

| AVERAGES and TOTALS PER SHIFT for Contact Center Agents |                        |                            |                              |                        |                             |                 |                |
|---|------------------------|----------------------------|------------------------------|------------------------|-----------------------------|-----------------|----------------|
| Agent Statistics  | Average Logged-In Time | Average Customer Talk Time | Average Agent Call Wait Time | Average Not Ready Time | Average Extension Talk Time | Calls Presented | Calls Answered |
|   | (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              | 80             |
| Feb   | 8:15:20                | 0:03:08                    | 0:01:43                      | 1:26:19                | 0:09:44                     | 78              | 77             |
| March   | 8:38:51                | 0:03:06                    | 0:01:35                      | 0:51:27                | 0:10:38                     | 73              | 72             |
| April   | 8:39:17                | 0:02:57                    | 0:02:49                      | 1:07:42                | 0:19:45                     | 74              | 73             |
| May   | 8:53:02                | 0:02:50                    | 0:02:01                      | 0:42:55                | 0:13:55                     | 74              | 73             |
| June  | 8:35:54                | 0:02:53                    | 0:01:31                      | 0:57:30                | 0:14:45                     | 75              | 74             |
| July  | 8:46:03                | 0:02:51                    | 0:01:04                      | 1:19:35                | 0:21:09                     | 77              | 76             |
| Aug   | 8:46:30                | 0:02:51                    | 0:01:14                      | 1:03:13                | 0:13:25                     | 85              | 84             |
| Sept  | 8:47:11                | 0:02:56                    | 0:01:04                      | 1:04:53                | 0:19:30                     | 94              | 93             |
| Oct   |                        |                            |                              |                        |                             |                 |                |
| Nov   |                        |                            |                              |                        |                             |                 |                |
| Dec   |                        |                            |                              |                        |                             |                 |                |
| <b>Totals &amp; Averages</b>                            | <b>8:40:52</b>         | <b>0:02:58</b>             | <b>0:01:38</b>               | <b>1:02:36</b>         | <b>0:15:02</b>              | <b>79</b>       | <b>78</b>      |

| Staffing for Joplin & Ozark Contact Ctrs |       |                  |
|--|-------|------------------|
| Mgrs                                     | Super | Contact Ctr Agts |
| 1  | 3     | 34               |
| 1  | 3     | 34               |
| 1  | 3     | 32               |
| 1  | 3     | 33               |
| 1  | 3     | 36               |
| 1  | 3     | 35               |
| 1  | 3     | 34               |
| 1  | 3     | 33               |
| 1  | 3     | 31               |

7 Contact Ctr Agts Work  
 Help Desk Duties, 2 PT

| CALL STATISTICS                       |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
|---------------------------------------|-------------------------------|-------------------------------|-------------------------|--------------------------|-------------------------|--------------------------------------|---------------------------|----------------------|----------------------------|-------------------------------|--------------------|
| CALLS RECEIVED, ANSWERED, & ABANDONED |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
| Incoming Call Statistics              | Incoming Electric & Gas Calls | Calls Answered Joplin & Ozark | Calls Answered at Ozark | Calls Answered at Joplin | Calls Answered Thru IVR | Calls Answered at Contact Ctrs & IVR | Calls Abandoned by Caller | Percentage Abandoned | Calls Answered 30 Sec/Less | Avg Speed of Answer (min.sec) | Power Outage Calls |
| Jan                                   | 62,230                        | 42,198                        | 12,941                  | 29,257                   | 17,638                  | 59,836                               | 2,394                     | 4%                   | 70%                        | 0:41                          | 1,424              |
| Feb                                   | 55,961                        | 36,945                        | 11,702                  | 25,243                   | 16,905                  | 53,850                               | 2,111                     | 4%                   | 74%                        | 0:34                          | 2,452              |
| March                                 | 62,758                        | 40,449                        | 13,940                  | 26,509                   | 19,603                  | 60,052                               | 2,706                     | 4%                   | 71%                        | 0:43                          | 4,377              |
| April                                 | 63,796                        | 41,800                        | 16,016                  | 25,784                   | 20,044                  | 61,844                               | 1,952                     | 3%                   | 81%                        | 0:24                          | 4,061              |
| May                                   | 69,326                        | 45,335                        | 16,448                  | 28,887                   | 21,761                  | 67,096                               | 2,230                     | 3%                   | 83%                        | 0:23                          | 7,575              |
| June                                  | 63,725                        | 40,904                        | 14,934                  | 25,970                   | 19,918                  | 60,822                               | 2,903                     | 5%                   | 72%                        | 0:41                          | 5,522              |
| July                                  | 66,406                        | 43,520                        | 16,893                  | 26,627                   | 19,175                  | 62,695                               | 3,711                     | 6%                   | 58%                        | 1:06                          | 5,050              |
| Aug                                   | 67,612                        | 44,685                        | 14,228                  | 30,457                   | 19,961                  | 64,646                               | 2,966                     | 4%                   | 72%                        | 0:37                          | 6,727              |
| Sept                                  | 61,506                        | 41,358                        | 12,105                  | 29,253                   | 17,403                  | 58,761                               | 2,745                     | 4%                   | 66%                        | 0:44                          | 3,244              |
| Oct                                   |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
| Nov                                   |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
| Dec                                   |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
| <b>Totals &amp; Averages</b>          | <b>573,320</b>                | <b>377,194</b>                | <b>129,207</b>          | <b>247,987</b>           | <b>172,408</b>          | <b>549,602</b>                       | <b>23,718</b>             | <b>4%</b>            | <b>72%</b>                 | <b>0:39</b>                   | <b>40,432</b>      |

