

Exhibit No.:
Issue(s): *Merger Conditions*
Call Center Metrics
Witness: *Contessa King*
Sponsoring Party: *MoPSC Staff*
Type of Exhibit: *Direct Testimony*
Case No.: *GR-2021-0320*
Date Testimony Prepared: *January 24, 2022*

MISSOURI PUBLIC SERVICE COMMISSION
FINANCIAL AND BUSINESS ANALYSIS DIVISION
CUSTOMER EXPERIENCE DEPARTMENT

DIRECT TESTIMONY

OF

CONTESSA KING

THE EMPIRE DISTRICT GAS COMPANY,
d/b/a Liberty

CASE NO. GR-2021-0320

Jefferson City, Missouri
January 2022

1 **DIRECT TESTIMONY**

2 **OF**

3 **CONTESSA KING**

4 **THE EMPIRE DISTRICT GAS COMPANY,**
5 **d/b/a Liberty**

6 **CASE NO. GR-2021-0320**

7 Q. Please state your name and business address.

8 A. My name is Contessa King. My business address is 200 Madison Street,
9 Jefferson City, Missouri 65101.

10 Q. By whom are you employed and in what capacity?

11 A. I am employed by the Missouri Public Service Commission (“Commission”) as
12 the Manager of the Customer Experience Department.

13 Q. Please describe your educational background and relevant work experience.

14 A. My credentials are attached to my testimony as Schedule CK-d1.

15 Q. What is the purpose of this Direct Testimony?

16 A. The purpose of this Direct Testimony is to address The Empire District Gas
17 Company’s (“Empire Gas”) compliance with certain Customer Service Conditions from
18 the Commission approved Staff Stipulation and Agreement in Case No. EM-2016-0213,
19 with an emphasis on Empire Gas’s customer service and operational levels post-merger. In
20 Case No. EM-2016-0213, the Commission authorized the merger of the electric, gas, and
21 water operations of The Empire District Electric Company (“Empire”) with Liberty
22 Utilities (Central) Co. and Liberty Sub Corp.

23 Q. Please list the Customer Service Conditions outlined in the Staff Stipulation and

24 Agreement in Case No. EM-2016-0213.

1 A. These conditions are:

- 2 1. Empire and Liberty will strive to meet or exceed the customer service
3 and operational levels currently provided to their customers.
- 4 2. Empire and Liberty will meet with Staff Consumer and Management
5 Analysis personnel on a periodic basis (such as quarterly) or, as Staff
6 deems necessary, after the close of the Transaction to review contact
7 center and other service quality performance. Staff and/or OPC may
8 request additional periodic meetings with Empire and Liberty
9 personnel to address customer service operating procedures and the
10 level of service being provided to Missouri customers.
- 11 3. Empire and Liberty shall notify Staff of any material operational
12 changes concerning customer contact centers, or other customer
13 service functions, occurring within 24 months of the close of the
14 Transaction. Material operational changes include, but are not limited
15 to: Empire and/or Liberty employing call deferral technologies such
16 as Virtual Hold or Call Back In Queue, outsourcing call center or
17 other service quality processes, such as meter reading, substantial
18 changes in billing processes, and the utilization of services or
19 management agreements to perform any of the customer service
20 functions currently performed by any of the previously noted three
21 companies. Empire and Liberty agree to begin reporting the
22 utilization of call deferral technologies if and when they are
23 implemented. Such reports shall include 1) the number of calls
24 offered call deferral technology, and 2) the number of calls accepting
25 call deferral technology.
- 26 4. Within thirty (30) days after closing the Transaction, Empire and
27 LU Central shall provide Staff and OPC a current organizational
28 chart, illustrating the positions and names of employees that have
29 customer service responsibilities. In the event structural changes are
30 made to Empire's organization, updated organizational charts shall be
31 provided to Staff and OPC within 30 days of such changes.
- 32 5. Empire and Liberty agree to not make available, sell or
33 transfer customer information to affiliated or unaffiliated entities
34 without prior informed consent of the Missouri customer, other than
35 as necessary to provide services to and in support of their
36 regulated operations.

