

**Missouri Gas Energy**  
**A Division of Laclede Gas Company**

**GM-2013-0254**

**Report for Calendar Year 2016**

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

**January. 2016**

DATE	CALLS ANSWERED		CONTACT CENTER	WEST BACK OFFICE	CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	DATE	WEST BACK OFFICE													
Friday 1/1/2016	1,316	2	1,316	2	1,316	2	1,316	2	100%						
Saturday 1/2/2016	1,513	2	1,513	2	1,513	2	1,513	2	100%						
WEEK	2,829	2	2,829	2	2,829	2	2,829	2	100%						
Sunday 1/3/2016	1,213	2	1,213	2	1,213	2	1,213	2	100%						
Monday 1/4/2016	3,341	35	3,048	6,424	3,341	35	3,048	61	31.35%	61	479	22	563	43%	
Tuesday 1/5/2016	3,249	27	3,70	3,646	3,249	27	3,70	62	6.22%	62	450	18	200	67%	
Wednesday 1/6/2016	2,867	20	147	3,034	2,867	20	147	62	2.91%	62	441	16	159	78%	
Thursday 1/7/2016	2,694	31	196	2,921	2,694	31	196	60	4.05%	60	454	18	258	82%	
Friday 1/8/2016	2,970	26	129	3,125	2,970	26	129	65	2.40%	65	453	16	208	85%	
Saturday 1/9/2016	1,174	2	1,174	2	1,174	2	1,174	2	100%						
WEEK	15,121	139	3,890	19,150	15,121	139	3,890	62	11.67%	62	452	18	486	69%	
Sunday 1/10/2016	1,126	2	1,126	2	1,126	2	1,126	2	100%						
Monday 1/11/2016	3,626	13	635	4,274	3,626	13	635	53	9.62%	53	466	17	465	71%	
Tuesday 1/12/2016	2,995	29	671	3,695	2,995	29	671	59	12.30%	59	457	18	246	46%	
Wednesday 1/13/2016	2,926	15	69	3,010	2,926	15	69	64	1.42%	64	432	16	132	92%	
Thursday 1/14/2016	2,593	23	117	2,733	2,593	23	117	61	2.53%	61	444	17	162	84%	
Friday 1/15/2016	3,152	18	340	3,510	3,152	18	340	61	5.22%	61	441	18	267	77%	
Saturday 1/16/2016	1,324	2	1,324	2	1,324	2	1,324	2	100%						
WEEK	15,292	98	1,832	17,222	15,292	98	1,832	60	6.00%	60	446	17	349	72%	
Sunday 1/17/2016	950	2	950	2	950	2	950	2	100%						
Monday 1/18/2016	2,917	19	97	3,033	2,917	19	97	65	2.07%	65	461	17	178	82%	
Tuesday 1/19/2016	2,547	19	642	3,208	2,547	19	642	57	12.83%	57	449	18	553	61%	
Wednesday 1/20/2016	2,618	19	392	3,029	2,618	19	392	53	7.36%	53	440	20	256	67%	
Thursday 1/21/2016	2,654	12	148	2,814	2,654	12	148	58	3.12%	58	444	18	228	81%	
Friday 1/22/2016	3,019	20	119	3,158	3,019	20	119	61	2.08%	61	430	17	120	76%	
Saturday 1/23/2016	13,755	89	1,398	15,242	13,755	89	1,398	59	5.29%	59	442	18	431	74%	
WEEK	13,755	89	1,398	15,242	13,755	89	1,398	59	5.29%	59	442	18	431	74%	
Sunday 1/24/2016	1,088	2	1,088	2	1,088	2	1,088	2	100%						
Monday 1/25/2016	3,687	17	196	3,900	3,687	17	196	65	3.21%	65	436	21	186	72%	
Tuesday 1/26/2016	2,619	28	166	2,813	2,619	28	166	54	3.62%	54	416	14	189	72%	
Wednesday 1/27/2016	2,931	20	47	2,998	2,931	20	47	64	0.95%	64	408	14	130	90%	
Thursday 1/28/2016	2,899	25	40	2,964	2,899	25	40	61	0.82%	61	382	14	175	92%	
Friday 1/29/2016	3,003	17	216	3,236	3,003	17	216	58	3.63%	58	425	18	244	79%	
Saturday 1/30/2016	1,393	2	1,393	2	1,393	2	1,393	2	100%						
WEEK	15,139	107	665	15,911	15,139	107	665	60	2.30%	60	106	5	258	82%	
Sunday 1/31/2016	1,369	2	1,369	2	1,369	2	1,369	2	100%						
WEEK	1,369	2	1,369	2	1,369	2	1,369	2	100%						
MTD	59,307	433	7,785	67,525	59,307	433	7,785	60	6.31%	60	441	18	424	74%	
YTD	59,307	433	7,785	67,525	59,307	433	7,785	60	6.31%	60	360	14	424	74%	
								50	Monthly Average						
									Year To Date Average						