| AVERAGES and TOTALS PER SHIFT for Contact Center Agents |                        |                            |                              |                        |                             |                 |                |
|---|------------------------|----------------------------|------------------------------|------------------------|-----------------------------|-----------------|----------------|
| Agent Statistics  | Average Logged-In Time | Average Customer Talk Time | Average Agent Call Wait Time | Average Not Ready Time | Average Extension Talk Time | Calls Presented | Calls Answered |
|   | (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             |
| <b>Totals &amp; Averages</b>                            | <b>8:48:11</b>         | <b>0:03:19</b>             | <b>0:01:18</b>               | <b>1:00:31</b>         | <b>0:12:29</b>              | <b>84</b>       | <b>83</b>      |

| Staffing for Joplin & Ozark Contact Ctrs |       |                  |
|--|-------|------------------|
| Mgrs                                     | Super | Contact Ctr Agts |
| 2  | 2     | 34               |
| 2  | 2     | 33               |
| 2  | 2     | 33               |
| 2  | 2     | 34               |
| 2  | 2     | 34               |
| 2  | 2     | 33               |
| 2  | 2     | 32               |
| 2  | 1     | 31               |
| 1  | 1     | 30               |
| 1  | 2     | 29               |
| 1  | 2     | 32               |
| 1  | 2     | 34               |

7 Contact Ctr Agts Work Help Desk Duties, 1 PT

| CALL STATISTICS                       |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
|---------------------------------------|-------------------------------|-------------------------------|-------------------------|--------------------------|-------------------------|--------------------------------------|---------------------------|----------------------|----------------------------|-------------------------------|--------------------|
| CALLS RECEIVED, ANSWERED, & ABANDONED |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
| Incoming Call Statistics              | Incoming Electric & Gas Calls | Calls Answered Joplin & Ozark | Calls Answered at Ozark | Calls Answered at Joplin | Calls Answered Thru IVR | Calls Answered at Contact Ctrs & IVR | Calls Abandoned by Caller | Percentage Abandoned | Calls Answered 30 Sec/Less | Avg Speed of Answer (min.sec) | Power 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              |
| <b>Totals &amp; Averages</b>          | <b>782,521</b>                | <b>515,081</b>                | <b>173,781</b>          | <b>341,300</b>           | <b>227,216</b>          | <b>742,297</b>                       | <b>40,224</b>             | <b>5%</b>            | <b>64%</b>                 | <b>0:56</b>                   | <b>45,267</b>      |

| AVERAGES and TOTALS PER SHIFT for Contact Center Agents |                        |                            |                              |                        |                             |                 |                |
|---|------------------------|----------------------------|------------------------------|------------------------|-----------------------------|-----------------|----------------|
| Agent Statistics  | Average Logged-In Time | Average Customer Talk Time | Average Agent Call Wait Time | Average Not Ready Time | Average Extension Talk Time | Calls Presented | Calls Answered |
|   | (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              | 77             |
| 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              | 72             |
| 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             |
| <b>Totals &amp; Averages</b>                            | <b>8:42:54</b>         | <b>0:03:32</b>             | <b>0:01:53</b>               | <b>0:37:45</b>         | <b>0:12:25</b>              | <b>84</b>       | <b>83</b>      |