1 6. In evaluating billing systems for future use, the Joint Applicants shall
2 consider the ability of any billing system to maintain or improve
3 cumulative frequency distribution of bills ending in each block in
4 each billing cycle and the quality of existing load research and
5 metering data.

6 7. The Joint Applicants agree that Empire’s load research sample will
7 take into account both the summer and winter usage of the customers
8 in each customer class before Empire’s next subsequent rate case.¹

9 Q. Do you plan to address all of the aforementioned conditions?

10 A. No. My Direct Testimony will address Customer Service Conditions one
11 through four given those are the conditions that the Commission’s Customer Experience
12 Department monitors.

13 Q. Concerning condition one, what is Staff’s analysis on Empire’s requirement to
14 strive to meet or exceed pre-merger customer service and operational levels?

15 A. Staff opines that Empire may have attempted to meet these performance
16 goals but failed to meet its targeted levels of performance following the merger.
17 Empire’s decline in call center performance is documented in The Empire District Electric
18 Company’s (“Empire Electric”) last General Rate Case No. ER-2019-0374.

19 Q. Why are you referencing the call center performance issues discussed in Empire
20 Electric’s last general rate case when this testimony involves Customer Service Conditions from
21 the merger and the customer service performance of Empire Gas after the merger?

22 A. Empire has two call centers (Ozark, MO and Joplin, MO). Empire call
23 centers handle all the incoming calls for the legacy Empire service territory. This includes
24 electric, gas and water customers.² The same call center metrics and concerns referenced in

¹ EM-2016-0213, Stipulation and Agreement, August 4, 2016, page 10.

² Empire Gas’s response to Staff Data Request No. 0205.

Direct Testimony of
Contessa King

1 Empire Electric's current general rate case No. ER-2021-0312 and the prior general rate case
2 No. ER-2019-0374 are relevant to this Empire Gas's general rate case No. GR-2021-0320.

3 Q. In Staff's opinion, what factors contributed to Empire's decline in performance
4 levels post-merger?

5 A. There may be several factors that led to lower performance after the merger;
6 however, one definitive factor is an almost 60% employee turnover in the Contact Center³. In
7 Staff's experience, employee turnover is not uncommon after a merger. Empire responded to
8 its challenges by increasing staff beyond pre-merger levels in the Contact Center along with
9 other process improvements. Staff understands that it takes time and proper training for new
10 call center staff to perform at optimal performance levels.

11 Q. Has Staff noticed a recent improvement in Empire's call center metrics?

12 A. Yes. Per the conditions of the merger case No. EM-2016-0213 and due to the
13 customer service issues identified in Empire Electric's last general rate case No. ER-2019-0374,
14 Staff regularly monitors Empire's customer service and operational performance. The trends
15 are improving, and Staff is cautiously encouraged by statistics provided by Empire on a monthly
16 basis and the metrics provided in response to Staff Data Request No. 0204 (Schedule CK-d2)
17 which indicate Empire exceeded its targeted performance levels by 4% in 2020. As of
18 November 2021, the Company was slightly under its goal by 2%⁴. Overall performance data
19 for years 2020 and 2021 demonstrates improvement compared to 2017, 2018, and 2019 when
20 the Company missed its service level goal⁵ by 2%, 16%, and 11% respectively.

³ ER-2019-0374, Direct Testimony of Brent Baker, August 14, 2019, page 12.

⁴ Empire Gas's response to Staff Data Request No. 0204 states that the Company currently tracks the same metrics as pre-merger. Empire's service level goal is 80%.

⁵ Service level is the percentage of calls answered within a specific time, Empire Gas's response to Staff Data Request No. 0203 (Schedule CK-d3).

1

Empire Service Levels - Goal 80%	
2015	83%
2016	80%
2017	78%
2018	64%
2019	69%
2020	84%
2021(through November)	78%

2

3

Q. Has Empire complied with Customer Service Conditions two through four?

4

A. Yes. Empire complied with merger conditions two through four by meeting with

5

Staff on a periodic basis to discuss Empire's call center performance and other customer service

6

activity. Empire provided organizational charts illustrating the positions and names of

7

employees that have customer service responsibilities.