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

**February, 2016**

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	CALLS ABAND	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	West Back Office											
Sunday													
Monday	3,972	34	4,330	324	3,021	7,351	4.41%	70	88	447	24	165	66%
Tuesday	3,338	32	4,411	1,041	1,765	6,176	16.86%	54	62	173	18	346	60%
Wednesday	2,838	28	3,265	399	3,156	6,421	6.21%	53	103	421	20	252	70%
Thursday	2,800	18	2,981	163	2,384	5,365	3.04%	55	59	410	25	166	70%
Friday	2,737	14	2,897	146	2,771	5,668	2.58%	55	36	411	21	160	80%
Saturday									2				100%
WEEK	15,685	126	17,884	2,073	14,446	32,330	6.41%	57	87	409	21	327	70%
Sunday													
Monday	3,756	54	3,931	121	1,003	1,003			2				100%
Tuesday	2,880	30	2,970	60	2,117	6,489	1.86%	67	57	435	19	162	81%
Wednesday	3,016	35	3,136	85	2,758	5,894	1.44%	62	47	412	18	134	89%
Thursday	3,011	23	3,144	110	2,517	5,661	1.94%	58	29	383	19	132	81%
Friday	2,851	15	3,047	181	3,459	6,506	2.78%	56	51	406	25	156	77%
Saturday									2				100%
WEEK	15,514	157	16,228	557	15,961	32,189	1.73%	61	28	402	20	196	84%
Sunday													
Monday	2,744	30	2,775	1	1,220	5,007	0.02%	64	7	381	17	48	97%
Tuesday	3,200	22	3,442	220	2,321	5,763	3.82%	57	82	374	22	196	65%
Wednesday	3,019	34	3,267	214	2,578	5,845	3.66%	55	68	390	20	199	74%
Thursday	2,778	24	3,076	274	2,442	5,518	4.97%	51	77	402	21	192	71%
Friday	2,817	18	2,964	129	2,854	5,818	2.22%	55	35	389	25	105	80%
Saturday									2				100%
WEEK	14,558	128	15,524	838	14,979	30,503	2.75%	56	50	383	21	227	75%
Sunday													
Monday	3,879	33	3,994	82	1,151	1,151			2				100%
Tuesday	2,962	27	3,065	76	2,093	6,500	1.26%	75	18	413	23	135	89%
Wednesday	2,862	20	2,959	77	2,137	5,158	1.47%	63	47	399	22	131	85%
Thursday	2,885	16	2,997	96	2,137	5,096	1.51%	60	48	394	18	248	90%
Friday	2,824	17	3,162	321	2,648	5,134	1.87%	59	26	390	21	145	84%
Saturday									2				100%
WEEK	15,412	113	16,177	652	14,046	30,223	2.16%	62	33	399	21	248	85%
Sunday													
Monday	3,835	30	4,286	421	1,222	1,222			2				100%
WEEK	3,835	30	4,286	421	2,956	7,242	5.81%	63	115	421	23	218	68%
MTD	65,004	554	70,099	4,541	63,610	133,709	3.40%	52	1262	400	21	276	78%
YTD	124,311	987	137,624	12,326	119,444	257,068	4.79%	28	4,423	381	18	370	76%

