incom 2019	ning Calls	2018		2017	
January	12032	January	7969	January	9164	January	8318	January	7756
February	13778	February	7148	February	7966	February	8504	February	7772
March	16577	March	6431	March	7438	March	8362	March	9306
April	13929	April	5660	April	8893	April	8953	April	6829
May	13040	May	4912	May	8523	May	8480	May	8039
June	13270	June	4615	June	6980	June	8098	Jone	6892
July	11547	July	5080	July	6865	July	6705	July	6288
August	11588	August	6138	August	6689	August	7097	August	6614
September	11345	September	6284	September	6566	September	6202	September	5788
October		October	9199	October	9706	October	9794	October	8847
November		November	11788	November	7425	November	9432	November	8218
December		December	12305	December	6874	December	6970	December	7476
				Switchboard	d Calls				
2021		2020		2019		2018		2017	
January	1600	January	1692	January	1425	January	2195	January	2738
February	1371	February	1445	February	1528	February	1898	February	2803
March	1416	March	831	March	1884	March	1735	March	2737
April	1348	April	1192	April	1377	April	2008	April	2212
May	1223	May	953	May	1847	May	2169	May	2791
June	1561	June	1288	June	1453	June	2164	June	2985
July	946	July	1715	July	2166	July	1792	July	2612
August	1691	August	1454	August	1932	August	2677	August	2984
September	1617	September	1061	September	2107	September	1265	September	2704
October		October	1777	October	1794	October	2131	October	2631
November		November	1418	November	1610	November	1772	November	2270
December		December	1354	December	1613	December	1460	December	1892
				Average Hole	d Time				
2021		2020		2019		2018		2017	
January	0.43	January	0:41	January	0:30	Assnuer	0:28	January	0:20
February	0:39	February	0.41	February	0:32	February	0:29	February	0:25

March	0.50	March	0.41	March	0:33	March	0:32	March	0:28
April	0:48	April	0:40	April	0:30	April	0:30	April	0:25
May	0.45	May	0.42	May	0:31	May	0:30	May	0:22
June	0.42	June	0:47	June	0:35	anut	0:28	June	0:23
July	0:43	July	0:48	July	0:36	July	0:27	July	0:22
August	0.44	August	0.50	August	0:31	August	0:28	August	0:25
September	0:43	September	0.47	September	0:31	September	0:28	September	0:24
October		October	0:50	October	0:35	October	0:37	October	0:28
November		November	0.49	November	0:38	November	0:36	November	0:32
December		December	0.43	December	0:38	December	0:30	December	0:30
				Average Not I	need Time				
2021		2020		2019	keza time	2018		2017	
January	1:08:42	January	0.51:00	January	0.49:51	January	0:41:00	January	0:41:10
February	1:02:21	February	0.56:32	February	1:26:19	February	0.41.00	February	1:02:42
March	1:11:03	March	0:36:39	March	0:51:27	March	0.55:37	March	1:02:42
April	0:38:15	April	0:18:09	April	1:07:42	April	0:37:08	April	0:35:46
May	0:37:06	May	0:22:06		0.42:55			1,70	
June	0:40:03	June	0:22:06	May		May	0.52:24	May	0:15:48
July	0:40:03			June	0.57:30	June	1:11:13	June	0:20:47
		July	0:53:28	July	1:19:35	July	0:51:01	July	0:22:46
August	1:11:32	August	1:14:16	August	1:03:13	August	1:16:37	August	0:28:07
September	1:03:22	September	1:03:56	September	1:04:53	September	1:18:32	September	0:30:16
October		October	0:57:43	October	1:00:55	October	1:22:48	October	0:50:00
November		November	0:59:15	November	0:57:35	November	1:15:02	November	0.51:51
December		December	0.51:15	December	0.57.05	December	0:59:03	December	0:25:34
				Average Logge	ed on Time				
2021		2020		2019		2018		2017	
January	9:00:21	January	8:41:57	January	8:45:39	January	8:50:32	January	8:33:14
February	9:14:09	February	8:20:04	February	8:15:20	February	8:53:16	February	8:40:14
March	9:10:30	March	8:42:09	March	8:38:51	March	8:45:15	March	8:44:51
April	8:53:05	April	7:33:10	April	8:39:17	April	8:34:08	April	8:54:38
May	9.02.09	May	8:12:52	May	8:53:02	May	8:45:48	May	8:43:46
June	8:23:10	June	8:09:46	June	8:35:54	June	8:49:44	June	8:43:31
July	8:27:26	July	8:53:07	July	8:46:03	July	8:58:45	July	8:47:49
August	9.06:43	August	8:54:38	August	8:46:30	August	8:45:53	August	8:28:06
September	9:38:06	September	9.03:22	September	8:47:11	September	8:54:51	September	8:43:00
October	2.55.05	October	8:32:08	October	8:49:46	October	8:49:14	October	8:43:42
November		November	9:15:32	November	8:48:30	November	8:57:50	November	9:01:02
December		December	8:56:20	December	8:35:35	December	8:33:01		
Determost		December	0.30:20	December	0:33:33	December	0:33:01	December	8:30:56