

**Spire Missouri Inc.  
d/b/a Spire Missouri West**

**GM-2013-0254**

**Report for Calendar Year 2017**

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**  
**January, 2017**

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	Alorica CENTER	Alorica Back Office											
1/1/2017	909	909	2	100%									100%
1/2/2017	2,116	2,116	2	100%									100%
1/3/2017	3,935	3,443	8,299	10.66%	66	60	498	70%					
1/4/2017	3,537	3,396	8,368	10.66%	66	60	498	70%					
1/5/2017	2,776	2,804	7,139	0.04%	71	39	53	100%					
1/6/2017	2,267	2,165	5,785	1.22%	40	57	787	74%					
1/7/2017	1,173	1,173	1,449	6.39%	61	208	30	729	84%				
1/8/2017	12,515	14,498	29,232	6.39%	61	208	30	729	84%				
1/9/2017	4,058	4,253	6,309	2.63%	61	63	158	76%					
1/10/2017	3,165	3,205	5,053	0.26%	63	51	197	98%					
1/11/2017	2,985	3,046	4,919	0.52%	62	48	173	97%					
1/12/2017	2,804	2,855	4,707	0.57%	67	42	189	96%					
1/13/2017	3,293	3,356	5,108	0.65%	66	50	150	100%					
1/14/2017	1,449	1,449	1,449	0.92%	64	258	22	217	89%				
1/15/2017	16,304	16,715	29,578	0.92%	64	258	22	217	89%				
1/16/2017	2,660	2,697	4,584	0.53%	61	44	93	99%					
1/17/2017	3,358	3,490	5,316	1.98%	58	58	177	88%					
1/18/2017	2,916	3,063	5,255	2.09%	60	49	170	90%					
1/19/2017	2,896	2,980	5,041	1.13%	61	48	249	94%					
1/20/2017	2,775	2,831	4,915	0.77%	57	49	159	95%					
1/21/2017	1,200	1,200	1,200	1.24%	59	248	18	298	94%				
1/22/2017	14,605	15,061	27,949	1.24%	59	248	18	298	94%				
1/23/2017	3,501	3,606	5,973	1.69%	62	57	155	88%					
1/24/2017	2,812	2,883	4,674	0.94%	62	46	216	94%					
1/25/2017	2,667	2,734	4,259	0.95%	58	46	211	95%					
1/26/2017	2,626	2,741	4,854	0.80%	58	47	162	95%					
1/27/2017	3,022	3,111	5,895	1.10%	54	57	152	88%					
1/28/2017	14,628	15,075	28,312	0.99%	59	252	18	212	92%				
1/29/2017	2,790	2,883	4,492	1.40%	60	46	212	91%					
1/30/2017	6,120	6,424	13,152	1.92%	60	103	302	82%					
1/31/2017	583	6,773	60,450	2.35%	61	1,069	549	89%					
MTD	64,172	67,773	128,223	2.35%	61	1,069	549	89%					
YTD	64,172	67,773	128,223	2.35%	61	1,069	549	89%					
WEEK	167	167	28312	0.99%	59	252	18	212	92%				
WEEK	1,038	1,038	1,038	100%	2	2	2	100%					
WEEK	18	18	5,375	1.40%	60	46	212	91%					
WEEK	51	51	13,152	1.92%	60	103	302	82%					
MTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
YTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
WEEK	167	167	28312	0.99%	59	252	18	212	92%				
WEEK	1,038	1,038	1,038	100%	2	2	2	100%					
WEEK	18	18	5,375	1.40%	60	46	212	91%					
WEEK	51	51	13,152	1.92%	60	103	302	82%					
MTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
YTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
WEEK	167	167	28312	0.99%	59	252	18	212	92%				
WEEK	1,038	1,038	1,038	100%	2	2	2	100%					
WEEK	18	18	5,375	1.40%	60	46	212	91%					
WEEK	51	51	13,152	1.92%	60	103	302	82%					
MTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
YTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
WEEK	167	167	28312	0.99%	59	252	18	212	92%				
WEEK	1,038	1,038	1,038	100%	2	2	2	100%					
WEEK	18	18	5,375	1.40%	60	46	212	91%					
WEEK	51	51	13,152	1.92%	60	103	302	82%					
MTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
YTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
WEEK	167	167	28312	0.99%	59	252	18	212	92%				
WEEK	1,038	1,038	1,038	100%	2	2	2	100%					
WEEK	18	18	5,375	1.40%	60	46	212	91%					
WEEK	51	51	13,152	1.92%	60	103	302	82%					
MTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
YTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
WEEK	167	167	28312	0.99%	59	252	18	212	92%				
WEEK	1,038	1,038	1,038	100%	2	2	2	100%					
WEEK	18	18	5,375	1.40%	60	46	212	91%					
WEEK	51	51	13,152	1.92%	60	103	302	82%					
MTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
YTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
WEEK	167	167	28312	0.99%	59	252	18	212	92%				
WEEK	1,038	1,038	1,038	100%	2	2	2	100%					
WEEK	18	18	5,375	1.40%	60	46	212	91%					
WEEK	51	51	13,152	1.92%	60	103	302	82%					
MTD	583	6,773	60,450	2.35%	61	1,069	549	89%					
YTD	583	6,773	60,450	2.35%	61	1,069	549	89%					

Calls per FTE per Day      51      Monthly Average  
 Calls per FTE per Day      51      Year To Date Average

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER February, 2017

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	Alorica CENTER	Alorica Back Office											
Wednesday 2/1/2017	2,832	239	3,071	2,894	5,964	1.44%	53	54	384	33	252	252	81%
Thursday 2/2/2017	2,559	18	2,649	2,365	5,014	1.44%	54	48	388	24	200	200	91%
Friday 2/3/2017	2,990	25	3,110	3,061	7,001	1.17%	56	54	388	27	169	169	89%
Saturday 2/4/2017				1,468	1,468			155	28				100%
WEEK	8,381	82	8,859	10,588	19,447	2.04%	54	155	28				88%
Sunday 2/5/2017				1,108									
Monday 2/6/2017	3,239	26	3,320	2,900	6,229	1.95%	64	31	412	23	350	350	92%
Tuesday 2/7/2017	2,528	23	2,575	2,376	4,951	0.48%	65	39	391	18	425	425	98%
Wednesday 2/8/2017	2,478	18	2,511	2,474	4,985	1.93%	67	37	397	18	340	340	99%
Thursday 2/9/2017	2,635	19	2,674	2,476	5,150	0.39%	67	40	423	19	208	208	98%
Friday 2/10/2017	2,891	17	2,915	2,750	4,995	1.99%	65	45	418	33	357	357	98%
Saturday 2/11/2017				1,405	1,405			2					100%
WEEK	13,771	103	14,034	14,489	28,523	0.56%	66	212	7				93%
Sunday 2/12/2017				1,012									
Monday 2/13/2017	3,475	28	3,674	2,699	6,365	2.72%	66	53	435	24	271	271	80%
Tuesday 2/14/2017	2,242	19	2,282	1,849	4,131	0.51%	55	41	425	24	259	259	97%
Wednesday 2/15/2017	2,674	40	2,768	2,638	5,406	1.00%	58	51	419	25	104	104	91%
Thursday 2/16/2017	2,441	31	2,529	2,115	4,644	1.23%	54	46	414	26	175	175	92%
Friday 2/17/2017	2,819	28	2,895	2,808	5,698	1.99%	56	50	395	21	172	172	92%
Saturday 2/18/2017				1,276	1,276			2					100%
WEEK	13,651	136	14,148	13,372	27,520	1.31%	57	243	20				90%
Sunday 2/19/2017				1,012	1,012			2					100%
Monday 2/20/2017	2,152	16	2,265	1,881	4,145	2.34%	63	41	397	24	344	344	92%
Tuesday 2/21/2017	3,082	30	3,348	2,045	5,393	4.38%	55	57	407	35	139	139	63%
Wednesday 2/22/2017	2,955	25	3,157	2,754	5,911	1.99%	56	58	420	34	181	181	85%
Thursday 2/23/2017	3,022	29	3,455	2,995	6,450	6.25%	55	56	443	33	261	261	71%
Friday 2/24/2017	2,785	23	2,863	3,222	6,555	3.01%	51	55	322	34	315	315	65%
Saturday 2/25/2017				1,488	1,488			2					100%
WEEK	13,996	123	15,538	17,397	32,935	4.31%	54	260	66				77%
Sunday 2/26/2017				1,284	1,284			2					100%
Monday 2/27/2017	3,957	20	4,214	2,779	6,998	3.25%	67	59	416	23	159	159	83%
Tuesday 2/28/2017	3,152	24	3,251	2,553	5,804	1.29%	63	50	412	20	208	208	90%
WEEK	7,119	44	7,465	7,811	15,276	1.98%	65	110	412	22	208	208	60%
MTD	56,918	488	60,044	63,657	123,701	2.13%	59	976	412	26	276	276	83%
YTD	121,090	1,071	127,817	124,107	251,924	2.25%	60	2,045	320	24	422	422	86%

Calls per FTE per Day      Monthly Average      49      Year To Date Average  
 Calls per FTE per Day      50

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## March, 2017

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	Alorica Center	Alorica Back Office												
Wednesday 3/1/2017	3,348	356	3,444	2,553	6,097	17.7%	54	68	19	390	19	13	90%	
Thursday 3/2/2017	2,647	21	3,234	3,022	6,256	9.05%	52	52	111	433	22	231	54%	
Friday 3/3/2017	1,976	15	2,551	1,546	3,897	28.77%	40	50	281	429	28	138	55%	
Saturday 3/4/2017	7,971	72	3,196	11,239	22,784	14.03%	48	166	129				100%	
WEEK	14,979	111	16,016	55,005	111,011	2.89%	55	272	40				85%	
Sunday 3/5/2017	14,979	111	16,016	16,005	32,021	2.89%	55	272	40				100%	
Monday 3/6/2017	3,554	22	4,020	3,325	7,345	6.04%	60	59	92	416	24	228	58%	
Tuesday 3/7/2017	2,911	31	2,985	2,435	5,420	0.79%	59	50	6	382	19	274	98%	
Wednesday 3/8/2017	2,769	27	2,948	2,538	5,376	1.02%	57	48	16	407	17	211	94%	
Thursday 3/9/2017	2,864	14	2,976	2,780	5,644	1.70%	53	54	21	406	25	113	88%	
Friday 3/10/2017	2,955	17	3,227	3,438	6,665	3.83%	49	51	55	415	25	263	83%	
Saturday 3/11/2017	14,979	111	16,016	1,459	1,459			2					100%	
WEEK	14,979	111	16,016	16,005	32,021	2.89%	55	272	40				85%	
Sunday 3/12/2017	14,979	111	16,016	1,284	1,284			2					100%	
Monday 3/13/2017	3,094	20	3,074	3,074	6,924	10.16%	55	57	358	448	34	397	65%	
Tuesday 3/14/2017	2,825	5	3,091	2,416	5,507	4.74%	49	58	98	432	27	346	70%	
Wednesday 3/15/2017	2,970	26	3,082	2,958	6,309	6.25%	49	61	104	426	25	324	70%	
Thursday 3/16/2017	2,970	26	3,082	2,429	5,511	1.56%	56	54	19	393	22	121	91%	
Friday 3/17/2017	2,879	19	3,022	2,858	5,880	2.11%	51	56	25	398	30	155	84%	
Saturday 3/18/2017	14,979	81	1,601	1,369	1,369			2					100%	
WEEK	14,979	81	1,601	16,398	32,784	4.88%	52	285	76				77%	
Sunday 3/19/2017	14,979	81	1,601	1,284	1,284			2					100%	
Monday 3/20/2017	3,585	21	3,749	2,715	6,455	2.16%	64	56	70	392	25	209	89%	
Tuesday 3/21/2017	2,737	25	2,882	2,121	5,003	2.40%	51	54	34	395	22	155	44%	
Wednesday 3/22/2017	2,539	35	2,648	2,033	4,751	1.55%	55	47	45	400	14	134	83%	
Thursday 3/23/2017	2,794	25	2,879	2,115	4,994	1.20%	56	50	12	394	17	160	95%	
Friday 3/24/2017	2,881	15	2,898	2,795	5,693	0.91%	50	55	10	378	15	154	95%	
Saturday 3/25/2017	14,986	121	15,049	1,296	1,296			2					100%	
WEEK	14,986	121	15,049	14,267	29,316	1.51%	56	262	27				85%	
Sunday 3/26/2017	14,986	121	15,049	1,178	1,178			2					100%	
Monday 3/27/2017	3,735	30	4,041	2,749	6,790	4.04%	62	60	167	391	24	161	75%	
Tuesday 3/28/2017	3,061	23	3,352	2,232	5,584	4.80%	60	52	74	425	29	128	71%	
Wednesday 3/29/2017	2,615	25	2,685	1,867	4,552	0.90%	52	52	15	387	21	225	93%	
Thursday 3/30/2017	3,048	38	3,318	2,268	5,586	4.15%	59	52	62	384	24	286	80%	
Friday 3/31/2017	2,954	27	3,039	3,518	7,157	9.19%	58	51	41	424	34	362	69%	
WEEK	15,413	149	17,035	18,657	35,692	4.13%	58	269	63	402	26	302	67%	
MTD	67,565	534	7,638	75,757	152,597	5.01%	54	1,253	63	406	24	351	77%	
YTD	188,655	1,605	13,294	203,554	404,521	3.29%	58	3,292	43	396	24	381	82%	
									Calls per FTE per Day		54		Monthly Average	
									Calls per FTE per Day		51		Year To Date Average	