Calls per FTE per Day 53  
 Calls per FTE per Day Year To Date Average

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## March 2016

DATE	CALLS ANSWERED		CONTACT CENTER	West Back Office	CALLS ABAND	TOTAL OFFERED CALL CTR.	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	% of calls offered
	DATE	CONTACT CENTER															
Tuesday 3/1/2016	3,173	20	359	3,552	3,172	6,724	5.34%	53	60	83	416	26	221	72%			
Wednesday 3/2/2016	2,774	16	316	3,106	2,514	5,620	5.62%	51	54	91	409	22	230	66%			
Thursday 3/3/2016	2,634	14	423	3,071	3,241	6,312	6.70%	49	54	99	401	23	260	69%			
Friday 3/4/2016	2,662	23	348	3,033	2,973	6,006	5.79%	48	55	95	416	26	242	69%			
Saturday 3/5/2016				1,456		1,456				2				100%			
WEEK	11,243	73	1,446	12,762	13,356	26,118	5.54%	50	224	87	408	26	296	71%			
Sunday 3/6/2016				1,160		1,160				2				100%			
Monday 3/7/2016	3,714	26	59	3,799	2,585	6,384	0.92%	70	53	22	397	22	130	85%			
Tuesday 3/8/2016	2,762	34	40	2,836	2,127	4,963	0.81%	59	47	14	379	21	133	91%			
Wednesday 3/9/2016	2,618	29	200	2,847	2,438	5,285	3.78%	51	52	50	397	23	246	78%			
Thursday 3/10/2016	2,783	31	147	2,961	2,469	5,430	2.71%	56	50	39	401	23	154	78%			
Friday 3/11/2016	2,643	15	154	2,812	2,774	5,586	2.76%	53	50	41	391	23	170	76%			
Saturday 3/12/2016				1,409		1,409				2				100%			
WEEK	14,520	135	600	15,255	14,962	30,217	1.99%	58	253	30	390	22	245	83%			
Sunday 3/13/2016				1,167		1,167											
Monday 3/14/2016	3,736	23	63	3,822	2,596	6,418	0.98%	68	55	19	396	26	97	89%			
Tuesday 3/15/2016	2,447	26	233	2,706	2,434	5,140	4.53%	49	51	75	412	24	197	67%			
Wednesday 3/16/2016	2,521	28	328	2,877	2,239	5,116	6.41%	49	52	72	396	28	192	68%			
Thursday 3/17/2016	2,429	27	193	2,649	2,047	4,696	4.11%	48	51	63	466	25	228	73%			
Friday 3/18/2016	2,561	11	342	2,914	2,853	5,767	5.93%	47	55	94	408	28	257	68%			
Saturday 3/19/2016				1,337		1,337				2				100%			
WEEK	13,694	115	1,159	14,968	14,673	29,641	3.91%	52	264	57	398	26	258	72%			
Sunday 3/20/2016				1,150		1,150				2				100%			
Monday 3/21/2016	3,519	21	174	3,714	2,383	6,097	2.85%	60	59	55	413	29	119	70%			
Tuesday 3/22/2016	2,641	36	154	2,831	1,911	4,742	3.25%	54	49	55	406	26	169	73%			
Wednesday 3/23/2016	2,446	38	204	2,688	2,001	4,689	4.35%	49	51	63	389	24	256	75%			
Thursday 3/24/2016	2,746	19	168	2,933	2,108	5,041	3.33%	55	50	65	397	28	204	74%			
Friday 3/25/2016	2,767	20	53	2,840	2,516	5,356	0.99%	60	46	15	392	26	129	90%			
Saturday 3/26/2016				1,149		1,149				2				100%			
WEEK	14,119	134	753	15,006	13,218	28,224	2.67%	56	256	46	397	27	234	78%			
Sunday 3/27/2016				865		865				2				100%			
Monday 3/28/2016	4,112	48	80	4,240	2,548	6,788	1.18%	68	62	30	377	27	175	83%			
Tuesday 3/29/2016	2,948	49	203	3,200	2,014	5,214	3.89%	54	55	69	398	26	189	64%			
Wednesday 3/30/2016	2,964	46	111	3,121	1,855	4,976	2.23%	52	52	33	365	28	305	85%			
Thursday 3/31/2016	2,869	42	730	3,641	2,494	6,135	11.90%	55	55	156	387	26	672	60%			
WEEK	12,893	185	1,124	14,202	9,776	23,978	4.69%	57	228	68	376	8	648	74%			
MTD	66,469	642	5,082	72,193	65,985	138,178	3.68%	55	1,225	56	393	22	350	76%			
YTD	190,780	1,629	17,408	209,817	185,429	395,246	4.40%	48	4,018	61	385	19	364	76%			