8

Q. Does this conclude your direct testimony?

9

A. Yes, it does.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

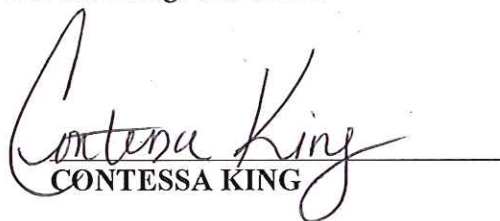
In the Matter of The Empire District Gas)
Company's d/b/a Liberty Request to File Tariffs) Case No. GR-2021-0320
to Change its Rates for Natural Gas Service)

AFFIDAVIT OF CONTESSA KING

STATE OF MISSOURI)
) ss.
COUNTY OF COLE)

COMES NOW CONTESSA KING and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Direct Testimony of Contessa King*; and that the same is true and correct according to her best knowledge and belief.


Further the Affiant sayeth not.


CONTESSA KING

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 20th day of January 2022.

D. SUZIE MANKIN
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: April 04, 2025
Commission Number: 12412070


Notary Public

Contessa J. King
Customer Experience Department
Financial and Business Analysis Division

Professional Experience:

*Regulatory Compliance Manager, Financial and Business Analysis Division & Staff Division
(November 2017-current)*

Outreach and Diversity Officer, Administration (2015-2017)

Consumer Outreach Coordinator, Administration (2013-2015)

Utility Policy Analyst I, Operations (2012-2013)

Consumer Services Coordinator-Assistant Manager, Administration & Staff Counsel (2007-2012)

Consumer Services Specialist II, Administration (2005-2007)

Senior Office Support Assistant, Adjudication (2002-2005)

Missouri Secretary of State's Office, Corporations Unit (2000-2002)

KMIZ TV - FOX 11, Benedek Broadcasting Company (1994-2000)

I graduated from the University of Missouri-Columbia with a Bachelor of General Studies (a multidisciplinary degree) areas of study: Communications, Mass Communications and Humanities. In October 2011, I attended the Center for Public Utilities regulatory training at New Mexico State University.

Participant in the first, second, and fourth partnership exchange between the Commission and the National Energy Regulatory Agency of Moldova (ANRE), traveled to Chisinau, Moldova June 2010. Contributions include a two-part presentation on consumer affairs, trained ANRE delegates, assisted with the re-engineering of the Commission's Electronic Filing Information System (EFIS) capability, developed a new workflow procedure for ANRE's petitions/complaints process and assisted with partnership coordination efforts. Partnership supported by National Association of Regulatory Utility Commissioners (NARUC) and the United States Agency for International Development (USAID).

Selected to participate in a partnership exchange between NARUC and the Nigerian Electric Regulatory Commission (NERC); traveled to Abuja, Nigeria October 2012 (partnership exchange supported by USAID). Invited to participate in a partnership exchange between NARUC and the Kenya Energy Regulatory Commission (ERC); traveled to Nairobi, Kenya May 2016 (partnership exchange supported by USAID and Power Africa).

Case Participation:

The following is a listing of cases before the Commission in which I provided testimony, Staff recommendation(s) or significant analysis:

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
2/21/2021	AO-2021-0264	Cause of the February 2021 Cold Weather Event and its Impact on Investor Owned Utilities	Staff Report
5/11/2020	AW-2020-0356	Working Case to Consider Best Practices for Recovery of Past-Due Utility Customer Payments After the Covid-19 Pandemic Emergency	Staff Report
11/25/2019	AW-2020-0148	Working Case to Reconsider a Proposed Residential Customer Disconnection Data Reporting Rule	Analysis
6/14/2017	AW-2017-0336	General Review of Commission Rules	Analysis
6/27/2018	AW-2018-0393	Working Case for the Writing of a New Rule on the Treatment of Customer Information by Regulated Utilities and Their Affiliates and Nonaffiliates	Analysis
2/9/2011	AW-2011-0252	Working File to Consider Changes to Chapter 13 Service and Billing Practice Rules	Analysis
9/18/2019	AX-2020-0076	Proposed Rule Regarding the Treatment of Customer Information by Commission Regulated Utilities	Analysis
11/9/2018	AX-2018-0395	Proposed Revisions to Improve the Commission's Rules (Chapter 13 Rules)	Analysis
8/29/2012	AX-2013-0091	Proposed Rulemaking to Amend 4 CSR 240-13 Service and Billing Practices for Residential Customers	Analysis
8/20/2009	AX-2010-0061	Public Counsel's Petition for Promulgation of Rules Relating to Billing and Payment Standards for Residential Customers	Analysis
11/12/2012	CA-2013-0271	New Horizons Communications Corp. - Application for Certificate	Staff Recommendation
5/9/2013	CA-2013-0492	Giant Communications, Inc. - Application for Certificate	Staff Recommendation
6/28/2013	CA-2013-0548	FidelityLink, LLC - Application for Certificate	Staff Recommendation
7/30/2013	CO-2014-0025	Metropolitan Telecommunications of Missouri, Inc. – Application to Expand Certificate of Basic Local Service Authority	Staff Recommendation

cont'd Contessa J. King

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
1/18/2019	EC-2019-0168	Jill Covington Beatty v. Ameren Missouri - Complaint Case	Staff Report and Testimony
10/31/2017	EC-2018-0113	Anthony R. Granillo v. Ameren Missouri - Complaint Case	Analysis
10/02/2019	EE-2019-0382	Ameren Missouri's Request for a Waiver to Various Tariffs and Regulation to Enable the Deployment of Automated Metering Infrastructure Beginning in 2020	Analysis
1/12/2018	EM-2018-0012	Application of Great Plains Energy Incorporated for Approval of its Merger with Westar Energy, Inc.	Analysis
8/6/2020	EO-2021-0032	An Agreement Between Evergy, Inc., and Elliott Management, Inc.	Staff Report
11/6/2018	EO-2019-0132 EO-2019-0133	Kansas City Power & Light Company's Notice of Intent to File an Application for Authority to Establish a Demand-Side Programs Investment Mechanism	Analysis
8/25/2014	EO-2015-0055	Ameren Missouri's 2nd Filing to Implement Regulatory Changes in Furtherance of Energy Efficiency as Allowed by MEEIA - Flex Pay Application Filed 11/30/2017	Analysis
5/28/2021	ER-2021-0312	The Empire District Electric Company d/b/a Liberty – General Rate Case	Direct – Cost of Service Staff Report, Rebuttal
7/3/2019	ER-2019-0335	Union Electric Company d/b/a Ameren Missouri – General Rate Case	Direct – Class Cost of Service Staff Report, Rebuttal
6/18/2018	ER-2018-0145	Kansas City Power & Light Company - General Rate Case	Direct – Cost of Service Staff Report
6/18/2018	ER-2018-0146	KCP&L Greater Missouri Operations Company - General Rate Case	Direct – Cost of Service Staff Report
12/1/2011	ER-2012-0174	Kansas City Power & Light Company - General Rate Case	Direct, Rebuttal, Surrebuttal
12/1/2011	ER-2012-0175	KCP&L Greater Missouri Operations Company - General Rate Case	Direct, Rebuttal, Surrebuttal
9/21/2020	ET-2021-0082	Union Electric Company d/b/a Ameren Missouri for Approval of its Surge Protection Program	Staff Report