| Staffing for Joplin & Ozark Contact Ctrs |       |                  |
|--|-------|------------------|
| Mgrs                                     | Super | Contact Ctr Agts |
| 2  | 2     | 29               |
| 2  | 2     | 26               |
| 2  | 2     | 28               |
| 2  | 2     | 28               |
| 2  | 2     | 33               |
| 2  | 2     | 36               |
| 2  | 2     | 36               |
| 2  | 2     | 33               |
| 2  | 2     | 32               |
| 2  | 2     | 27               |
| 2  | 2     | 29               |
| 2  | 2     | 30               |

Six Contact Ctr Agts Work Help Desk Duties

| CALL STATISTICS                       |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
|---------------------------------------|-------------------------------|-------------------------------|-------------------------|--------------------------|-------------------------|--------------------------------------|---------------------------|----------------------|----------------------------|-------------------------------|--------------------|
| CALLS RECEIVED, ANSWERED, & ABANDONED |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
| Incoming Call Statistics              | Incoming Electric & Gas Calls | Calls Answered Joplin & Ozark | Calls Answered at Ozark | Calls Answered at Joplin | Calls Answered Thru IVR | Calls Answered at Contact Ctrs & IVR | Calls Abandoned by Caller | Percentage Abandoned | Calls Answered 30 Sec/Less | Avg Speed of Answer (min.sec) | Power Outage 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              |
| May                                   | 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              |
| <b>Totals &amp; Averages</b>          | <b>704,362</b>                | <b>494,317</b>                | <b>145,555</b>          | <b>348,762</b>           | <b>184,123</b>          | <b>678,440</b>                       | <b>26,666</b>             | <b>4%</b>            | <b>78%</b>                 | <b>0:30</b>                   | <b>44,033</b>      |

| AGENT STATISTICS  |                                     |   |  |                                     |                                       |                 |                |
|---|-------------------------------------|---|--|-------------------------------------|---------------------------------------|-----------------|----------------|
| AVERAGES and TOTALS PER SHIFT for Contact Center Agents |                                     |   |  |                                     |                                       |                 |                |
| Agent Statistics  | Average Logged-In Time (hr.min.sec) | Average Customer Talk Time (hr.min.sec) | Average Agent Call Wait Time (min.sec) | Average Not Ready Time (hr.min.sec) | Average Extension Talk Time (min.sec) | Calls Presented | Calls Answered |
| Jan   | 8:26:02                             | 0:02:57                                 | 0:02:21                                | 0:21:36                             | 0:10:09                               | 85              | 83             |
| Feb   | 8:35:08                             | 0:03:02                                 | 0:01:40                                | 0:23:51                             | 0:09:33                               | 95              | 94             |
| March   | 8:33:24                             | 0:03:01                                 | 0:01:50                                | 0:24:56                             | 0:13:10                               | 88              | 86             |
| April   | 8:41:38                             | 0:03:05                                 | 0:01:42                                | 0:36:51                             | 0:12:50                               | 88              | 86             |
| May   | 8:59:55                             | 0:03:26                                 | 0:01:41                                | 0:36:18                             | 0:14:25                               | 90              | 87             |
| June  | 8:32:08                             | 0:03:17                                 | 0:01:47                                | 0:32:02                             | 0:15:04                               | 87              | 85             |
| July  | 8:43:59                             | 0:03:16                                 | 0:01:52                                | 0:36:49                             | 0:15:41                               | 91              | 88             |
| Aug   | 8:44:49                             | 0:03:36                                 | 0:01:43                                | 0:37:50                             | 0:15:01                               | 86              | 83             |
| Sept  | 8:38:55                             | 0:03:35                                 | 0:01:30                                | 0:46:06                             | 0:14:54                               | 88              | 86             |
| Oct   | 8:53:25                             | 0:03:32                                 | 0:01:22                                | 0:44:09                             | 0:14:26                               | 92              | 90             |
| Nov   | 9:02:39                             | 0:03:34                                 | 0:01:08                                | 0:50:16                             | 0:13:44                               | 96              | 94             |
| Dec   | 8:55:42                             | 0:03:24                                 | 0:02:14                                | 0:45:49                             | 0:12:40                               | 82              | 80             |
| <b>Totals &amp; Averages</b>                            | <b>8:43:59</b>                      | <b>0:03:19</b>                          | <b>0:01:44</b>                         | <b>0:36:23</b>                      | <b>0:13:28</b>                        | <b>89</b>       | <b>87</b>      |