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER April, 2017

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	Alorica CENTER	Alorica Back Office											
Saturday 4/1/2017				1,662	1,662								100%
WEEK 4/2/2017				1,662	1,662								100%
Sunday 4/2/2017				1,307	1,307								100%
Monday 4/3/2017	34	377	411	2,228	3,657	0.74%	54	50	105	427	39	288	73%
Tuesday 4/4/2017	32	3,201	3,295	2,910	6,205	1.00%	61	53	15	385	22	155	91%
Wednesday 4/5/2017	30	2,608	2,638	2,343	5,055	0.86%	53	49	17	413	31	182	91%
Thursday 4/6/2017	48	2,368	2,693	2,263	4,956	1.55%	53	48	16	379	20	155	93%
Friday 4/7/2017	36	2,729	2,924	2,836	5,610	1.05%	51	55	2	379	20	155	93%
Saturday 4/8/2017				1,218	1,218				2				100%
WEEK 4/8/2017				17,055	33,048	2.81%	56	267	38				87%
Sunday 4/9/2017	180	14,885	15,993	1,088	1,088				2				100%
Monday 4/10/2017	29	2,441	2,570	2,028	4,702	0.77%	56	50	22	388	28	178	79%
Tuesday 4/11/2017	48	2,643	2,733	2,348	5,071	0.63%	62	43	11	393	25	124	94%
Wednesday 4/12/2017	33	2,393	2,468	2,237	4,765	0.88%	57	36	7	450	19	209	97%
Thursday 4/13/2017	24	2,634	2,709	2,228	4,937	1.03%	59	45	12	412	21	180	94%
Friday 4/14/2017	17	2,294	2,378	2,060	4,459	1.14%	62	37	10	404	23	103	90%
Saturday 4/15/2017				1,288	1,288				2				100%
WEEK 4/15/2017				15,335	29,284	1.34%	62	219	17				93%
Sunday 4/16/2017	151	13,405	13,949	917	917				2				100%
Monday 4/17/2017	29	3,552	3,458	2,469	5,949	0.72%	57	50	36	350	25	117	86%
Tuesday 4/18/2017	24	2,581	2,636	2,161	4,797	0.65%	65	40	4	396	20	310	98%
Wednesday 4/19/2017	37	2,587	2,624	2,124	4,751	0.82%	65	40	5	392	17	309	98%
Thursday 4/20/2017	25	2,760	2,826	2,523	5,349	0.77%	59	47	6	384	20	259	96%
Friday 4/21/2017	31	2,782	2,864	2,899	5,755	0.89%	61	46	9	382	20	277	95%
Saturday 4/22/2017				1,214	1,214				2				100%
WEEK 4/22/2017				14,299	28,702	0.75%	63	224	9				95%
Sunday 4/23/2017	146	14,042	14,403	1,001	1,001				2				100%
Monday 4/24/2017	18	3,539	3,611	2,569	6,180	0.87%	72	50	13	374	19	95	93%
Tuesday 4/25/2017	31	2,750	2,795	2,143	4,938	0.28%	66	42	2	371	12	112	99%
Wednesday 4/26/2017	32	2,674	2,727	2,277	5,014	0.62%	58	47	5	377	15	92	97%
Thursday 4/27/2017	22	3,009	3,061	2,230	5,291	0.57%	66	46	6	372	11	117	97%
Friday 4/28/2017	15	2,945	2,992	2,069	6,061	0.65%	62	47	6	371	15	155	97%
Saturday 4/29/2017				1,341	1,341				2				100%
WEEK 4/29/2017				14,630	29,826	0.54%	65	232	6	372	14	128	97%
Sunday 4/30/2017	118	14,917	15,196	1,468	1,468				2				100%
WEEK 4/30/2017				1,468	1,468				2				100%
MTD	595	57,249	59,541	64,449	123,990	1.37%	62	939	18	392	22	252	93%
YTD	2,200	245,904	263,095	265,416	528,511	2.84%	59	4,227	37	395	23	366	85%

Calls per FTE per Day

Year To Date Average

47 50

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May. 2017

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	Alorica CENTER	Alorica Bac Office											
Sunday													
Monday	4,246	36	4,406	3,421	7,827	1.58%	70	61	21	370	21	101	87%
Tuesday	2,832	36	2,885	2,849	5,734	0.30%	60	48	3	372	15	172	99%
Wednesday	2,885	26	2,933	3,828	6,761	0.33%	61	48	3	366	13	74	99%
Thursday	2,927	13	2,959	3,046	6,005	0.32%	62	48	3	364	15	182	99%
Friday	2,922	13	3,022				54	54	36	284	18	90	100%
Saturday													
WEEK	15,812	124	16,205	1,172	1,172		61	260	11				94%
Sunday													
Monday	3,279	28	3,337	2,731	6,068	0.49%	76	44	3	386	24	127	98%
Tuesday	2,870	34	2,936	2,255	5,191	0.62%	70	41	5	364	14	77	98%
Wednesday	2,494	30	2,538	2,408	4,946	0.38%	71	36	2	377	10	120	99%
Thursday	2,487	29	2,538	2,275	4,813	0.46%	75	34	2	380	9	218	99%
Friday	2,724	10	2,761	2,837	5,598	0.48%	66	41	3	380	11	162	98%
Saturday													
WEEK	13,854	131	14,110	1,125	1,125		72	195	2				99%
Sunday													
Monday	3,518	21	3,558	2,944	6,502	0.39%	71	50	4	364	14	361	98%
Tuesday	2,836	28	2,871	2,317	5,188	0.13%	67	43	2	360	14	986	99%
Wednesday	2,622	19	2,654	2,377	5,031	0.14%	67	40	1	365	8	496	100%
Thursday	2,622	36	2,673	2,299	4,972	0.30%	71	37	3	369	8	564	99%
Friday	2,814	18	2,839	2,921	5,760	0.12%	73	39	1	366	9	444	100%
Saturday													
WEEK	14,418	122	14,595	13,653	28,248	0.19%	70	208	2				99%
Sunday													
Monday	3,521	21	3,577	2,639	6,210	0.56%	69	52	6	366	14	177	97%
Tuesday	2,832	30	2,871	2,085	4,956	0.18%	69	41	2	360	9	284	100%
Wednesday	2,695	33	2,730	2,097	4,827	0.04%	71	39	1	363	10	1396	100%
Thursday	2,749	36	2,804	2,126	4,930	0.39%	63	44	2	374	8	241	99%
Friday	2,844	25	2,889	1,092	3,981	0.48%	46	63	6	357	13	238	97%
Saturday													
WEEK	14,641	146	14,871	615	615		64	233	2				100%
Sunday													
Monday	4,139	49	4,278	1,092	26,517	0.32%	64	233	3	366	14	137	95%
Tuesday	3,383	41	3,498	1,027	1,027		60	70	14	362	16	159	93%
Wednesday	7,522	90	7,776	2,667	6,985	1.29%	53	64	8	383	13	190	96%
WEEK	66,247	613	67,557	7,493	15,269	1.07%	57	134	10	366	14	137	95%
MTD	312,151	2,813	330,652	61,853	129,410	0.54%	66	1019	6	364	14	195	97%
YTD				327,269	657,921	2.38%	60	5,238	31	388	21	359	87%

Calls per FTE per Day      Monthly Average      Year To Date Average

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June, 2017

DATE	CALLS ANSWERED		TOTAL OFFERED	CALLS ABAND	TOTAL CALL CTR.	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACK	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG ABAND	SERVICE LEVEL
	Alorica	Back Office													
Thursday 6/1/2017	3,165	15	3,218	38	3,218	3,321	6,539	0.58%	64	50	.5	367	10	14	98%
Friday 6/2/2017	3,060	26	3,114	25	3,114	3,946	7,060	0.37%	56	55	1.5	367	15	252	98%
Saturday 6/3/2017						1,473	1,473		60	104	4				100%
WEEK	6,225	43	6,332	64	6,332	8,740	15,072	0.42%							98%
Sunday 6/4/2017						1,176	1,176								98%
Monday 6/5/2017	3,765	23	3,826	38	3,826	3,994	7,070	0.54%	71	53	1.6	355	13	498	98%
Tuesday 6/6/2017	2,879	41	2,940	20	2,940	2,231	5,231	0.38%	67	44	3	372	10	447	99%
Wednesday 6/7/2017	2,507	35	2,565	23	2,565	4,859	4,859	0.42%	58	38	3	368	10	340	98%
Thursday 6/8/2017	2,526	42	2,660	92	2,660	2,128	4,788	1.92%	65	40	7	386	11	337	96%
Friday 6/9/2017	2,876	22	3,017	119	3,017	2,976	5,993	1.99%	59	49	1.7	373	16	372	95%
Saturday 6/10/2017						1,186	1,186				2				100%
WEEK	14,553	163	15,008	292	15,008	15,245	30,253	0.97%	66	223	5				97%
Sunday 6/11/2017						921	921				2				100%
Monday 6/12/2017	3,568	24	3,621	29	3,621	2,451	6,072	0.48%	73	50	1.3	367	13	169	99%
Tuesday 6/13/2017	2,803	36	2,851	12	2,851	1,919	4,770	0.25%	67	43	2	355	12	63	99%
Wednesday 6/14/2017	2,727	45	2,792	20	2,792	2,166	4,978	0.40%	73	38	2	377	9	141	99%
Thursday 6/15/2017	2,755	34	2,801	12	2,801	2,613	5,414	0.22%	69	40	2	364	9	207	99%
Friday 6/16/2017	2,856	28	2,946	62	2,946	2,903	5,849	1.06%	63	46	1.5	346	10	178	97%
Saturday 6/17/2017						1,190	1,190				2				100%
WEEK	14,709	167	15,011	135	15,011	14,183	29,194	0.46%	69	216	3				99%
Sunday 6/18/2017						779	779				2				100%
Monday 6/19/2017	3,286	38	3,373	99	3,373	2,505	5,878	1.68%	68	48	1.3	360	16	298	95%
Tuesday 6/20/2017	2,732	30	2,815	53	2,815	2,069	4,884	1.09%	65	42	4	352	10	335	99%
Wednesday 6/21/2017	2,559	34	2,601	14	2,601	2,058	4,659	0.50%	67	38	1.2	370	9	345	95%
Thursday 6/22/2017	2,610	30	2,687	47	2,687	1,932	4,619	1.02%	62	43	4	370	9	104	93%
Friday 6/23/2017	2,941	25	2,996	30	2,996	2,465	5,461	0.55%	55	54	2	341	9	198	91%
Saturday 6/24/2017						1,027	1,027				2				100%
WEEK	14,072	157	14,472	243	14,472	12,835	27,307	0.89%	63	224	5				95%
Sunday 6/25/2017						877	877				2				100%
Monday 6/26/2017	3,236	39	3,358	83	3,358	2,361	5,719	1.45%	63	52	1.9	352	15	204	95%
Tuesday 6/27/2017	2,732	25	2,780	23	2,780	1,901	4,681	0.49%	58	48	4	362	11	255	98%
Wednesday 6/28/2017	2,823	28	2,911	60	2,911	2,043	4,954	1.21%	64	45	1.8	368	8	312	92%
Thursday 6/29/2017	2,610	24	2,697	63	2,697	2,008	4,705	1.34%	61	43	9	381	12	161	95%
Friday 6/30/2017	2,941	29	2,996	26	2,996	3,232	6,228	0.42%	58	51	1.4	363	12	211	98%
Saturday 6/31/2017						12,422	27,164	0.94%	61	239	7	358	12	246	96%
WEEK	14,342	145	14,742	255	14,742	12,422	27,164	0.94%	61	239	7	358	12	246	96%
MTD	63,901	675	65,565	989	65,565	63,425	128,990	0.77%	64	1004	5	358	11	285	97%
YTD	376,052	3,488	396,217	16,677	396,217	390,694	786,911	2.12%	61	6,237	26	383	20	354	89%

Calls per FTE per Day  
 Calls per FTE per Day  
 Monthly Average  
 Year To Date Average

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July, 2017

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG NOT READY TIME	AVG DELAY ABAND.	SERVICE LEVEL	
	Alorica CENTER	Alorica Back Office											
Saturday 7/1/2017				1,542	1,542							100%	
Sunday 7/2/2017				1,542	1,542							100%	
Monday 7/3/2017	3,062	20	3,117	3,395	63	0.54%	63	49	357	16		98%	
Tuesday 7/4/2017	2,951	25	3,012	3,076	65	0.59%	65	45	347	11		98%	
Wednesday 7/5/2017	2,596	28	2,645	2,469	65	0.41%	65	40	358	8		99%	
Thursday 7/6/2017				2,895	2,895							100%	
Friday 7/7/2017				1,152	1,152							100%	
Saturday 7/8/2017				23,895	23,895			135				99%	
WEEK	8,609	73	8,774	15,121	978	0.39%	64	4				99%	
Sunday 7/9/2017				978	978							100%	
Monday 7/10/2017	3,394	27	3,589	2,654	62	2.69%	62	55	353	20	278	91%	
Tuesday 7/11/2017	2,759	8	2,787	2,132	56	0.41%	56	49	334	9	118	99%	
Wednesday 7/12/2017	2,436	24	2,538	2,248	55	1.73%	55	45	356	12	219	95%	
Thursday 7/13/2017	2,505	28	2,540	2,101	63	0.15%	63	41	355	11	548	99%	
Friday 7/14/2017	2,705	22	2,843	2,883	51	2.03%	51	35	360	16	121	92%	
Saturday 7/15/2017				1,256	1,256							100%	
WEEK	13,799	109	14,302	14,252	28,554	1.38%	57	242				95%	
Sunday 7/16/2017				1,010	1,010							100%	
Monday 7/17/2017	4,840	19	5,779	2,544	85	11.05%	85	57	389	42	220	88%	
Tuesday 7/18/2017	2,701	30	2,811	1,982	51	1.67%	51	53	370	15	101	91%	
Wednesday 7/19/2017	2,509	30	2,751	2,056	44	4.41%	44	29	373	17	198	86%	
Thursday 7/20/2017	2,463	31	2,631	2,046	48	2.93%	48	52	375	15	220	93%	
Friday 7/21/2017	2,478	20	2,637	2,599	47	2.28%	47	53	373	15	175	93%	
Saturday 7/22/2017				1,036	1,036							100%	
WEEK	14,991	130	16,589	13,273	29,862	4.92%	55	275				82%	
Sunday 7/23/2017				803	803							100%	
Monday 7/24/2017	3,176	12	3,499	2,211	55	5.35%	55	56	382	21	299	85%	
Tuesday 7/25/2017	2,742	25	2,845	2,004	51	1.61%	51	54	372	15	310	92%	
Wednesday 7/26/2017	2,329	31	2,529	1,996	43	3.61%	43	22	380	12	286	92%	
Thursday 7/27/2017	2,546	15	2,754	2,005	53	4.06%	53	48	385	11	269	88%	
Friday 7/28/2017	2,821	18	3,181	2,502	47	6.02%	47	60	370	16	180	75%	
Saturday 7/29/2017				1,185	1,185							100%	
WEEK	13,614	101	14,796	12,706	27,502	3.93%	52	263				87%	
Sunday 7/30/2017				992	992							100%	
Monday 7/31/2017	3,717	28	4,271	2,879	68	7.36%	68	55	369	21	298	77%	
WEEK	3,717	28	4,271	3,871	8,142	6.46%	68	55	369	21	311	80%	
MTD	54,730	441	58,732	60,765	119,497	2.98%	57	967	24	367	17	251	90%
YTD	430,782	3,929	454,949	451,459	906,408	2.23%	60	7,202	26	381	19	336	89%

Calls per FTE per Day  
Calls per FTE per Day

Monthly Average  
Year To Date Average

51  
49

17-Jul We were forced to route the Laclede calls to MGE due to a fiber cut.