cont'd Contessa J. King

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
8/6/2012	EW-2013-0045 GW-2013-0046 WW-2013-0047	Working Case (Consolidated) to Consider the Establishment of a Low-Income Customer Class or Other Means to Help Make Utility Services Affordable	Analysis
12/5/2019	GC-2020-0057	William L. Hackney & Catrina Hackney v. Spire – Complaint Case	Analysis
6/15/2018	GC-2018-0377	Imri Meiron v. Spire - Complaint Case	Analysis
12/6/2017	GC-2018-0159	Lisa Lambert v. Spire - Complaint Case	Analysis
1/22/2013	GC-2013-0361	William Wehrle v. Laclede Gas Company – Complaint Case	Analysis
2/2/2006	GC-2006-0318	Staff v. Laclede Gas Company - Complaint Case	Analysis
3/16/2018	GO-2018-0251	Investigation of Customer Service Issues at Spire Missouri, Inc.	Staff Report
1/17/2018	GO-2018-0195	Investigation into the Interruption Of Summit's Gas Deliveries in the Lebanon, Missouri Region	Analysis
4/13/2018	GR-2018-0013	Liberty Utilities (Misstates Natural Gas) Corp. d/b/a Liberty Utilities – General Rate Case	Analysis
1/24/2013	TA-2013-0363	Matrix Telecom, Inc. d/b/a VarTec Telecom – Application for Certificate	Staff Recommendation
1/24/2013	TA-2013-0364	Matrix Telecom, Inc. d/b/a Excel Telecommunications – Application for Certificate	Staff Recommendation
4/23/2013	TA-2013-0464	TNCI Operating Company LLC – Application for Certificate	Staff Recommendation
9/24/2013	TA-2014-0083	Angel Americas, LLC – Application for Certificate	Staff Recommendation
11/15/2012	TD-2013-0275	360networks (USA), Inc. - Cancellation of Certificate of Service Authority	Staff Recommendation
11/15/2012	TD-2013-0276	AboveNet Communications, Inc. - Cancellation of Certificate of Service Authority	Staff Recommendation
7/8/2019	WC-2019-0324	Cordney Jack Travis v. Missouri-American Water Company – Complaint Case	Analysis
3/3/2006	WC-2006-0345	Dione C. Joyner v. Missouri-American Water Company - Complaint Case	Staff Recommendation
12/15/2017	WR-2018-0170 SR-2018-0171	Liberty Utilities (Missouri Water) - Small Utility Rate Case	Analysis



Liberty Utilities (The Empire District Gas Company)

Case No. GR-2021-0320

Missouri Public Service Commission Data Request - 0204

Data Request Received: 2021-11-30

Response Date: 2021-12-16

Request No. 0204

Witness/Respondent: Jon Harrison

Submitted by: Contessa King, Contessa.King@psc.mo.gov

REQUEST:

On page four of his direct testimony, Mr. Harrison states that EDG is in compliance with customer service conditions in the merger case. Please explain in detail what specifically the Company is measuring to determine if customer service and operational level targets are met. Is the Company using the same methodology to determine performance levels that was used pre-merger (EM-2016-0213)? Please provide performance metrics used to determine performance levels on a monthly basis from 2015 to YTD 2021.

RESPONSE:

EDG continues to strive to meet the customer service and operational targets approved in the merger docket. EDG have added staff to help offset employee turnover and continue to answer incoming calls as quickly as possible. The Company uses the same methodology to determine performance levels now as it did pre-merger, measuring service level, abandoned rates, and average speed of answer each month to determine if we are meeting customer service performance levels. Attached are the reports for 2015 to November 2021.

Please see attached document "Missouri GR 2021 0320 MPSC 0204 Statistics.pdf" for 2015-2021 statistics.

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
2021 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	101,150	43,139	13,942	29,197	56,448	99,587	1,563	2%	73%	0:31	4,305
Feb	107,675	44,327	12,526	31,801	59,944	104,271	3,404	3%	66%	0:56	10,449
March	111,475	47,265	15,957	31,308	61,757	109,022	2,453	2%	71%	0:42	4,872
April	86,336	34,771	10,518	24,253	51,102	85,873	463	1%	95%	0:11	2,947
May	83,889	32,388	9,757	22,631	51,028	83,416	473	1%	97%	0:09	6,021
June	87,047	35,310	9,281	26,029	51,082	86,392	655	1%	93%	0:13	3,902
July	87,861	34,392	9,545	24,847	52,648	87,040	821	1%	85%	0:20	4,494
Aug	92,366	37,924	10,726	27,198	53,001	90,925	1,441	2%	75%	0:30	6,496
Sept	101,420	41,543	11,422	30,121	56,641	98,184	3,236	3%	63%	0:49	5,525
Oct	98,880	36,885	10,668	26,217	60,676	97,561	1,319	1%	74%	0:29	4,733
Nov	89,306	33,199	12,612	20,587	54,479	87,678	1,688	2%	66%	0:45	3,971
Dec											
Totals & Averages	1,047,405	421,143	126,954	294,189	608,806	1,029,949	17,516	2%	78%	0:33	57,715