| Staffing for Joplin & Ozark Contact Ctrs |       |                  |
|--|-------|------------------|
| Mgrs                                     | Super | Contact Ctr Agts |
| 2  | 2     | 34               |
| 2  | 2     | 32               |
| 2  | 1     | 31               |
| 2  | 1     | 29               |
| 2  | 1     | 32               |
| 2  | 1     | 32               |
| 2  | 1     | 32               |
| 2  | 1     | 29               |
| 2  | 1     | 29               |
| 2  | 1     | 30               |
| 2  | 1     | 27               |
| 2  | 1     | 29               |

Six Contact Ctr Agts Work Help Desk Duties

| CALL STATISTICS                       |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
|---------------------------------------|-------------------------------|-------------------------------|-------------------------|--------------------------|-------------------------|--------------------------------------|---------------------------|----------------------|----------------------------|-------------------------------|--------------------|
| CALLS RECEIVED, ANSWERED, & ABANDONED |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
| Incoming Call Statistics              | Incoming Electric & Gas Calls | Calls Answered Joplin & Ozark | Calls Answered at Ozark | Calls Answered at Joplin | Calls Answered Thru IVR | Calls Answered at Contact Ctrs & IVR | Calls Abandoned by Caller | Percentage Abandoned | Calls Answered 30 Sec/Less | Avg Speed of Answer (min.sec) | Power Outage Calls |
| Jan                                   | 55,638                        | 37,721                        | 11,568                  | 26,153                   | 16,129                  | 53,850                               | 1,788                     | 3%                   | 91%                        | 0:19                          | 3,370              |
| Feb                                   | 56,556                        | 40,416                        | 13,549                  | 26,867                   | 14,699                  | 55,115                               | 1,441                     | 3%                   | 83%                        | 0:19                          | 1,979              |
| March                                 | 59,739                        | 41,243                        | 11,636                  | 29,607                   | 16,831                  | 58,074                               | 1,665                     | 3%                   | 84%                        | 0:19                          | 2,543              |
| April                                 | 53,112                        | 39,428                        | 11,476                  | 27,952                   | 12,118                  | 51,546                               | 1,566                     | 3%                   | 82%                        | 0:22                          | 2,474              |
| May                                   | 54,507                        | 40,129                        | 10,886                  | 29,243                   | 12,726                  | 52,855                               | 1,652                     | 3%                   | 81%                        | 0:22                          | 3,501              |
| June                                  | 57,990                        | 42,627                        | 11,287                  | 31,340                   | 13,585                  | 56,212                               | 1,778                     | 3%                   | 83%                        | 0:21                          | 5,115              |
| July                                  | 57,489                        | 41,103                        | 13,055                  | 28,048                   | 14,134                  | 55,237                               | 2,252                     | 4%                   | 84%                        | 0:23                          | 5,759              |
| Aug                                   | 64,207                        | 46,267                        | 15,277                  | 30,990                   | 15,037                  | 61,304                               | 2,903                     | 5%                   | 79%                        | 0:29                          | 4,858              |
| Sept                                  | 58,964                        | 42,990                        | 14,203                  | 28,787                   | 14,106                  | 57,096                               | 1,868                     | 3%                   | 76%                        | 0:26                          | 2,791              |
| Oct                                   | 58,266                        | 43,154                        | 12,789                  | 30,365                   | 12,897                  | 56,051                               | 2,215                     | 4%                   | 71%                        | 0:32                          | 3,438              |
| Nov                                   | 52,634                        | 37,521                        | 9,726                   | 27,795                   | 13,219                  | 50,740                               | 1,894                     | 4%                   | 66%                        | 0:36                          | 2,196              |
| Dec                                   | 49,379                        | 34,846                        | 9,503                   | 25,343                   | 13,019                  | 47,865                               | 1,514                     | 3%                   | 77%                        | 0:25                          | 2,938              |
| <b>Totals &amp; Averages</b>          | <b>678,481</b>                | <b>487,445</b>                | <b>144,955</b>          | <b>342,490</b>           | <b>168,500</b>          | <b>655,945</b>                       | <b>22,536</b>             | <b>3%</b>            | <b>80%</b>                 | <b>0:24</b>                   | <b>40,962</b>      |