**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**  
**August, 2017**

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CALLS ANSWERED	Alorica Back Office											
Tuesday 8/1/2017	2,996	13	3,488	3,269	6,757	7.09%	45	67	60	381	17	250	76%
Wednesday 8/2/2017	2,662	29	2,857	2,408	5,255	3.15%	51	53	20	370	16	282	90%
Thursday 8/3/2017	3,044	18	3,288	3,195	6,483	3.49%	49	62	30	364	16	291	88%
Friday 8/4/2017	2,717	17	2,883	2,849	5,711	2.24%	46	59	31	365	20	195	100%
Saturday 8/5/2017				1,141	1,141								
WEEK	11,419	77	12,495	12,862	25,357	3.94%	48	240	31				86%
Sunday 8/6/2017				1,052	1,052								
Monday 8/7/2017	3,229	14	3,500	2,669	6,169	4.17%	48	67	52	372	29	201	67%
Tuesday 8/8/2017	2,509	33	2,723	2,005	4,728	3.83%	45	56	30	375	17	326	87%
Wednesday 8/9/2017	2,236	32	2,366	2,123	4,489	2.18%	53	43	14	369	12	187	94%
Thursday 8/10/2017	2,456	27	2,572	2,534	5,106	1.74%	51	49	14	365	13	237	94%
Friday 8/11/2017	2,609	17	2,696	2,615	5,161	1.94%	48	55	18	343	15	195	100%
Saturday 8/12/2017				1,223	1,223				2				
WEEK	13,039	123	13,857	12,525	26,382	2.63%	49	268	25				87%
Sunday 8/13/2017				955	955				2				100%
Monday 8/14/2017	3,406	26	3,584	2,488	6,067	2.51%	56	62	36	362	24	352	86%
Tuesday 8/15/2017	2,565	32	2,706	2,501	5,207	2.09%	50	52	20	370	19	362	90%
Wednesday 8/16/2017	2,447	32	2,609	2,331	4,940	1.32%	55	47	7	380	19	479	94%
Thursday 8/17/2017	2,213	16	2,344	2,138	4,482	2.57%	49	45	11	365	17	350	93%
Friday 8/18/2017	2,490	21	2,595	2,700	5,295	1.59%	50	51	9	371	17	381	94%
Saturday 8/19/2017				1,209	1,209				2				100%
WEEK	13,121	127	13,838	14,317	28,155	1.86%	52	257	16				92%
Sunday 8/20/2017				932	932				2				100%
Monday 8/21/2017	2,545	15	2,651	2,017	4,668	1.95%	59	44	22	351	21	424	94%
Tuesday 8/22/2017	2,482	31	2,529	1,404	3,933	0.41%	57	44	3	342	12	203	99%
Wednesday 8/23/2017	2,412	27	2,496	1,900	4,396	1.30%	56	44	11	347	10	291	96%
Thursday 8/24/2017	2,574	20	2,651	2,109	4,760	1.20%	54	48	9	349	15	95	96%
Friday 8/25/2017	2,508	14	2,722	2,793	5,515	1.81%	45	58	14	357	21	397	93%
Saturday 8/26/2017				1,090	1,090				2				100%
WEEK	12,621	107	13,049	12,245	25,294	1.27%	54	235	11				96%
Sunday 8/27/2017				974	974				2				100%
Monday 8/28/2017	3,333	23	3,518	2,263	5,781	2.80%	53	63	38	379	31	372	80%
Tuesday 8/29/2017	2,612	32	2,731	1,927	4,658	1.87%	52	51	16	349	19	132	92%
Wednesday 8/30/2017	2,992	29	2,491	1,674	4,165	1.82%	52	46	19	356	18	176	94%
Thursday 8/31/2017	4,291	35	4,483	2,237	6,720	2.34%	93	47	27	386	21	356	89%
WEEK	12,628	113	13,223	9,075	22,298	2.16%	63	203	25	371	23	326	89%
MTD	62,828	547	66,462	61,024	127,486	2.37%	53	1,199	21	349	18	295	90%
YTD	493,610	4,476	521,411	512,483	1,033,894	2.25%	59	8,393	26	377	19	331	89%

52 Monthly Average  
49 Year To Date Average

31-Aug We were forced to route the Laclede calls to MGE due to a fiber cut.

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**  
**September, 2017**

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	Alorica CENTER	Alorica Back Office											
Friday 9/1/2017	2,767	17	3,240	4,147	7,387	6.47%	41	58	371	36	226	70%	100%
Saturday 9/2/2017				1,388	1,388								100%
Sunday 9/3/2017	2,767	17	3,240	5,535	8,775	5.20%	41	68	59				75%
Monday 9/4/2017				822	822								100%
Tuesday 9/5/2017	3,056	21	3,537	3,123	6,660	6.91%	48	64	97	381	40	411	75%
Wednesday 9/6/2017	2,856	21	3,053	2,153	5,206	3.38%	48	60	31	240	31	240	83%
Thursday 9/7/2017	2,541	18	2,727	2,190	4,917	3.42%	48	54	26	360	21	374	91%
Friday 9/8/2017	2,729	20	2,916	2,819	5,735	2.91%	44	63	28	358	29	448	84%
Saturday 9/9/2017				1,144	1,144				2				100%
Sunday 9/10/2017	11,182	80	12,233	13,578	25,811	3.76%	47	240	45				85%
Monday 9/11/2017	3,203	15	3,394	2,480	5,874	3.00%	60	53	32	371	34	522	91%
Tuesday 9/12/2017	2,652	27	2,837	1,983	4,820	3.28%	57	47	39	393	30	378	89%
Wednesday 9/13/2017	2,475	23	2,581	2,073	4,654	1.78%	52	48	16	376	24	232	94%
Thursday 9/14/2017	2,421	29	2,524	1,831	4,355	1.70%	59	42	19	388	25	204	94%
Friday 9/15/2017	2,594	18	2,750	2,952	5,702	2.42%	47	56	30	389	31	359	88%
Saturday 9/16/2017				1,118	1,118				2				100%
Sunday 9/17/2017	13,345	112	14,086	13,426	27,512	2.29%	55	245	26				92%
Monday 9/18/2017	3,297	22	3,595	2,278	5,673	3.34%	62	53	13	383	28	115	93%
Tuesday 9/19/2017	2,616	25	2,686	1,910	4,596	0.98%	59	45	4	367	19	160	97%
Wednesday 9/20/2017	2,342	29	2,376	2,020	4,396	0.11%	60	40	2	357	13	138	99%
Thursday 9/21/2017	2,333	21	2,368	2,004	4,372	0.32%	58	40	2	360	14	79	99%
Friday 9/22/2017	2,642	14	2,688		54		54	49	4	358	14	57	
Saturday 9/23/2017				1,118	1,118				2				100%
Sunday 9/24/2017	13,230	111	13,513	9,088	22,601	0.76%	59	227	5				97%
Monday 9/25/2017	3,444	8	3,505	2,557	6,062	0.87%	62	55	13	380	29	101	100%
Tuesday 9/26/2017	2,823	22	2,849	2,015	4,864	0.08%	60	47	2	356	15	158	100%
Wednesday 9/27/2017	2,613	19	2,696	1,993	4,689	1.36%	59	45	8	367	19	91	95%
Thursday 9/28/2017	2,950	28	3,067	2,073	5,140	1.73%	51	58	20	355	23	198	90%
Friday 9/29/2017	3,233	19	3,339	2,816	6,155	1.41%	50	66	19	334	26	129	89%
Saturday 9/30/2017				1,615	1,615				2				100%
Sunday 9/31/2017	15,063	96	15,456	13,382	28,838	1.03%	56	269	12	358	23	156	93%
<b>MTD</b>	<b>55,587</b>	<b>416</b>	<b>58,528</b>	<b>55,009</b>	<b>113,537</b>	<b>2.22%</b>	<b>54</b>	<b>1037</b>	<b>25</b>	<b>368</b>	<b>25</b>	<b>315</b>	<b>90%</b>
<b>YTD</b>	<b>549,197</b>	<b>4,892</b>	<b>579,939</b>	<b>567,492</b>	<b>1,147,431</b>	<b>2.25%</b>	<b>59</b>	<b>9,425</b>	<b>26</b>	<b>376</b>	<b>20</b>	<b>329</b>	<b>89%</b>

52 Monthly Average  
50 Year To Date Average

31-Aug We were forced to route the Laclede calls to MGE due to a fiber cut.

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
October 2017**

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	WEST CENTER	Back Office											
Sunday 10/1/2017			1,187	1,187	1,187				2				100%
Monday 10/2/2017	3,887	34	4,152	2,738	6,890	3.35%	59	66	44	340	38	265	85%
Tuesday 10/3/2017	3,119	26	3,671	3,308	6,979	7.54%	49	64	62	338	25	731	82%
Wednesday 10/4/2017	3,057	19	3,288	2,414	5,702	3.72%	49	63	58	361	30	220	
Thursday 10/5/2017	3,060	24	3,264	2,399	5,663	3.18%	51	61	33	351	25	415	86%
Friday 10/6/2017	3,103	29	3,282	2,738	6,015	2.49%	52	61	30	349	25	208	87%
Saturday 10/7/2017			1,209	1,209	1,209								100%
WEEK	16,226	132	17,657	15,988	33,645	3.86%	52	316	42	347	27	504	72%
Sunday 10/8/2017			875	875	875								
Monday 10/9/2017	3,167	24	3,248	1,751	4,999	1.14%	57	56	19	362	34	84	87%
Tuesday 10/10/2017	3,422	30	3,922	2,162	6,084	7.73%	57	60	10	388	26	483	72%
Wednesday 10/11/2017	3,889	20	4,356	2,382	6,688	6.68%	64	61	31	403	30	186	63%
Thursday 10/12/2017	3,247	24	3,462	2,000	5,462	3.50%	60	55	47	390	22	221	81%
Friday 10/13/2017	3,156	281	3,437	2,519	5,956	4.72%	65	49	81	367	22	226	62%
Saturday 10/14/2017			1,183	1,183	1,183				2				100%
WEEK	16,881	98	18,425	12,822	31,247	4.63%	61	280	48	383	27	316	71%
Sunday 10/15/2017			960	960	960				2				100%
Monday 10/16/2017	4,167	604	4,771	2,085	6,856	8.81%	65	64	158	385	20	247	41%
Tuesday 10/17/2017	2,970	439	3,409	1,600	5,009	8.76%	58	51	125	412	20	263	46%
Wednesday 10/18/2017	2,889	333	3,222	1,687	4,909	6.78%	53	55	98	370	20	256	61%
Thursday 10/19/2017	2,755	307	3,062	1,636	4,698	6.53%	52	53	98	384	20	275	60%
Friday 10/20/2017	2,962	343	3,305	2,251	5,556	6.17%	53	56	99	380	20	231	61%
Saturday 10/21/2017			979	979	979				2				100%
WEEK	15,743	2,026	17,769	11,198	28,967	6.99%	56	280	110	386	20	253	56%
Sunday 10/22/2017			818	818	818				2				100%
Monday 10/23/2017	3,544	886	4,430	1,913	6,343	13.97%	59	60	214	392	20	356	34%
Tuesday 10/24/2017	3,147	795	3,942	1,631	5,573	14.27%	55	56	217	392	20	369	34%
Wednesday 10/25/2017	2,994	1,301	4,295	1,770	6,065	21.45%	53	56	275	415	20	464	33%
Thursday 10/26/2017	2,931	1,026	3,957	1,706	5,663	18.12%	53	55	262	421	20	412	32%
Friday 10/27/2017	2,573	2,490	5,063	2,208	7,271	34.25%	46	55	340	451	20	581	31%
Saturday 10/28/2017			1,006	1,006	1,006				2				100%
WEEK	15,189	6,498	21,687	11,052	32,739	19.85%	54	283	242	409	20	474	37%
Sunday 10/29/2017			795	795	795				2				100%
Monday 10/30/2017	3,192	2,921	6,113	1,388	8,101	36.06%	60	54	363	413	20	566	25%
Tuesday 10/31/2017	2,671	3,342	6,013	1,793	7,806	42.81%	52	51	341	435	20	686	24%
WEEK	5,863	6,263	12,126	4,576	16,702	37.50%	56	105	326	423	20	630	28%
MTD	69,902	230	87,664	55,636	143,300	12.23%	56	1,261	123	384	23	494	55%
YTD	619,099	5,122	667,603	623,128	1,290,731	3.36%	58	10,678	35	377	20	396	85%
													Monthly Average
													Year To Date Average
													57
													50
													Calls per FTE per Day
													Calls per FTE per Day

\*October 12th and October 16th Automation estimated  
\* Estimated Not Ready

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November, 2017

DATE	CALLS ANSWERED		TOTAL OFFERED CALL-CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	WEST CENTER	West Back Office											
Wednesday 11/1/2017	2,442		6,956	2,163	9,119	49.50%	71	34	321	505	20	805	24%
Thursday 11/2/2017	3,250		5,736	2,432	8,148	30.51%	69	47	375	406	20	931	32%
Friday 11/3/2017	2,983		5,092	3,576	8,668	24.33%	73	41	412	478	20	1,065	42%
Saturday 11/4/2017	438		720	1,072	1,792	15.74%	8	54	246	430	20	862	63%
WEEK	9,113		18,504	9,223	27,727	33.87%	55	165	364	457	19	899	34%
Sunday 11/5/2017				1,072					2				
Monday 11/6/2017	3,197		5,014	2,717	7,731	23.50%	65	49	559	465	20	1,005	37%
Tuesday 11/7/2017	3,159		4,435	1,919	6,354	20.08%	68	46	433	461	20	716	34%
Wednesday 11/8/2017	3,310		4,045	2,083	6,129	12.01%	67	49	267	426	20	502	40%
Thursday 11/9/2017	3,205		3,478	1,990	5,468	4.99%	70	46	92	406	20	236	59%
Friday 11/10/2017	2,931		3,861	2,479	6,341	14.68%	62	47	161	423	20	274	54%
Saturday 11/11/2017	563		566	997	1,563	0.19%	16	34	5	394	20	66	100%
WEEK	16,365		21,401	13,257	34,658	14.53%	58	282	280	435	19	681	45%
Sunday 11/12/2017				856	856				2				100%
Monday 11/13/2017	3,258		4,121	2,160	6,281	13.74%	69	47	239	444	20	397	64%
Tuesday 11/14/2017	3,205		3,334	1,596	4,930	2.62%	76	42	19	408	20	53	90%
Wednesday 11/15/2017	2,975		3,035	2,088	5,123	1.17%	78	38	13	389	20	51	94%
Thursday 11/16/2017	2,845		2,920	2,017	4,937	1.52%	83	34	5	219	20	4	95%
Friday 11/17/2017	2,717		2,925	2,294	5,219	3.99%	72	38	42	369	20	141	78%
Saturday 11/18/2017				1,201	1,201				2				100%
WEEK	15,000		16,335	12,212	28,547	4.68%	76	199	62	369	20	286	84%
Sunday 11/19/2017				876	876				2				100%
Monday 11/20/2017	3,147		3,660	2,186	5,846	8.78%	71	45	177	448	20	288	62%
Tuesday 11/21/2017	2,842		2,867	1,623	4,490	0.56%	75	38	14	396	20	61	95%
Wednesday 11/22/2017	2,517		2,517	1,641	4,158		71	36	8	381	20	20	99%
Thursday 11/23/2017													
Friday 11/24/2017	1,473		1,473	1,665	3,138		65	23	6	365	20	20	100%
Saturday 11/25/2017													
WEEK	9,979		10,517	7,991	18,508	2.91%	70	142	59	404	20	279	87%
Sunday 11/26/2017													
Monday 11/27/2017	3,871		4,010	2,432	6,442	2.16%	75	52	48	399	20	108	77%
Tuesday 11/28/2017	2,969		2,969	1,790	4,759		74	40	7	370	20	20	100%
Wednesday 11/29/2017	2,608		2,614	1,404	4,018	0.15%	80	33	8	385	20	87	99%
Thursday 11/30/2017	2,906		2,913	1,895	4,808	0.15%	81	36	9	390	20	101	99%
WEEK	12,354		12,506	7,521	20,027	0.76%	78	159	21	387	20	109	92%
MTD	62,811		79,263	50,204	129,467	12.71%	67	939	161	408	20	755	65%
YTD	681,910	5,122	746,866	673,332	1,420,198	4.21%	59	11,589	46	380	20	495	84%
					Calls per FTE per Day			41	Monthly Average				
					Calls per FTE per Day			49	Year To Date Average				