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Jan	55,415	38,339	12,670	25,669	16,022	54,361	1,054	2%	77%	0:26	1,756
Feb	50,039	34,430	12,412	22,018	14,604	49,034	1,005	2%	78%	0:26	1,504
March	50,673	32,998	10,901	22,097	16,889	49,887	786	2%	90%	0:14	3,814
April	43,401	27,395	7,330	20,065	15,591	42,986	415	1%	97%	0:10	3,745
May	41,781	23,352	6,890	16,462	18,047	41,399	382	1%	97%	0:11	5,048
June	48,880	30,041	9,370	20,671	18,062	48,103	777	2%	96%	0:12	5,966
July	53,191	33,805	10,426	23,379	18,705	52,510	681	1%	89%	0:16	4,139
Aug	64,447	42,699	13,798	28,901	20,580	63,279	1,168	2%	75%	0:30	3,629
Sept	61,063	40,795	12,629	28,166	19,239	60,034	1,029	2%	79%	0:25	2,068
Oct	72,886	43,829	14,236	29,593	27,844	71,673	1,213	2%	78%	0:26	5,841
Nov	91,148	37,440	10,392	27,048	52,122	89,562	1,586	4%	67%	0:42	3,908
Dec	89,930	38,510	11,175	27,335	50,530	89,040	890	1%	84%	0:19	2,874
Totals & Averages	722,854	423,633	132,229	291,404	288,235	711,868	10,986	2%	84%	0:21	44,292

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
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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	70,526	46,680	15,038	31,642	19,623	66,303	4,223	6%	52%	1:06	4,855
Nov	58,983	36,365	11,049	25,316	19,370	55,735	3,248	6%	59%	1:03	4,549
Dec	54,611	35,306	11,332	23,974	17,517	52,823	1,788	3%	70%	0:38	1,632
Totals & Averages	757,440	495,545	166,626	328,919	228,918	724,463	32,977	4%	69%	0:43	51,468

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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 & Averages	782,521	515,081	173,781	341,300	227,216	742,297	40,224	5%	64%	0:56	45,267

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
2017 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
Totals & Averages	704,362	494,317	145,555	348,762	184,123	678,440	26,666	4%	78%	0:30	44,033

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
2016 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
Totals & Averages	678,481	487,445	144,955	342,490	168,500	655,945	22,536	3%	80%	0:24	40,962

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
2015 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
Totals & Averages	734,814	519,748	161,095	358,653	190,693	710,441	24,374	3%	83%	0:22	45,446



Liberty Utilities (The Empire District Gas Company)

Case No. GR-2021-0320

Missouri Public Service Commission Data Request - 0203

Data Request Received: 2021-11-30

Response Date: 2021-12-13

Request No. 0203

Witness/Respondent: Jon Harrison

Submitted by: Contessa King, Contessa.King@psc.mo.gov

REQUEST:

On pages four and five of his direct testimony, Mr. Harrison discusses customer service call answering metrics. Please provide and define how each key metric (i.e. ACR, ASA etc.) is calculated and the goal for each. Please update the contact performance data provided on page five of Mr. Harrison's testimony, to include data from July 2021 to present day.

RESPONSE:

Average Speed of Answer is the average time in which calls presented to agents are answered. Our goal is 30 seconds or less.

Abandoned rate is the percentage of calls that disconnect before being answered by an agent. Our goal is 5% or less.

Service level is the percentage of calls answered within a specific time. Our goal is for 80% of calls to be answered in 30 seconds or less. Currently service level YTD is 77%.

Please see updated chart to include data from July 2021 to November 2021.