| AGENT STATISTICS  |                                     |   |  |                                     |                                       |                 |                |
|---|-------------------------------------|---|--|-------------------------------------|---------------------------------------|-----------------|----------------|
| AVERAGES and TOTALS PER SHIFT for Contact Center Agents |                                     |   |  |                                     |                                       |                 |                |
| Agent Statistics  | Average Logged-In Time (hr.min.sec) | Average Customer Talk Time (hr.min.sec) | Average Agent Call Wait Time (min.sec) | Average Not Ready Time (hr.min.sec) | Average Extension Talk Time (min.sec) | Calls Presented | Calls Answered |
| 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             |
| <b>Totals &amp; Averages</b>                            | <b>8:40:37</b>                      | <b>0:02:58</b>                          | <b>0:01:48</b>                         | <b>0:29:04</b>                      | <b>0:13:54</b>                        | <b>95</b>       | <b>92</b>      |

| Staffing for Joplin & Ozark Contact Ctrs |       |                  |
|--|-------|------------------|
| Mgrs                                     | Super | Contact Ctr Agts |
| 2  | 2     | 34               |
| 2  | 2     | 33               |
| 2  | 2     | 33               |
| 2  | 2     | 33               |
| 2  | 2     | 33               |
| 2  | 2     | 33               |
| 2  | 2     | 32               |
| 2  | 2     | 32               |
| 2  | 2     | 32               |
| 2  | 2     | 32               |
| 2  | 2     | 32               |
| 2  | 2     | 34               |

Seven Contact Ctr Agts  
 Work Help Desk Duties

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

| AGENT STATISTICS  |                                     |   |  |                                     |                                       |                 |                |
|---|-------------------------------------|---|--|-------------------------------------|---------------------------------------|-----------------|----------------|
| AVERAGES and TOTALS PER SHIFT for Contact Center Agents |                                     |   |  |                                     |                                       |                 |                |
| Agent Statistics  | Average Logged-In Time (hr.min.sec) | Average Customer Talk Time (hr.min.sec) | Average Agent Call Wait Time (min.sec) | Average Not Ready Time (hr.min.sec) | Average Extension Talk Time (min.sec) | Calls Presented | Calls Answered |
| Jan   | 8:41:35                             | 0:03:01                                 | 0:02:13                                | 0:22:18                             | 0:10:26                               | 90              | 89             |
| Feb   | 8:43:35                             | 0:02:46                                 | 0:01:41                                | 0:41:43                             | 0:09:18                               | 106             | 105            |
| March   | 8:46:20                             | 0:03:20                                 | 0:01:17                                | 0:25:54                             | 0:09:28                               | 97              | 95             |
| April   | 8:46:06                             | 0:02:56                                 | 0:02:07                                | 0:35:29                             | 0:11:44                               | 92              | 90             |
| May   | 8:34:37                             | 0:02:52                                 | 0:02:24                                | 0:16:05                             | 0:12:01                               | 90              | 88             |
| June  | 8:45:10                             | 0:02:47                                 | 0:01:38                                | 0:32:23                             | 0:15:04                               | 103             | 101            |
| July  | 8:35:36                             | 0:03:02                                 | 0:01:51                                | 0:40:37                             | 0:10:20                               | 94              | 92             |
| Aug   | 8:39:26                             | 0:02:54                                 | 0:02:13                                | 0:34:20                             | 0:10:48                               | 91              | 89             |
| Sept  | 8:34:25                             | 0:03:07                                 | 0:02:01                                | 0:16:32                             | 0:13:14                               | 88              | 90             |
| Oct   | 8:40:25                             | 0:03:02                                 | 0:01:46                                | 0:23:40                             | 0:12:24                               | 93              | 91             |
| Nov   | 8:35:43                             | 0:03:18                                 | 0:02:03                                | 0:17:13                             | 0:13:19                               | 86              | 84             |
| Dec   | 8:32:34                             | 0:02:29                                 | 0:02:34                                | 0:30:50                             | 0:09:26                               | 88              | 86             |
| <b>Totals &amp; Averages</b>                            | <b>8:39:38</b>                      | <b>0:02:58</b>                          | <b>0:01:59</b>                         | <b>0:28:05</b>                      | <b>0:11:28</b>                        | <b>93</b>       | <b>92</b>      |

| Staffing for Joplin & Ozark Call Ctrs |       |               |
|---------------------------------------|-------|---------------|
| Mgrs                                  | Super | Call Ctr Agts |
| 2                                     | 1     | 35            |
| 2                                     | 1     | 33            |
| 2                                     | 1     | 33            |
| 2                                     | 1     | 33            |
| 2                                     | 1     | 33            |
| 2                                     | 1     | 35            |
| 2                                     | 1     | 34            |
| 2                                     | 1     | 34            |
| 2                                     | 1     | 34            |
| 2                                     | 1     | 35            |
| 2                                     | 1     | 34            |
| 2                                     | 2     | 34            |