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## December. 2017

DATE	CALLS ANSWERED		CALLS ABAND	TOTAL CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	WEST CENTER	West Back Office												
Friday 12/1/2017	3,797	9	3,806	748	4,554	0.20%	72	53	13	392	20	20	392	98%
Saturday 12/2/2017	512	9	512	1,393	1,905	0.14%	26	20	3	344	20	20	344	100%
Sunday 12/3/2017	4,309	9	4,318	1,193	6,459	0.14%	49	88	10	387	20	20	387	98%
Monday 12/4/2017	3,854	121	3,975	2,111	5,286	1.79%	82	47	45	403	20	20	403	91%
Tuesday 12/5/2017	3,175	1	3,176	1,696	4,356	0.02%	89	30	9	387	20	20	387	100%
Wednesday 12/6/2017	2,659	1	2,660	1,696	4,356	0.02%	89	30	8	372	20	20	372	100%
Thursday 12/7/2017	2,884	62	2,946	1,637	4,521	1.17%	89	32	9	391	20	20	391	100%
Friday 12/8/2017	3,049	184	3,233	2,180	5,291	1.17%	81	38	20	407	20	20	407	95%
Saturday 12/9/2017	15,621	184	15,805	1,060	28,449	0.65%	87	179	19	393	20	20	393	97%
Sunday 12/10/2017	3,299	11	3,310	1,852	5,163	0.23%	98	34	14	390	20	20	390	100%
Monday 12/11/2017	2,797	11	2,808	1,595	4,403	0.25%	89	31	12	380	20	20	380	98%
Tuesday 12/12/2017	2,556	11	2,567	1,694	4,261	0.26%	83	31	9	364	20	20	364	99%
Wednesday 12/13/2017	2,594	22	2,616	1,713	4,329	0.51%	82	32	16	383	20	20	383	97%
Thursday 12/14/2017	2,736	127	2,863	2,375	5,238	2.42%	83	33	36	384	20	20	384	87%
Friday 12/15/2017	13,982	183	14,165	1,105	25,241	0.73%	87	161	16	381	20	20	381	96%
Saturday 12/16/2017	3,335	11	3,346	1,796	5,142	0.23%	91	37	12	368	20	20	368	100%
Sunday 12/17/2017	2,405	3	2,408	1,671	4,079	0.07%	84	29	9	372	20	20	372	100%
Monday 12/18/2017	2,468	15	2,483	1,927	4,410	0.34%	80	31	11	374	20	20	374	98%
Tuesday 12/19/2017	2,325	4	2,329	1,788	4,117	0.10%	74	31	8	364	20	20	364	100%
Wednesday 12/20/2017	2,392	4	2,396	2,221	4,617	0.09%	74	32	7	364	20	20	364	100%
Thursday 12/21/2017	12,925	37	12,962	11,201	24,163	0.15%	81	160	9	368	16	16	368	99%
Friday 12/22/2017	2,866	59	2,925	1,991	4,916	1.20%	57	50	25	818	20	20	818	92%
Saturday 12/23/2017	3,202	314	3,516	5,180	8,696	3.61%	74	43	61	413	20	20	413	84%
Sunday 12/24/2017	3,093	119	3,212	2,172	5,384	2.21%	78	40	40	407	20	20	407	87%
Monday 12/25/2017	3,013	393	3,406	3,210	6,616	5.94%	71	42	96	396	20	20	396	74%
Tuesday 12/26/2017	12,174	885	13,059	1,323	27,692	3.20%	70	174	54	503	20	20	503	100%
Wednesday 12/27/2017	59,011	1,298	60,309	51,695	112,004	1.16%	79	750	24	407	19	19	407	85%
Thursday 12/28/2017	740,921	5,122	746,043	725,027	1,532,202	3.99%	61	12,255	44	382	20	20	382	94%
Friday 12/29/2017														
Saturday 12/30/2017														
Sunday 12/31/2017														
MTD														
YTD														

Calls per FTE per Day      36      Monthly Average  
 Calls per FTE per Day      48      Year To Date Average

Missouri Gas Energy  
Abandoned Call Rate  
("AGR") %

2007	
January	8.01%
February	9.99%
March	8.69%
YTD - Q1	8.89%
April	11.94%
May	7.11%
June	6.36%
YTD - Q1&2	8.85%
July	3.72%
August	3.13%
September	5.39%
YTD - Q1-3	7.58%
October	6.40%
November	6.45%
December	1.58%
Calendar Year 2007	6.98%
Maximum Allowable	8.50%

2006	
January	10.10%
February	20.04%
March	11.79%
YTD - Q1	14.22%
April	7.63%
May	1.91%
June	0.81%
YTD - Q1&2	9.54%
July	4.42%
August	1.32%
September	0.61%
YTD - Q1-3	7.61%
October	4.26%
November	4.72%
December	1.31%
Calendar Year 2006	6.67%
Maximum Allowable	8.50%

2005	
January	6.74%
February	11.25%
March	15.37%
YTD - Q1	11.63%
April	8.75%
May	6.80%
June	3.20%
YTD - Q1&2	9.27%
July	4.10%
August	6.29%
September	3.40%
YTD - Q1-3	8.02%
October	8.80%
November	8.41%
December	7.32%
Calendar Year 2005	8.06%
Maximum Allowable	8.50%

2004	
January	24.03%
February	28.31%
March	26.69%
YTD - Q1	26.39%
April	29.93%
May	6.72%
June	4.31%
YTD - Q1&2	21.75%
July	0.77%
August	2.38%
September	1.91%
YTD - Q1-3	16.97%
October	4.54%
November	6.01%
December	4.01%
Calendar Year 2004	14.32%
Maximum Allowable	8.50%

2003	
January	6.28%
February	11.09%
March	8.57%
YTD - Q1	8.65%
April	2.87%
May	4.73%
June	4.34%
YTD - Q1&2	6.46%
July	1.28%
August	1.83%
September	7.84%
YTD - Q1-3	5.73%
October	10.32%
November	27.69%
December	13.36%
Calendar Year 2003	8.52%
Maximum Allowable	8.50%

2012	
January	0.67%
February	2.88%
March	2.55%
YTD - Q1	2.09%
April	2.71%
May	1.79%
June	2.15%
YTD - Q1&2	2.16%
July	1.88%
August	2.06%
September	2.47%
YTD - Q1-3	2.15%
October	5.91%
November	4.11%
December	2.52%
Calendar Year 2012	2.72%
Maximum Allowable	8.50%

2011	
January	8.48%
February	10.79%
March	9.11%
YTD - Q1	9.48%
April	7.41%
May	6.37%
June	2.19%
YTD - Q1&2	7.56%
July	0.63%
August	1.19%
September	3.44%
YTD - Q1-3	5.89%
October	2.44%
November	4.11%
December	1.39%
Calendar Year 2011	5.14%
Maximum Allowable	8.50%

2010	
January	2.45%
February	5.47%
March	7.32%
YTD - Q1	5.37%
April	10.97%
May	3.32%
June	1.86%
YTD - Q1&2	5.83%
July	2.85%
August	1.58%
September	3.98%
YTD - Q1-3	4.93%
October	8.29%
November	14.26%
December	7.17%
Calendar Year 2010	6.20%
Maximum Allowable	8.50%

2009	
January	6.51%
February	15.15%
March	7.43%
YTD - Q1	9.84%
April	6.19%
May	2.07%
June	1.34%
YTD - Q1&2	6.92%
July	2.17%
August	1.48%
September	0.84%
YTD - Q1-3	5.40%
October	8.43%
November	6.59%
December	3.09%
Calendar Year 2009	5.59%
Maximum Allowable	8.50%

2008	
January	5.57%
February	8.17%
March	11.62%
YTD - Q1	8.51%
April	10.50%
May	10.99%
June	2.58%
YTD - Q1&2	8.45%
July	1.03%
August	3.47%
September	2.96%
YTD - Q1-3	6.79%
October	1.99%
November	3.35%
December	3.57%
Calendar Year 2008	5.93%
Maximum Allowable	8.50%

2017	
January	2.35%
February	2.13%
March	5.01%
YTD - Q1	3.29%
April	1.37%
May	0.54%
June	0.77%
YTD - Q1&2	2.12%
July	2.23%
August	2.37%
September	2.22%
YTD - Q1-3	2.25%
October	12.23%
November	12.71%
December	1.16%
Calendar Year 2017	3.99%
Maximum Allowable	8.50%

2016	
January	6.31%
February	3.40%
March	3.68%
YTD - Q1	4.40%
April	3.25%
May	4.45%
June	7.10%
YTD - Q1&2	4.65%
July	5.92%
August	4.16%
September	4.70%
YTD - Q1-3	4.73%
October	4.25%
November	4.84%
December	5.18%
Calendar Year 2016	4.74%
Maximum Allowable	8.50%

2015	
January	6.58%
February	2.91%
March	2.22%
YTD - Q1	3.84%
April	1.36%
May	1.27%
June	1.11%
YTD - Q1&2	2.59%
July	3.28%
August	8.64%
September	34.05%
YTD - Q1-3	6.98%
October	35.81%
November	41.49%
December	6.88%
Calendar Year 2015	14.06%
Maximum Allowable	8.50%

2014	
January	4.92%
February	4.95%
March	7.93%
YTD - Q1	5.93%
April	7.76%
May	7.56%
June	6.11%
YTD - Q1&2	6.58%
July	5.05%
August	6.87%
September	4.38%
YTD - Q1-3	6.18%
October	4.09%
November	9.63%
December	3.36%
Calendar Year 2014	6.04%
Maximum Allowable	8.50%

2013	
January	1.83%
February	2.74%
March	2.80%
YTD - Q1	2.47%
April	2.66%
May	4.20%
June	3.56%
YTD - Q1&2	2.96%
July	2.90%
August	2.04%
September	2.18%
YTD - Q1-3	2.79%
October	4.22%
November	6.08%
December	5.13%
Calendar Year 2013	3.35%
Maximum Allowable	8.50%

Missouri Gas Energy  
Average Speed of Answer  
("ASA") in Seconds

2007

January	62
February	92
March	77
YTD - Q1	77
April	104
May	82
June	69
YTD - Q1&2	87
July	47
August	33
September	62
YTD - Q1-3	72
October	68
November	65
December	20
Calendar Year 2007	67
Maximum Allowable	75

2012

January	11
February	46
March	40
YTD - Q1	33
April	48
May	35
June	34
YTD - Q1&2	36
July	34
August	35
September	46
YTD - Q1-3	37
October	67
November	51
December	34
Calendar Year 2012	41
Maximum Allowable	75

2017

January	32
February	32
March	63
YTD - Q1	58
April	62
May	6
June	5
YTD - Q1&2	26
July	26
August	21
September	25
YTD - Q1-3	26
October	123
November	161
December	24
Calendar Year 2017	44
Maximum Allowable	75

2006

January	98
February	162
March	106
YTD - Q1	122
April	79
May	30
June	14
YTD - Q1&2	84
July	58
August	17
September	9
YTD - Q1-3	69
October	49
November	57
December	16
Calendar Year 2006	62
Maximum Allowable	75

2011

January	96
February	122
March	127
YTD - Q1	117
April	136
May	94
June	33
YTD - Q1&2	104
July	11
August	22
September	51
YTD - Q1-3	81
October	37
November	55
December	20
Calendar Year 2011	71
Maximum Allowable	75

2016

January	77
February	52
March	56
YTD - Q1	61
April	57
May	73
June	111
YTD - Q1&2	70
July	91
August	56
September	63
YTD - Q1-3	70
October	59
November	68
December	79
Calendar Year 2016	70
Maximum Allowable	75

2005

January	59
February	94
March	145
YTD - Q1	103
April	84
May	58
June	31
YTD - Q1&2	83
July	29
August	38
September	45
YTD - Q1-3	70
October	82
November	69
December	65
Calendar Year 2005	71
Maximum Allowable	75

2010

January	23
February	71
March	94
YTD - Q1	66
April	111
May	40
June	30
YTD - Q1&2	67
July	40
August	27
September	37
YTD - Q1-3	57
October	53
November	96
December	79
Calendar Year 2010	62
Maximum Allowable	75

2015

January	103
February	44
March	46
YTD - Q1	63
April	30
May	25
June	25
YTD - Q1&2	45
July	49
August	96
September	364
YTD - Q1-3	77
October	427
November	604
December	95
Calendar Year 2015	148
Maximum Allowable	75

2004

January	351
February	392
March	390
YTD - Q1	378
April	406
May	76
June	44
YTD - Q1&2	277
July	11
August	27
September	20
YTD - Q1-3	191
October	37
November	46
December	34
Calendar Year 2004	153
Maximum Allowable	75

2009

January	81
February	142
March	88
YTD - Q1	103
April	84
May	29
June	20
YTD - Q1&2	77
July	30
August	22
September	15
YTD - Q1-3	61
October	92
November	68
December	32
Calendar Year 2009	62
Maximum Allowable	75

2014

January	64
February	59
March	95
YTD - Q1	72
April	101
May	108
June	86
YTD - Q1&2	86
July	74
August	93
September	66
YTD - Q1-3	83
October	65
November	147
December	58
Calendar Year 2014	84
Maximum Allowable	75

2003

January	85
February	159
March	123
YTD - Q1	122
April	38
May	66
June	57
YTD - Q1&2	88
July	20
August	26
September	117
YTD - Q1-3	77
October	162
November	489
December	220
Calendar Year 2003	130
Maximum Allowable	75

2008

January	65
February	85
March	127
YTD - Q1	92
April	123
May	123
June	35
YTD - Q1&2	94
July	18
August	60
September	36
YTD - Q1-3	78
October	28
November	49
December	45
Calendar Year 2008	69
Maximum Allowable	75

2013

January	28
February	45
March	40
YTD - Q1	38
April	36
May	54
June	49
YTD - Q1&2	42
July	38
August	33
September	32
YTD - Q1-3	40
October	65
November	88
December	66
Calendar Year 2013	47
Maximum Allowable	75

**Personnel responsible for handling MoPSC complaints / inquiries**

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Alicia Johnson (816) 360-5631

**After hours contact personnel**

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	Home	Cell
Ron Crow		(816) 550-4792

**Customer service management personnel**

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Ron Crow (314) 499-5679  
David Hendershot (816) 360-5634

**Process and level of authority for discontinuance of service to a Registered Customer**

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- 1) Registered Customers are separated from daily non-pay shut off accounts. The Field Service orders are coded to identify these customers. The Customer Advisors receive a monthly report showing all Registered Customers that will be subject for disconnect.
- 2) Customer Advisor reviews account and makes contact with customer or designated 3rd party contact.
- 3) If decision is made to discontinue service, Customer Advisor contacts an officer of the company.
- 4) Our practice is not to discontinue service to Registered Customers during the Cold Weather Rule ("CWR") period (November 1 through March 31).