Seven Contact Ctr Agts  
 Work Help Desk Duties

| CALL STATISTICS                       |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
|---------------------------------------|-------------------------------|-------------------------------|-------------------------|--------------------------|-------------------------|--------------------------------------|---------------------------|----------------------|----------------------------|-------------------------------|--------------------|
| CALLS RECEIVED, ANSWERED, & ABANDONED |                               |                               |                         |                          |                         |                                      |                           |                      |                            |                               |                    |
| Incoming Call Statistics              | Incoming Electric & Gas Calls | Calls Answered Joplin & Ozark | Calls Answered at Ozark | Calls Answered at Joplin | Calls Answered Thru IVR | Calls Answered at Contact Ctrs & IVR | Calls Abandoned by Caller | Percentage Abandoned | Calls Answered 30 Sec/Less | Avg Speed of Answer (min.sec) | Power Outage Calls |
| Jan                                   | 65,843                        | 48,176                        | 14,665                  | 33,511                   | 14,993                  | 63,169                               | 2,674                     | 4%                   | 85%                        | 0:23                          | 6,318              |
| Feb                                   | 57,388                        | 42,286                        | 14,149                  | 28,137                   | 13,072                  | 55,358                               | 2,030                     | 4%                   | 75%                        | 0:31                          | 4,268              |
| March                                 | 61,466                        | 44,713                        | 13,560                  | 31,153                   | 13,640                  | 58,353                               | 3,113                     | 5%                   | 72%                        | 0:43                          | 3,397              |
| April                                 | 60,669                        | 43,516                        | 12,729                  | 30,787                   | 15,010                  | 58,526                               | 2,143                     | 4%                   | 86%                        | 0:23                          | 3,907              |
| May                                   | 59,983                        | 44,160                        | 13,968                  | 30,192                   | 13,925                  | 58,085                               | 1,898                     | 3%                   | 89%                        | 0:21                          | 5,055              |
| June                                  | 70,033                        | 50,344                        | 13,841                  | 36,503                   | 16,910                  | 67,254                               | 2,779                     | 4%                   | 84%                        | 0:25                          | 8,365              |
| July                                  | 63,434                        | 46,666                        | 13,325                  | 33,341                   | 14,688                  | 61,354                               | 2,080                     | 3%                   | 86%                        | 0:23                          | 5,130              |
| Aug                                   | 62,439                        | 44,547                        | 11,976                  | 32,571                   | 15,529                  | 60,076                               | 2,363                     | 4%                   | 85%                        | 0:24                          | 5,030              |
| Sept                                  | 64,579                        | 46,843                        | 14,102                  | 32,741                   | 15,641                  | 62,484                               | 2,095                     | 3%                   | 86%                        | 0:21                          | 5,596              |
| Oct                                   | 65,313                        | 49,348                        | 15,385                  | 33,963                   | 13,873                  | 63,221                               | 2,092                     | 3%                   | 86%                        | 0:21                          | 3,553              |
| Nov                                   | 53,650                        | 37,874                        | 10,046                  | 27,828                   | 13,690                  | 51,564                               | 2,086                     | 4%                   | 77%                        | 0:32                          | 3,379              |
| Dec                                   | 53,285                        | 39,682                        | 11,287                  | 28,395                   | 12,053                  | 51,735                               | 1,550                     | 3%                   | 87%                        | 0:19                          | 2,279              |
| <b>Totals &amp; Averages</b>          | <b>738,082</b>                | <b>538,155</b>                | <b>159,033</b>          | <b>379,122</b>           | <b>173,024</b>          | <b>711,179</b>                       | <b>26,903</b>             | <b>4%</b>            | <b>83%</b>                 | <b>0:25</b>                   | <b>56,277</b>      |