**Missouri Gas Energy**  
**Missouri Jurisdictional Bad Debt Write-off**  
**2017**

	January			February			March		
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue
Residential	134,494		51,870,307	263,340		40,051,351	484,682		31,073,532
Com/Ind	8,332		18,888,572	16,898		14,032,484	40,478		10,339,639
Non-Service				1,906					
<b>Total</b>	<b>142,826</b>	<b>-</b>	<b>70,758,879</b>	<b>272,144</b>	<b>-</b>	<b>54,083,836</b>	<b>525,160</b>	<b>-</b>	<b>41,413,171</b>

	Year to Date - Q1			April			May		
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue
Residential	872,516	-	122,995,191	701,888		25,166,926	913,717		18,502,107
Com/Ind	65,708	-	43,260,695	27,931		8,241,398	37,296		5,670,975
Non-Service	1,906	-	-						
<b>Total</b>	<b>940,130</b>	<b>-</b>	<b>166,255,886</b>	<b>729,819</b>	<b>-</b>	<b>33,408,324</b>	<b>951,013</b>	<b>-</b>	<b>24,173,082</b>

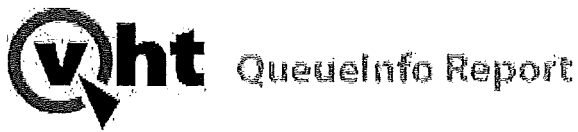
	June			Year to Date - Q1 & Q2			July		
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue
Residential	446,526		16,647,745	2,934,647	-	183,311,989	466,813		15,181,012
Com/Ind	23,399		4,945,977	154,334	-	62,119,045	26,143		4,854,078
Non-Service				1,906	-	-			
<b>Total</b>	<b>469,925</b>	<b>-</b>	<b>21,593,722</b>	<b>3,090,887</b>	<b>-</b>	<b>245,431,014</b>	<b>492,956</b>	<b>-</b>	<b>20,035,090</b>

	August			September			Year to Date - Q1 - Q3		
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue
Residential	170,070		14,817,775	215,890		15,157,109	3,787,420		228,467,864
Com/Ind	32,648		4,616,626	16,919		4,595,600	230,045		76,185,348
Non-Service							1,906		-
<b>Total</b>	<b>202,718</b>	<b>-</b>	<b>19,434,400</b>	<b>232,810</b>	<b>-</b>	<b>19,752,709</b>	<b>4,019,371</b>	<b>-</b>	<b>304,653,213</b>

	October			November			December		
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue
Residential	174,307		16,001,571	(79,497)		28,525,466	(25,150)		35,428,645
Com/Ind	25,418		4,950,207	14,472		8,425,769	7,761		11,630,293
Non-Service									
<b>Total</b>	<b>199,725</b>	<b>-</b>	<b>20,951,778</b>	<b>(65,026)</b>	<b>-</b>	<b>36,951,236</b>	<b>(17,389)</b>	<b>-</b>	<b>47,058,938</b>

	Calendar Year 2017		
	Dollar amount written off	Number of accounts written off	Revenue
Residential	3,857,080	-	308,423,546
Com/Ind	277,696	-	101,191,618
Non-Service	1,906	-	-
<b>Total</b>	<b>4,136,681</b>	<b>-</b>	<b>409,615,163</b>

Note:  
Revenue amounts shown do not include delayed payment charges or miscellaneous service charge revenue.  
Negative write-off amounts indicate net recovery.



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## Executive Summary Results Queue

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### Calls presented with Return Call & Hold options

### Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
7,577	5,238	69.1%	2,339	30.9%	0	0	0	0

### Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	5,238	4,654	88.9%	87.1%	1.7%	0.0%	0.0%	11.1%
<b>ASAP Callbacks</b>	5,238	4,654	88.9%	87.1%	1.7%	0.0%	0.0%	11.1%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	4,654	3,769	578	215	92
<b>ASAP Callbacks</b>	4,654	3,769	578	215	92
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	4,654	3,769	578	215	92
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	0	0	0	0	0

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

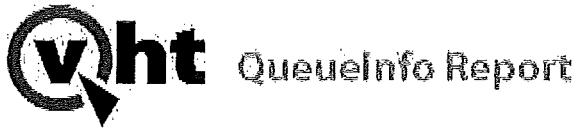
Successful	4,654
<b>Total Saved Minutes</b>	<b>77,983</b>
<b>Average Saved Minutes / Return Call</b>	<b>17</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$1,559.66</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.30</b>

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
252	59.9%	26.6%	12.7%	0.8%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
4,563	00:00:00	00:00:00



## Executive Summary

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 Queue

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English

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
7,402	5,152	69.6%	2,250	30.4%

### Calls presented with Return Call only

Return Calls Only	VirtualIQ	DataBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	5,152	4,575	88.8%	87.0%	1.8%	0.0%	0.0%	11.2%
ASAP Callbacks	5,152	4,575	88.8%	87.0%	1.8%	0.0%	0.0%	11.2%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	4,575	3,708	564	214	89
ASAP Callbacks	4,575	3,708	564	214	89
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	4,575	3,708	564	214	89
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

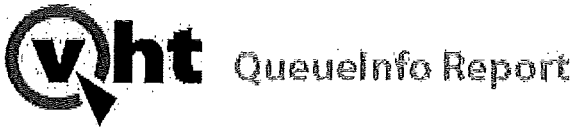
Successful Reconnect	4,575
Total Saved Minutes	77,637
Average Saved Minutes / Return Call	17
Total Dollar Savings @ 0.02 (\$/minute)	\$1,552.74
Average Dollar Savings / Return Call	\$0.30

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
246	60.2%	26.0%	13.0%	0.8%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
4,484	00:00:00	00:00:00



## Executive Summary

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Results  
 Queue

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 on:

Spanish

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
175	86	49.1%	89	50.9%

### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	86	79	91.9%	91.9%	0.0%	0.0%	0.0%	8.1%
ASAP Callbacks	86	79	91.9%	91.9%	0.0%	0.0%	0.0%	8.1%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	79	61	14	1	3
ASAP Callbacks	79	61	14	1	3
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	79	61	14	1	3
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	79
Total Saved Minutes	346
Average Saved Minutes / Return Call	4
Total Dollar Savings @ 0.02 (\$/minute)	\$6.92
Average Dollar Savings / Return Call	\$0.10

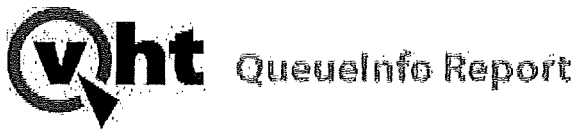
### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
6	50.0%	50.0%	0.0%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
79	00:00:00	00:00:00

Production



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## Executive Summary Results Queue

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Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
10,978	7,156	65.2%	3,822	34.8%	0	0	0	0

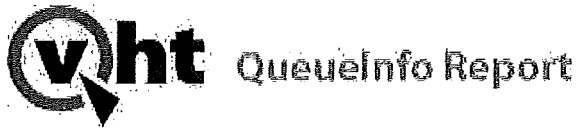
Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields								
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	<b>7,156</b>	<b>6,358</b>	<b>88.8%</b>	<b>87.7%</b>	<b>1.2%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>11.2%</b>
ASAP Callbacks	7,156	6,358	88.8%	87.7%	1.2%	0.0%	0.0%	11.2%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	<b>6,358</b>	<b>5,273</b>	<b>706</b>	<b>267</b>	<b>112</b>
ASAP Callbacks	6,358	5,273	706	267	112
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	<b>6,358</b>	<b>5,273</b>	<b>706</b>	<b>267</b>	<b>112</b>
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful	6,358
<b>Total Saved Minutes</b>	<b>56,043</b>
<b>Average Saved Minutes / Return Call</b>	<b>9</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$1,120.86</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.20</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
274	31.0%	62.8%	5.1%	1.1%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
6,275	00:00:00	00:00:00



## Executive Summary

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on:

English

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
10,803	7,068	65.4%	3,735	34.6%

### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	7,068	6,275	88.8%	87.6%	1.2%	0.0%	0.0%	11.2%
ASAP Callbacks	7,068	6,275	88.8%	87.6%	1.2%	0.0%	0.0%	11.2%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	6,275	5,202	696	265	112
ASAP Callbacks	6,275	5,202	696	265	112
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	6,275	5,202	696	265	112
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

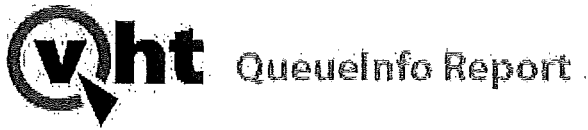
Successful Reconnect	6,275
Total Saved Minutes	55,924
Average Saved Minutes / Return Call	9
Total Dollar Savings @ 0.02 (\$/minute)	\$1,118.48
Average Dollar Savings / Return Call	\$0.20

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
273	31.1%	62.6%	5.1%	1.1%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
6,193	00:00:00	00:00:00



## Executive Summary

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Queue

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on:

Spanish

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
175	88	50.3%	87	49.7%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	88	83	94.3%	93.2%	1.1%	0.0%	0.0%	5.7%
ASAP Callbacks	88	83	94.3%	93.2%	1.1%	0.0%	0.0%	5.7%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	83	71	10	2	0
ASAP Callbacks	83	71	10	2	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	83	71	10	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	83
Total Saved Minutes	119
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$2.38
Average Dollar Savings / Return Call	\$0.00

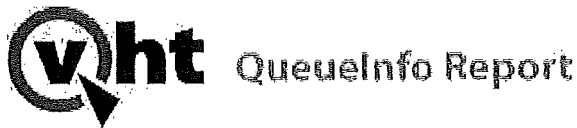
### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1	0.0%	100.0%	0.0%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
82	00:00:00	00:00:00

Production



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## Executive Summary Results Queue

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### Calls presented with Return Call & Hold options

### Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
21,759	14,917	68.6%	6,842	31.4%	0	0	0	0

### Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	14,917	12,933	86.7%	85.4%	1.3%	0.0%	0.0%	13.3%
ASAP Callbacks	14,910	12,928	86.7%	85.4%	1.3%	0.0%	0.0%	13.3%
ASAP Callbacks via Web	7	5	71.4%	71.4%	14.3%	0.0%	0.0%	14.3%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	12,933	10,504	1,564	642	223
ASAP Callbacks	12,928	10,499	1,564	642	223
ASAP Callbacks via Web	5	5	0	0	0
<b>Subtotal   A</b>	12,933	10,504	1,564	642	223
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful	12,933
<b>Total Saved Minutes</b>	157,322
<b>Average Saved Minutes / Return Call</b>	12
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	\$3,146.44
<b>Average Dollar Savings / Return Call</b>	\$0.20

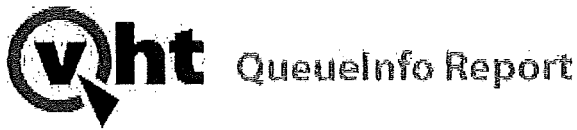
### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
618	57.3%	30.7%	11.0%	1.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
12,738	00:00:00	00:00:00





## Executive Summary

Version 4.0

Dates 3/1/2017 12:00:00 AM  
thru  
3/31/2017 11:59:59 PM

## Results Queue

Generated on: 4/19/2017 2:19:20 PM

English

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
21,728	14,907	68.6%	6,821	31.4%

### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	<b>14,907</b>	<b>12,926</b>	<b>86.7%</b>	<b>85.4%</b>	<b>1.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>13.3%</b>
ASAP Callbacks	14,903	12,923	86.7%	85.4%	1.3%	0.0%	0.0%	13.3%
ASAP Callbacks via Web	4	3	75.0%	75.0%	0.0%	0.0%	0.0%	25.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	<b>12,926</b>	<b>10,498</b>	<b>1,564</b>	<b>642</b>	<b>222</b>
ASAP Callbacks	12,923	10,495	1,564	642	222
ASAP Callbacks via Web	3	3	0	0	0
<b>Subtotal   A</b>	<b>12,926</b>	<b>10,498</b>	<b>1,564</b>	<b>642</b>	<b>222</b>
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

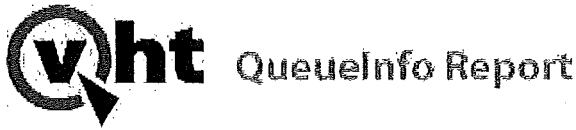
Successful Reconnect	12,926
Total Saved Minutes	157,311
Average Saved Minutes / Return Call	12
Total Dollar Savings @ 0.02 (\$/minute)	\$3,146.22
Average Dollar Savings / Return Call	\$0.20

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
617	57.2%	30.8%	11.0%	1.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
12,731	00:00:00	00:00:00



## Executive Summary

Version 4.0

Dates 3/1/2017 12:00:00 AM  
 thru  
 3/31/2017 11:59:59 PM

Results  
 Queue

Generated on: 4/19/2017 2:19:20 PM

Spanish

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
31	10	32.3%	21	67.7%

### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	10	7	70.0%	70.0%	10.0%	0.0%	0.0%	20.0%
ASAP Callbacks	7	5	71.4%	71.4%	0.0%	0.0%	0.0%	28.6%
ASAP Callbacks via Web	3	2	66.7%	66.7%	33.3%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	7	6	0	0	1
ASAP Callbacks	5	4	0	0	1
ASAP Callbacks via Web	2	2	0	0	0
Subtotal   A	7	6	0	0	1
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	7
Total Saved Minutes	11
Average Saved Minutes / Return Call	2
Total Dollar Savings @ 0.02 (\$/minute)	\$0.22
Average Dollar Savings / Return Call	\$0.00

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1	100.0%	0.0%	0.0%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
7	00:00:00	00:00:00

Production

# Qht QueueInfo Report

Dates 4/1/2017 12:00:00 AM  
 thru  
 4/30/2017 11:59:59 PM  
 Generated on: 5/16/2017 1:32:19 PM

## Executive Summary Results Queue

Version 4.0

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
4,474	3,197	71.5%	1,277	28.5%	0	0	0	0

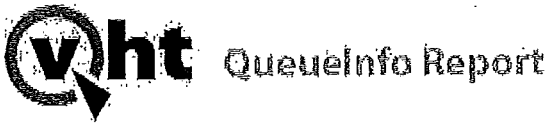
Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	3,197	2,858	89.4%	87.9%	1.5%	0.0%	0.0%	10.6%	
ASAP Callbacks	3,197	2,858	89.4%	87.9%	1.5%	0.0%	0.0%	10.6%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	2,858	2,322	353	140	43
ASAP Callbacks	2,858	2,322	353	140	43
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	2,858	2,322	353	140	43
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

Saved Minutes Summary	
Only CBG Callbacks and All Call - Re	Web Received Calls
Successful	2,858
Total Saved Minutes	34,817
Average Saved Minutes / Return Call	12
Total Dollar Savings @ 0.02(\$/minute)	\$696.34
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary				
Total CBDG Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
122	77.9%	10.7%	11.5%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
2,810	00:00:00	00:00:00



**Executive Summary**  
**Results**  
**Queue**  
**English**

Version 4.0

Dates 4/1/2017 12:00:00 AM  
 thru  
 4/30/2017 11:59:59 PM

Generated 5/16/2017 1:32:19 PM  
 on:

Calls presented with Return Call & Hold options					Calls presented with Return Call only				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours	
4,465	3,193	71.5%	1,272	28.5%	0	0	0	0	

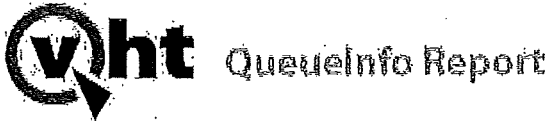
Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	3,193	2,854	89.4%	87.9%	1.5%	0.0%	0.0%	10.6%	
ASAP Callbacks	3,193	2,854	89.4%	87.9%	1.5%	0.0%	0.0%	10.6%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	2,854	2,318	353	140	43
ASAP Callbacks	2,854	2,318	353	140	43
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	2,854	2,318	353	140	43
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

Callback Double Check Summary	
Successful Reconnect	2,854
Total Saved Minutes	34,806
Average Saved Minutes / Return Call	12
Total Dollar Savings @ 0.02 (\$/minute)	\$696.12
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
122	77.9%	10.7%	11.5%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
2,806	00:00:00	00:00:00	



## Executive Summary

Version 4.0

Dates 4/1/2017 12:00:00 AM  
 thru  
 4/30/2017 11:59:59 PM

Results  
 Queue

Generated 5/16/2017 1:32:19 PM  
 on:

Spanish

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
9	4	44.4%	5	55.6%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	4	4	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
ASAP Callbacks	4	4	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

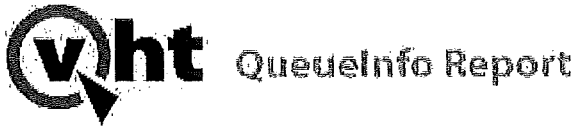
Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	4	4	0	0	0
ASAP Callbacks	4	4	0	0	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	4	4	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

Successful Minutes Summary	
Successful Reconnect	4
Total Saved Minutes	11
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$0.22
Average Dollar Savings / Return Call	\$0.10

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
0	0.0%	0.0%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
4	00:00:00	00:00:00

Production



Dates 5/1/2017 12:00:00 AM  
 thru  
 5/31/2017 11:59:59 PM  
 Generated on: 6/20/2017 7:48:35 AM

## Executive Summary Results Queue

Version 4.0

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
12	12	100.0%	0	0.0%

### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	12	0	0.0%	0.0%	25.0%	0.0%	0.0%	75.0%
ASAP Callbacks	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ASAP Callbacks via Web	12	0	0.0%	0.0%	25.0%	0.0%	0.0%	75.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	0	0	0	0	0
ASAP Callbacks	0	0	0	0	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	0	0	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

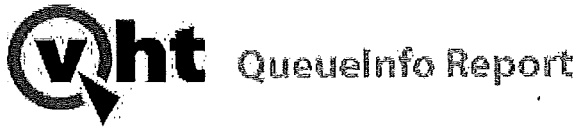
Successful	0
<b>Total Saved Minutes</b>	0
Average Saved Minutes / Return Call	0
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	\$0.00
Average Dollar Savings / Return Call	\$0.00

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
0	0.0%	0.0%	0.0%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
	00:00:00	00:00:00



## Executive Summary

Version 4.0

Dates 5/1/2017 12:00:00 AM  
 thru  
 5/31/2017 11:59:59 PM

### Results Queue English

Generated 6/20/2017 7:48:35 AM  
 on:

#### Calls presented with Return Call & Hold options

RC & Hold Options	Return Calls	% Return Calls	Hold	% Hold
12	12	100.0%	0	0.0%

#### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

#### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	12	0	0.0%	0.0%	25.0%	0.0%	0.0%	75.0%
ASAP Callbacks	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ASAP Callbacks via Web	12	0	0.0%	0.0%	25.0%	0.0%	0.0%	75.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

#### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	0	0	0	0	0
ASAP Callbacks	0	0	0	0	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	0	0	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	0
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
0	0.0%	0.0%	0.0%	0.0%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
0	00:00:00	00:00:00

Production



Version 4.0

Dates 6/1/2017 12:00:00 AM  
 thru  
 6/30/2017 11:59:59 PM

## Executive Summary Results Queue

Generated on: 7/20/2017 9:46:27 AM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours

### Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields

All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
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Total

ASAP Callbacks  
 ASAP Callbacks via Web

Appointment  
 Appointment via Web

### Successful Reconnect by Type Summary

Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
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Total

ASAP Callbacks  
 ASAP Callbacks via Web

Subtotal I A

Appointment  
 Appointment via Web

Subtotal I B

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful

Total Saved Minutes

Average Saved Minutes /  
Return Call

Total Dollar Savings @  
0.02(\$/minute)

Average Dollar Savings /  
Return Call

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
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### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
	00:00:00	00:00:00





## Executive Summary Results Queue

Version 4.0

Dates 6/1/2017 12:00:00 AM  
: thru  
6/30/2017 11:59:59 PM

Generated 7/20/2017 9:46:27 AM  
on:

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields								
All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	

Total								
ASAP Callbacks								
ASAP Callbacks via Web								
Appointment								
Appointment via Web								

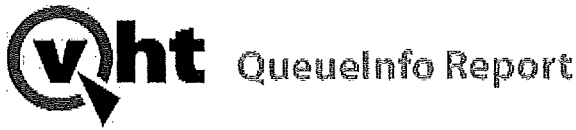
Successful Reconnect by Type Summary					
Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts	

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	

Total					
ASAP Callbacks					
ASAP Callbacks via Web					
Subtotal I A					
Appointment					
Appointment via Web					
Subtotal I B					

Successful Reconnect	
Total Saved Minutes	
Average Saved Minutes / Return Call	
Total Dollar Savings @ 0.02 (\$/minute)	
Average Dollar Savings / Return Call	

Production



Dates 7/1/2017 12:00:00 AM  
 : thru  
 7/31/2017 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 8/7/2017 9:25:46 AM

### Calls presented with Return Call & Hold options

### Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
4	4	100.0%	0	0.0%	0	0	0	0

### Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	4	0	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ASAP Callbacks	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ASAP Callbacks via Web	4	0	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	0	0	0	0	0
ASAP Callbacks	0	0	0	0	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	0	0	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

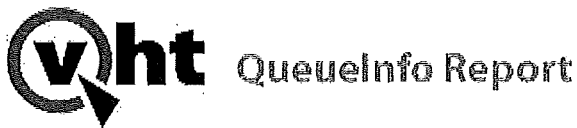
Successful	0
<b>Total Saved Minutes</b>	0
Average Saved Minutes / Return Call	0
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	\$0.00
Average Dollar Savings / Return Call	\$0.00

### Callback Double Check Summary

### Return Call - Hold Time Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
0	0.0%	0.0%	0.0%	0.0%

Connected to an Agent	Median	Average
	00:00:00	00:00:00



## Executive Summary Results Queue English

Version 4.0

Dates 7/1/2017 12:00:00 AM  
: thru  
7/31/2017 11:59:59 PM

Generated 8/7/2017 9:25:46 AM  
on:

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
3	3	100.0%	0	0.0%

Calls presented with Return Call only				
Return Calls Only	VirtualQ	DateBook	After Hours	
0	0	0	0	0

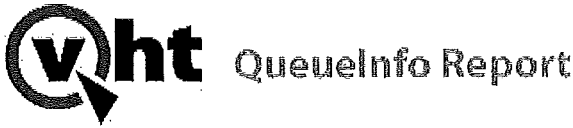
Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	3	0	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	
ASAP Callbacks	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
ASAP Callbacks via Web	3	0	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	0	0	0	0	0
ASAP Callbacks	0	0	0	0	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	0	0	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	0
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
0	0.0%	0.0%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
0	00:00:00	00:00:00



**Executive Summary**  
**Results**  
**Queue**  
**Spanish**

Version 4.0

Dates 7/1/2017 12:00:00 AM  
 : thru  
 7/31/2017 11:59:59 PM

Generated on: 8/7/2017 9:25:46 AM

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
1	1	100.0%	0	0.0%

Calls presented with Return Call only				
Return Calls Only	VirtualQ	DateBook	After Hours	
0	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	1	0	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	
ASAP Callbacks	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
ASAP Callbacks via Web	1	0	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	0	0	0	0	0
ASAP Callbacks	0	0	0	0	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	0	0	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	0
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
0	0.0%	0.0%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
0	00:00:00	00:00:00

Production



Dates 8/1/2017 12:00:00 AM  
 : thru  
 8/31/2017 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 9/11/2017 4:17:07 PM

### Calls presented with Return Call & Hold options

### Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
2,002	1,094	54.6%	908	45.4%	0	0	0	0

### Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	1,094	1,014	92.7%	91.6%	1.1%	0.0%	0.0%	7.3%
ASAP Callbacks	1,081	1,007	93.2%	92.1%	1.0%	0.0%	0.0%	6.8%
ASAP Callbacks via Web	13	7	53.8%	46.2%	7.7%	0.0%	0.0%	46.2%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	1,014	833	128	47	6
ASAP Callbacks	1,007	826	128	47	6
ASAP Callbacks via Web	7	7	0	0	0
<b>Subtotal   A</b>	1,014	833	128	47	6
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

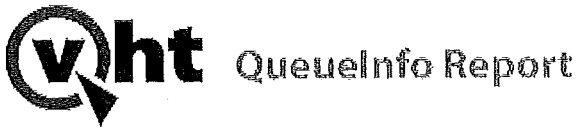
Successful	1,014
<b>Total Saved Minutes</b>	6,004
<b>Average Saved Minutes / Return Call</b>	6
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	\$120.08
<b>Average Dollar Savings / Return Call</b>	\$0.10

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
40	80.0%	7.5%	12.5%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
1,002	00:00:00	00:00:00



## Executive Summary

Version 4.0

Dates 8/1/2017 12:00:00 AM  
 thru  
 8/31/2017 11:59:59 PM

Results  
 Queue

Generated 9/11/2017 4:17:07 PM  
 on:

English

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
1,774	1,009	56.9%	765	43.1%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	1,009	941	93.3%	92.2%	1.1%	0.0%	0.0%	6.7%
ASAP Callbacks	1,003	935	93.2%	92.2%	1.0%	0.0%	0.0%	6.8%
ASAP Callbacks via Web	6	6	100.0%	83.3%	16.7%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	941	769	121	45	6
ASAP Callbacks	935	763	121	45	6
ASAP Callbacks via Web	6	6	0	0	0
Subtotal I A	941	769	121	45	6
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

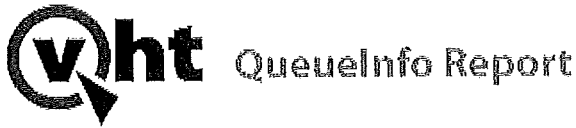
Successful Reconnect	941
Total Saved Minutes	4,953
Average Saved Minutes / Return Call	5
Total Dollar Savings @ 0.02 (\$/minute)	\$99.06
Average Dollar Savings / Return Call	\$0.10

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
35	80.0%	8.6%	11.4%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
930	00:00:00	00:00:00



**Executive Summary**  
**Results**  
**Queue**  
**Spanish**

Version 4.0

Dates 8/1/2017 12:00:00 AM  
 : thru  
 8/31/2017 11:59:59 PM

Generated on: 9/11/2017 4:17:07 PM

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
228	85	37.3%	143	62.7%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

**Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields**

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	85	73	85.9%	84.7%	1.2%	0.0%	0.0%	14.1%
ASAP Callbacks	78	72	92.3%	91.0%	1.3%	0.0%	0.0%	7.7%
ASAP Callbacks via Web	7	1	14.3%	14.3%	0.0%	0.0%	0.0%	85.7%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Successful Reconnect by Type Summary**

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	73	64	7	2	0
ASAP Callbacks	72	63	7	2	0
ASAP Callbacks via Web	1	1	0	0	0
Subtotal   A	73	64	7	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

**Saved Minutes Summary**  
 Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	73
Total Saved Minutes	1,051
Average Saved Minutes / Return Call	14
Total Dollar Savings @ 0.02 (\$/minute)	\$21.02
Average Dollar Savings / Return Call	\$0.30

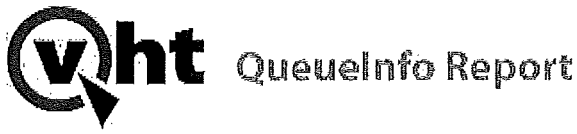
**Callback Double Check Summary**

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
5	80.0%	0.0%	20.0%	0.0%

**Return Call - Hold Time Summary**

Connected to an Agent	Median	Average
72	00:00:00	00:00:00

Production



Dates 9/1/2017 12:00:00 AM  
 : thru  
 9/30/2017 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 10/19/2017 11:03:28 AM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
6,022	3,784	62.8%	2,238	37.2%	0	0	0	0

Return Call Results by Type Summary - A - All Return Calls is the sum of Return Calls and the Return Call Only fields								
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	3,784	3,508	92.7%	92.0%	0.7%	0.0%	0.0%	7.3%
ASAP Callbacks	3,784	3,508	92.7%	92.0%	0.7%	0.0%	0.0%	7.3%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

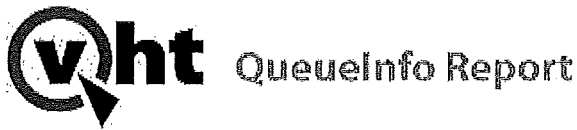
Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	3,508	2,965	351	170	22
ASAP Callbacks	3,508	2,965	351	170	22
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	3,508	2,965	351	170	22
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful	3,508
<b>Total Saved Minutes</b>	31,450
Average Saved Minutes / Return Call	9
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	\$629.00
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
106	82.1%	8.5%	7.5%	1.9%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
3,480	00:00:00	00:00:00





## Executive Summary

Version 4.0

Dates 9/1/2017 12:00:00 AM  
 thru  
 9/30/2017 11:59:59 PM

Results  
 Queue

English

Generated on: 10/19/2017 11:03:28 AM

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
5,788	3,682	63.6%	2,106	36.4%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

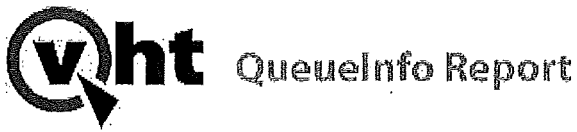
Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	3,682	3,410	92.6%	91.9%	0.8%	0.0%	0.0%	7.4%	
ASAP Callbacks	3,682	3,410	92.6%	91.9%	0.8%	0.0%	0.0%	7.4%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	3,410	2,883	343	164	20
ASAP Callbacks	3,410	2,883	343	164	20
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	3,410	2,883	343	164	20
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	3,410
Total Saved Minutes	30,782
Average Saved Minutes / Return Call	9
Total Dollar Savings @ 0.02 (\$/minute)	\$615.64
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
101	82.2%	7.9%	7.9%	2.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
3,382	00:00:00	00:00:00



## Executive Summary

Version 4.0

Dates 9/1/2017 12:00:00 AM  
 thru  
 9/30/2017 11:59:59 PM

Results  
 Queue  
 Spanish

Generated on: 10/19/2017 11:03:28 AM

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
234	102	43.6%	132	56.4%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	102	98	96.1%	96.1%	0.0%	0.0%	0.0%	3.9%	
ASAP Callbacks	102	98	96.1%	96.1%	0.0%	0.0%	0.0%	3.9%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	98	82	8	6	2
ASAP Callbacks	98	82	8	6	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	98	82	8	6	2
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	98
Total Saved Minutes	668
Average Saved Minutes / Return Call	7
Total Dollar Savings @ 0.02 (\$/minute)	\$13.36
Average Dollar Savings / Return Call	\$0.10

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
5	80.0%	20.0%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
98	00:00:00	00:00:00

Production

# Qht QueueInfo Report

Dates: 10/1/2017  
thru  
10/12/2017

## Executive Summary Results by Interval

Version 4.0

Generated on: 11/22/2017 4:32:08 PM

Executive Summary Data for All Groups																					
RC & Hold Options Calls	Return Calls	% Return Calls	Hold Calls	% Hold	Virtual Q	Date Book	After Hours	All Return Calls	Successful Reconnect	% Successful Reconnect	Connected to an Agent	% Connected to an Agent	Average Return Call Hold Time	Cancelled	% Cancelled	Abandon	% Abandon	Event Not Received	% Event Not Received	Unsuccessful	% Unsuccessful
5,866	3,720	63.4%	2,146	36.6%	0	0	0	3,720	3,437	92.4%	3,384	91.0%	00:00:00	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	7.6%	7.6%

Executive Summary Data by Group																					
RC & Hold Options Calls	Return Calls	% Return Calls	Hold Calls	% Hold	Virtual Q	Date Book	After Hours	All Return Calls	Successful Reconnect	% Successful Reconnect	Connected to an Agent	% Connected to an Agent	Average Return Call Hold Time	Cancelled	% Cancelled	Abandon	% Abandon	Event Not Received	% Event Not Received	Unsuccessful	% Unsuccessful
English	5,767	3,679	63.8%	2,088	36.2%	0	0	3,679	3,397	92.3%	3,344	90.9%	00:00:00	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	7.7%
Spanish	99	41	41.4%	58	58.6%	0	0	41	40	97.6%	40	97.6%	00:00:00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	2.4%

<b>Virtual Hold</b>	
<b>10/13/2017-10/31/2017</b>	
<b>Outcome</b>	<b>Calls</b>
Success	6555
Unavailable	1720
Cancelled	445
Not Completed*	8478
Unknown	1
Failure	5
<b>Total</b>	<b>17204</b>

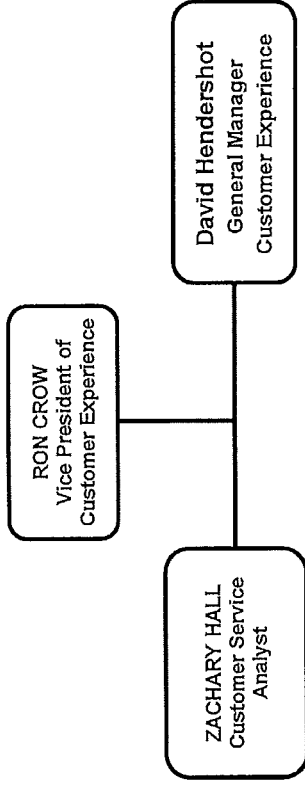
\*The number of not completed calls increased due to technology problems with the new phone system. The problems were corrected 11/8/17

<b>Virtual Hold</b>	
<b>11/01/2017-11/30/2017</b>	
<b>Outcome</b>	<b>Calls</b>
Success	34675
Unavailable	7429
Cancelled	564
Not Completed	6061
Unknown	1
Failure	5
Total	48735

<b>Virtual Hold</b>	
<b>12/01/2017-12/31/2017</b>	
<b>Outcome</b>	<b>Calls</b>
Success	5219
Unavailable	904
Cancelled	62
Not Completed	232
Unknown	0
Failure	0
Total	6417

# Customer Service Organizational Chart

Dec-17



Missouri Gas Energy  
Customer Service Staff  
January 2017

	December		December		FT	PT	January		January		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time	FT	PT		
Vice President	1	0					1	0				
Manager	1	0					1	0				
Supervisor	0	0					0	0				
Administrative Assistant	0	0					0	0				
Analyst	1	0					1	0				
Trainer	0	0					0	0				
Quality Assurance	0	0					0	0				
Loss Prevention Investigator	0	0					0	0				
Contact Center	0	0					0	0				
Training Class	0	0					0	0				
Billing Services*	12	0					12	0				
Account Services**	0	0					0	0				
Alorica Center***	97	0			-2		95	0				
PBO Joplin	0	0					0	0				
PBO Monett	0	0					0	0				
Long Term Disability	0	0					0	0				
TOTAL	112	0					110	0				
GRAND TOTAL		112						110				

\* Work performed in Saint Louis

\*\*Work performed by Alorica



Missouri Gas Energy  
Customer Service Staff  
February 2017

	February		February		March		March		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	FT	PT
Vice President	1	0	1	0	1	0	1	0		
Manager	1	0	1	0	1	0	1	0		
Supervisor	0	0	0	0	0	0	0	0		
Administrative Assistant	0	0	0	0	0	0	0	0		
Analyst	1	0	1	0	1	0	1	0		
Trainer	0	0	0	0	0	0	0	0		
Quality Assurance	0	0	0	0	0	0	0	0		
Loss Prevention Investigator	0	0	0	0	0	0	0	0		
Contact Center	0	0	0	0	0	0	0	0		
Training Class	0	0	0	0	0	0	0	0		
Billing Services*	12	0	12	0	12	0	12	0		
Account Services**	0	0	0	0	0	0	0	0		
Alorica Center***	97	0	97	0	98	0	98	0	1	
PBO Joplin	0	0	0	0	0	0	0	0		
PBO Monett	0	0	0	0	0	0	0	0		
Long Term Disability	0	0	0	0	0	0	0	0		
TOTAL	112	0	112	0	113	0	113	0		
<b>GRAND TOTAL</b>										

\* Work performed in Saint Louis

\*\*Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
March 2017

	March		March		FT	PT	April		April		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time	Full Time	Part Time	FT	PT
Vice President	1	0	0	0			1	0				
Manager	1	0	0	0			1	0				
Supervisor	0	0	0	0			0	0				
Administrative Assistant	0	0	0	0			0	0				
Analyst	1	0	0	0			1	0				
Trainer	0	0	0	0			0	0				
Quality Assurance	0	0	0	0			0	0				
Loss Prevention Investigator	0	0	0	0			0	0				
Contact Center	0	0	0	0			0	0				
Training Class	0	0	0	0			0	0				
Billing Services*	12	0	0	0			12	0				
Account Services**	0	0	0	0			0	0				
Alorica Center***	98	0	0	0			95	0				
PBO Joplin	0	0	0	0			0	0				
PBO Monett	0	0	0	0			0	0				
Long Term Disability	0	0	0	0			0	0				
<b>TOTAL</b>	<b>113</b>	<b>0</b>	<b>0</b>	<b>0</b>			<b>110</b>	<b>0</b>				
<b>GRAND TOTAL</b>	<b>113</b>		<b>110</b>				<b>110</b>					

\* Work performed in Saint Louis

\*\*Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
April 2017

	April		April		FT	PT	May		May		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time	FT	PT		
Vice President	1	0	1	0			1	0				
Manager	0	0	0	0			0	0				
Supervisor	0	0	0	0			0	0				
Administrative Assistant	0	0	0	0			0	0				
Analyst	1	0	1	0			1	0				
Trainer	0	0	0	0			0	0				
Quality Assurance	0	0	0	0			0	0				
Loss Prevention Investigator	0	0	0	0			0	0				
Contact Center	0	0	0	0			0	0				
Training Class	0	0	0	0			0	0				
Billing Services*	12	0	12	0			12	0				
Account Services**	0	0	0	0			0	0				
Alorica Center***	95	0	95	0	3		98	0				
PBO Joplin	0	0	0	0			0	0				
PBO Monett	0	0	0	0			0	0				
Long Term Disability	0	0	0	0			0	0				
TOTAL	110	0	110	0			113	0				
GRAND TOTAL										113		

\* Work performed in Saint Louis

\*\* Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
May 2017

	May		May		FT	PT	June		June		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time	FT	PT		
Vice President	1	0	1	0			1	0				
Manager	1	0	1	0			1	0				
Supervisor	0	0	0	0			0	0				
Administrative Assistant	0	0	0	0			0	0				
Analyst	1	0	1	0			1	0				
Trainer	0	0	0	0			0	0				
Quality Assurance	0	0	0	0			0	0				
Loss Prevention Investigator	0	0	0	0			0	0				
Contact Center	0	0	0	0			0	0				
Training Class	0	0	0	0			0	0				
Billing Services*	12	0	12	0			12	0				
Account Services**	0	0	0	0			0	0				
Alorica Center***	98	0	98	0	-6		92	0				
PBO Joplin	0	0	0	0			0	0				
PBO Monett	0	0	0	0			0	0				
Long Term Disability	0	0	0	0			0	0				
<b>TOTAL</b>	<b>113</b>	<b>0</b>	<b>113</b>	<b>0</b>			<b>107</b>	<b>0</b>				
<b>GRAND TOTAL</b>			<b>113</b>				<b>107</b>					

\* Work performed in Saint Louis

\*\*Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
June 2017

	June		July		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time	FT	PT
Vice President	1	0	1	0		
Manager	1	0	1	0		
Supervisor	0	0	0	0		
Administrative Assistant	0	0	0	0		
Analyst	1	0	1	0		
Trainer	0	0	0	0		
Quality Assurance	0	0	0	0		
Loss Prevention Investigator	0	0	0	0		
Contact Center	0	0	0	0		
Training Class	0	0	0	0		
Billing Services*	12	0	12	0		
Account Services**	0	0	0	0		
Alorica Center***	92	0	102	0	10	
PBO Joplin	0	0	0	0		
PBO Monett	0	0	0	0		
Long Term Disability	0	0	0	0		
<b>TOTAL</b>	<b>107</b>	<b>0</b>	<b>117</b>	<b>0</b>		
<b>GRAND TOTAL</b>	<b>107</b>		<b>117</b>			

\* Work performed in Saint Louis

\*\* Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
July 2017

	July		August		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time	FT	PT
Vice President	1	0	1	0		
Manager	1	0	1	0		
Supervisor	0	0	0	0		
Administrative Assistant	0	0	0	0		
Analyst	1	0	1	0		
Trainer	0	0	0	0		
Quality Assurance	0	0	0	0		
Loss Prevention Investigator	0	0	0	0		
Contact Center	0	0	0	0		
Training Class	0	0	0	0		
Billing Services*	12	0	12	0		
Account Services**	0	0	0	0		
Alorica Center***	102	0	93	0		
PBO Joplin	0	0	0	0		
PBO Monett	0	0	0	0		
Long Term Disability	0	0	0	0		
<b>TOTAL</b>	<b>117</b>	<b>0</b>	<b>108</b>	<b>0</b>	<b>108</b>	<b>0</b>
<b>GRAND TOTAL</b>	<b>117</b>	<b>117</b>	<b>108</b>	<b>108</b>	<b>108</b>	<b>0</b>

\* Work performed in Saint Louis

\*\* Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
September 2017

	August		September		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time	FT	PT
Vice President	1	0	1	0		
Manager	1	0	1	0		
Supervisor	0	0	0	0		
Administrative Assistant	0	0	0	0		
Analyst	1	0	1	0		
Trainer	0	0	0	0		
Quality Assurance	0	0	0	0		
Loss Prevention Investigator	0	0	0	0		
Contact Center	0	0	0	0		
Training Class	0	0	0	0		
Billing Services*	12	0	12	0		
Account Services**	0	0	0	0		
Alorica Center***	93	0	103	0	10	
PBO Joplin	0	0	0	0		
PBO Monett	0	0	0	0		
Long Term Disability	0	0	0	0		
<b>TOTAL</b>	<b>108</b>	<b>0</b>	<b>118</b>	<b>0</b>		
<b>GRAND TOTAL</b>	<b>108</b>		<b>118</b>			

\* Work performed in Saint Louis

\*\*Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
September 2017

	September		September		October		October		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	FT	PT
Vice President	1	0	0	0	1	0	0	0		
Manager	1	0	0	0	1	0	0	0		
Supervisor	0	0	0	0	0	0	0	0		
Administrative Assistant	0	0	0	0	0	0	0	0		
Analyst	1	0	0	0	1	0	0	0		
Trainer	0	0	0	0	0	0	0	0		
Quality Assurance	0	0	0	0	0	0	0	0		
Loss Prevention Investigator	0	0	0	0	0	0	0	0		
Contact Center	0	0	0	0	0	0	0	0		
Training Class	0	0	0	0	0	0	0	0		
Billing Services*	12	0	0	0	12	0	0	0		
Account Services**	0	0	0	0	0	0	0	0		
Alorica Center***	103	0	0	0	99	0	0	0		
PBO Joplin	0	0	0	0	0	0	0	0		
PBO Monett	0	0	0	0	0	0	0	0		
Long Term Disability	0	0	0	0	0	0	0	0		
<b>TOTAL</b>	<b>108</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>114</b>	<b>0</b>	<b>0</b>	<b>0</b>		
<b>GRAND TOTAL</b>	<b>108</b>				<b>114</b>		<b>114</b>			

\* Work performed in Saint Louis

\*\*Work performed by Alorica



Missouri Gas Energy  
Customer Service Staff  
October 2017

	October		October		FT	PT	November		November		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time	FT	PT		
Vice President	1	0	1	0			1	0				
Manager	1	0	1	0			1	0				
Supervisor	0	0	0	0			0	0				
Administrative Assistant	0	0	0	0			0	0				
Analyst	1	0	1	0			1	0				
Trainer	0	0	0	0			0	0				
Quality Assurance	0	0	0	0			0	0				
Loss Prevention Investigator	0	0	0	0			0	0				
Contact Center	0	0	0	0			0	0				
Training Class	0	0	0	0			0	0				
Billing Services*	12	0	12	0			12	0				
Account Services**	0	0	0	0			0	0				
Alorica Center***	95	0	6	0	6		101	0				
PBO Joplin	0	0	0	0			0	0				
PBO Monett	0	0	0	0			0	0				
Long Term Disability	0	0	0	0			0	0				
TOTAL	110	0	116	0			116	0				
<b>GRAND TOTAL</b>		110		116				116				

\* Work performed in Saint Louis

\*\*Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
November 2017

	November		November		December		December		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	FT	PT
Vice President	1	0	0	0	1	0	0	0		
Manager	1	0	0	0	1	0	0	0		
Supervisor	0	0	0	0	0	0	0	0		
Administrative Assistant	0	0	0	0	0	0	0	0		
Analyst	1	0	0	0	1	0	0	0		
Trainer	0	0	0	0	0	0	0	0		
Quality Assurance	0	0	0	0	0	0	0	0		
Loss Prevention Investigator	0	0	0	0	0	0	0	0		
Contact Center	0	0	0	0	0	0	0	0		
Training Class	0	0	0	0	0	0	0	0		
Billing Services*	12	0	0	0	12	0	0	0		
Account Services**	0	0	0	0	0	0	0	0		
Alorica Center***	101	0	0	0	105	0	0	0	4	
PBO Joplin	0	0	0	0	0	0	0	0		
PBO Monett	0	0	0	0	0	0	0	0		
Long Term Disability	0	0	0	0	0	0	0	0		
<b>TOTAL</b>	<b>116</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>120</b>	<b>0</b>	<b>0</b>	<b>0</b>		
<b>GRAND TOTAL</b>	<b>116</b>		<b>116</b>		<b>120</b>		<b>120</b>			

\* Work performed in Saint Louis

\*\*Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
December 2017

	December		January		Term/Resign/New	
	Full Time	Part Time	Full Time	Part Time	FT	PT
Vice President	1	0	1	0		
Manager	1	0	1	0		
Supervisor	0	0	0	0		
Administrative Assistant	0	0	0	0		
Analyst	1	0	1	0		
Trainer	0	0	0	0		
Quality Assurance	0	0	0	0		
Loss Prevention Investigator	0	0	0	0		
Contact Center	0	0	0	0		
Training Class	0	0	0	0		
Billing Services*	12	0	12	0		
Account Services**	0	0	0	0		
Alorica Center***	105	0	101	0	-4	
PBO Joplin	0	0	0	0		
PBO Monett	0	0	0	0		
Long Term Disability	0	0	0	0		
<b>TOTAL</b>	<b>120</b>	<b>0</b>	<b>116</b>	<b>0</b>		
<b>GRAND TOTAL</b>	<b>120</b>		<b>116</b>			

\* Work performed in Saint Louis

\*\*Work performed by Alorica

**SPIRE SUMMARY OF MISSOURI WEST ESTIMATED READS THREE MONTHS AND MORE**  
**Calendar Month End - 2017**

Month	3 Mos.Est.	4 Mos.Est.	5 Mos.Est.	6 Mos.Est.	7 Mos.Est.	8 Mos.Est.	9 Mos.Est.	10 Mos.Est.	11 Mos.Est.	12 Mos.Est.	More than 12 Mos.	Total
Jan-17	77	34	18	17	12	11	3	6	2	2	0	182
Feb-17	89	42	17	9	8	6	6	0	3	1	2	183
Mar-17	65	30	22	10	2	4	4	5	0	2	3	147
Apr-17	60	24	18	11	6	2	3	0	0	0	2	126
May-17	68	21	3	5	2	1	1	0	0	0	1	102
Jun-17	53	24	7	0	1	0	0	0	0	1	0	86
Jul-17	61	21	9	5	0	0	0	0	0	0	1	97
Aug-17	55	33	10	7	3	0	1	0	0	0	1	110
Sep-17	41	30	24	5	4	0	0	0	0	0	1	105
Oct-17	67	26	24	13	3	1	0	0	0	0	1	135
Nov-17	51	44	13	9	7	1	1	0	0	0	1	127
Dec-17	75	33	29	8	8	5	0	1	0	0	1	160

**SPIRE SUMMARY OF ALL MISSOURI WEST ESTIMATED METER READS**  
**Calendar Month End - 2017**

Date	Number
Jan-17	774
Feb-17	871
Mar-17	1,185
Apr-17	985
May-17	1,179
Jun-17	912
Jul-17	583
Aug-17	4,698
Sep-17	854
Oct-17	687
Nov-17	963
Dec-17	1,003

**Missouri Gas Energy  
Percent of Service Appointments Kept**

2003	% Kept
January through March	
Quarter 1	
April through June	88.04%
Quarter 2	88.04%
July through September	87.88%
Quarters 2 & 3	87.96%
October through December	87.71%
Quarters 2, 3 & 4	87.88%

2004	% Kept
January through March	89.28%
Quarter 1	89.28%
April through June	88.10%
Quarters 1 & 2	88.66%
July through September	87.99%
Quarters 1, 2 & 3	88.43%
October through December	80.70%
Calendar Year 2004	86.29%

2005	% Kept
January through March	73.88%
Quarter 1	73.88%
April through June	83.40%
Quarters 1 & 2	78.81%
July through September	81.29%
Quarters 1, 2 & 3	79.66%
October through December	85.66%
Calendar Year 2005	81.07%

2006	% Kept
January through March	79.86%
Quarter 1	79.86%
April through June	76.31%
Quarters 1 & 2	77.99%
July through September	80.36%
Quarters 1, 2 & 3	78.76%
October through December	83.71%
Calendar Year 2006	79.84%

2007	% Kept
January through March	83.62%
Quarter 1	83.62%
April through June	73.40%
Quarters 1 & 2	77.88%
July through September	76.48%
Quarters 1, 2 & 3	77.43%
October through December	86.50%
Calendar Year 2007	79.43%

2008	% Kept
January through March	85.27%
Quarter 1	85.27%
April through June	80.47%
Quarters 1 & 2	82.43%
July through September	82.86%
Quarters 1, 2 & 3	82.58%
October through December	85.65%
Calendar Year 2008	83.25%

2009	% Kept
January through March	79.07%
Quarter 1	79.07%
April through June	78.95%
Quarters 1 & 2	79.01%
July through September	82.36%
Quarters 1, 2 & 3	80.03%
October through December	86.60%
Calendar Year 2009	81.49%

2010	% Kept
January through March	82.16%
Quarter 1	82.16%
April through June	82.37%
Quarters 1 & 2	82.28%
July through September	90.06%
Quarters 1, 2 & 3	84.55%
October through December	89.41%
Calendar Year 2010	85.65%

2011	% Kept
January through March	90.58%
Quarter 1	90.58%
April through June	90.35%
Quarters 1 & 2	90.45%
July through September	88.92%
Quarters 1, 2 & 3	89.94%
October through December	89.64%
Calendar Year 2011	89.87%

2012	% Kept
January through March	90.17%
Quarter 1	90.17%
April	89.26%
May	88.57%
June	88.50%
Quarters 1 & 2	89.46%
July	87.77%
August	88.86%
September	94.64%
Quarters 1, 2 & 3	90.07%
October	97.74%
November	97.76%
December	97.68%
Calendar Year 2012	92.62%

2013	% Kept
January	97.69%
February	97.60%
March	97.48%
Quarter 1	97.57%
April	98.11%
May	98.28%
June	98.16%
Quarters 1 & 2	97.90%
July	98.05%
August	97.90%
September	97.74%
Quarters 1, 2 & 3	97.91%
October	97.52%
November	97.24%
December	97.38%
Calendar Year 2013	97.80%

2014	% Kept
January	97.44%
February	97.02%
March	97.59%
Quarter 1	97.35%
April	97.58%
May	97.98%
June	98.33%
Quarters 1 & 2	97.69%
July	98.03%
August	98.14%
September	98.07%
Quarters 1, 2 & 3	97.82%
October	97.74%
November	97.11%
December	97.10%
Calendar Year 2014	97.71%

2015	% Kept
January	97.57%
February	97.71%
March	96.66%
Quarter 1	97.30%
April	97.59%
May	97.23%
June	97.74%
Quarters 1 & 2	97.41%
July	97.67%
August	96.88%
September	88.87%
Quarters 1, 2 & 3	97.19%
October	93.04%
November	96.32%
December	95.12%
Calendar Year 2015	97.04%

2016	% Kept
January	95.44%
February	95.96%
March	94.89%
Quarter 1	95.45%
April	93.69%
May	93.22%
June	94.28%
Quarters 1 & 2	94.54%
July	94.76%
August	94.16%
September	93.80%
Quarters 1, 2 & 3	94.44%
October	96.02%
November	97.24%
December	96.49%
Calendar Year 2016	95.13%

2017	% Kept
January	97.10%
February	95.08%
March	94.49%
Quarter 1	95.57%
April	95.50%
May	95.25%
June	94.65%
Quarters 1 & 2	95.34%
July	92.98%
August	95.56%
September	94.97%
Quarters 1, 2 & 3	95.06%
October	97.17%
November	94.55%
December	96.57%
Calendar Year 2017	95.32%

**Missouri Gas Energy  
Average Response Time to Commission-Forwarded Complaints**

2006	Answer Within 2 Business Days
January	92.69%
February	92.11%
March	85.29%
Quarter 1	89.90%
April	90.00%
May	89.66%
June	78.26%
Quarters 1 & 2	88.40%
July	91.30%
August	87.50%
September	88.89%
Quarters 1, 2 & 3	88.66%
October	96.88%
November	88.24%
December	93.75%
Calendar Year 2006	89.74%

2007	Answer Within 2 Business Days
January	90.48%
February	95.24%
March	88.89%
Quarter 1	91.67%
April	93.10%
May	88.89%
June	92.00%
Quarters 1 & 2	91.67%
July	94.74%
August	88.24%
September	87.50%
Quarters 1, 2 & 3	91.48%
October	93.33%
November	83.33%
December	91.30%
Calendar Year 2007	90.95%

2008	Answer Within 2 Business Days
January	92.86%
February	80.00%
March	88.89%
Quarter 1	87.88%
April	92.59%
May	91.30%
June	90.48%
Quarters 1 & 2	89.78%
July	88.89%
August	88.00%
September	95.45%
Quarters 1, 2 & 3	91.06%
October	71.43%
November	82.35%
December	87.88%
Calendar Year 2008	87.93%

2009	Answer Within 2 Business Days
January	91.67%
February	88.00%
March	80.65%
Quarter 1	86.96%
April	67.50%
May	80.00%
June	100.00%
Quarters 1 & 2	83.24%
July	100.00%
August	97.10%
September	95.12%
Quarters 1, 2 & 3	89.18%
October	66.67%
November	73.33%
December	83.33%
Calendar Year 2009	85.50%

2010	Answer Within 2 Business Days
January	100.00%
February	88.88%
March	85.00%
Quarter 1	90.69%
April	94.87%
May	92.31%
June	85.71%
Quarters 1 & 2	91.80%
July	100.00%
August	88.89%
September	88.24%
Quarters 1, 2 & 3	92.00%
October	100.00%
November	91.30%
December	95.00%
Calendar Year 2010	92.61%

2011	Answer Within 2 Business Days
January	90.91%
February	94.44%
March	100.00%
Quarter 1	95.00%
April	92.00%
May	92.31%
June	100.00%
Quarters 1 & 2	94.35%
July	86.67%
August	94.12%
September	100.00%
Quarters 1, 2 & 3	94.15%
October	92.86%
November	100.00%
December	90.00%
Calendar Year 2011	94.34%

2012	Answer Within 2 Business Days
January	75.00%
February	100.00%
March	100.00%
Quarter 1	90.00%
April	100.00%
May	100.00%
June	100.00%
Quarters 1 & 2	95.59%
July	100.00%
August	100.00%
September	88.89%
Quarters 1, 2 & 3	96.26%
October	100.00%
November	100.00%
December	84.62%
Calendar Year 2012	95.97%

2013	Answer Within 2 Business Days
January	100.00%
February	100.00%
March	100.00%
Quarter 1	100.00%
April	100.00%
May	100.00%
June	100.00%
Quarters 1 & 2	100.00%
July	100.00%
August	100.00%
September	100.00%
Quarters 1, 2 & 3	100.00%
October	100.00%
November	100.00%
December	100.00%
Calendar Year 2013	100.00%

2014	Answer Within 2 Business Days
January	100.00%
February	100.00%
March	100.00%
Quarter 1	100.00%
April	100.00%
May	100.00%
June	100.00%
Quarters 1 & 2	100.00%
July	100.00%
August	100.00%
September	66.67%
Quarters 1, 2 & 3	98.25%
October	71.43%
November	91.67%
December	93.33%
Calendar Year 2014	94.17%

2015	Answer Within 2 Business Days
January	91.67%
February	100.00%
March	89.47%
Quarter 1	93.33%
April	100.00%
May	73.91%
June	100.00%
Quarters 1 & 2	90.43%
July	86.67%
August	76.92%
September	46.15%
Quarters 1, 2 & 3	84.44%
October	75.00%
November	74.57%
December	80.77%
Calendar Year 2015	80.38%

2016	Answer Within 2 Business Days
January	81.82%
February	80.77%
March	92.31%
Quarter 1	84.00%
April	91.66%
May	94.44%
June	87.50%
Quarters 1 & 2	87.50%
July	87.50%
August	90.91%
September	100.00%
Quarters 1, 2 & 3	88.81%
October	64.71%
November	88.89%
December	100.00%
Calendar Year 2016	86.91%

2017	Answer Within 2 Business Days
January	100.00%
February	100.00%
March	100.00%
Quarter 1	100.00%
April	100.00%
May	94.73%
June	100.00%
Quarters 1 & 2	98.92%
July	100.00%
August	90.00%
September	100.00%
Quarters 1, 2 & 3	98.30%
October	100.00%
November	90.00%
December	100.00%
Calendar Year 2017	98.13%

**Inside Meter Count**

**February 1, 2017**

**10,482**

**Inside Meter Count**

**March 1, 2017**

**10,246**



**Inside Meter Count**

**April 4, 2017**

**9,855**

**Inside Meter Count**

**May 1, 2017**

**9,732**

**Inside Meter Count**

**May 1, 2017**

**9,548**

# **Inside Meter Count**

**June 1, 2017**

**9,374**

**Inside Meter Count**

**August 8, 2017**

**9,239**

**Inside Meter Count**

**September 8, 2017**

**8,971**

**Inside Meter Count**

**October 24, 2017**

**8,326**

**Inside Meter Count**

**November 1, 2017**

**8,274**



**Inside Meter Count**

**December 05, 2017**

**8,019**

**Inside Meter Count**

**January 10, 2017**

**8104**