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

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April, 2016

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.	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	West Back Office											
Friday 4/1/2016	3,895	30	4,369	4,019	8,388	5.29%	61	65	87	398	28	198	73%
Saturday 4/2/2016				1,558	1,558				2				100%
WEEK	3,895	30	4,369	5,577	9,946	4.46%	61	65	73	395	28	255	77%
Sunday 4/3/2016				1,180	1,180				2				100%
Monday 4/4/2016	6,129	29	6,248	1,986	8,234	1.09%	72	86	23	112	8	296	92%
Tuesday 4/5/2016	3,854	22	4,248	2,385	6,633	5.61%	63	62	104	390	29	224	69%
Wednesday 4/6/2016	3,105	50	3,341	2,062	5,403	3.44%	59	54	49	372	26	302	77%
Thursday 4/7/2016	3,081	33	3,205	2,131	5,336	1.71%	60	52	29	370	24	167	83%
Friday 4/8/2016	3,227	22	3,619	2,787	6,406	5.78%	55	59	98	375	29	259	64%
Saturday 4/9/2016				1,331	1,331				2				100%
WEEK	19,396	156	20,661	13,862	34,523	3.21%	62	317	55	291	21	309	79%
Sunday 4/10/2016				1,180									
Monday 4/11/2016	4,137	40	4,551	2,684	7,235	5.17%	66	64	111	406	33	206	68%
Tuesday 4/12/2016	3,114	31	3,216	1,973	5,189	1.37%	65	48	25	396	25	212	86%
Wednesday 4/13/2016	3,126	27	3,318	2,096	5,414	3.05%	61	52	40	411	30	200	80%
Thursday 4/14/2016	2,977	37	3,262	1,972	5,234	4.74%	55	55	64	402	31	186	69%
Friday 4/15/2016	2,729	20	3,201	2,968	6,169	7.33%	51	54	120	402	33	278	67%
Saturday 4/16/2016				1,249	1,249				2				100%
WEEK	16,083	155	17,548	14,122	31,670	4.14%	59	273	70	400	30	291	72%
Sunday 4/17/2016				1,056	1,056				2				100%
Monday 4/18/2016	3,944	37	4,240	2,406	6,646	3.90%	63	63	83	405	29	168	69%
Tuesday 4/19/2016	2,982	38	3,092	1,809	4,901	1.47%	49	61	22	392	28	178	88%
Wednesday 4/20/2016	2,676	34	2,835	2,054	4,889	2.56%	50	54	42	422	26	212	81%
Thursday 4/21/2016	2,615	30	2,799	1,909	4,708	3.27%	51	51	61	422	32	188	71%
Friday 4/22/2016	2,811	11	2,966	2,470	5,436	2.65%	57	50	46	413	32	174	80%
Saturday 4/23/2016				1,065	1,065				2				100%
WEEK	15,028	150	15,932	12,769	28,701	2.63%	54	281	49	398	29	234	79%
Sunday 4/24/2016				915	915				2				100%
Monday 4/25/2016	3,560	36	3,878	2,335	6,213	2.93%	60	62	60	411	36	176	73%
Tuesday 4/26/2016	2,712	36	2,873	1,726	4,599	2.72%	50	55	44	378	25	297	82%
Wednesday 4/27/2016	2,776	36	2,871	1,849	4,720	1.25%	48	59	35	390	24	134	83%
Thursday 4/28/2016	2,591	35	2,812	1,852	4,664	3.99%	49	53	71	374	21	323	78%
Friday 4/29/2016	3,095	19	3,296	2,947	6,243	2.92%	59	52	48	403	32	186	80%
Saturday 4/30/2016				1,489	1,489				2				100%
WEEK	14,834	162	15,730	13,113	28,843	2.54%	53	282	47	389	9	311	81%
MTD	69,236	653	74,240	59,443	133,683	3.25%	67	1045	57	366	23	285	78%
YTD	260,016	2,282	284,057	244,872	528,929	4.11%	48	5,428	60	380	20	348	76%

Calls per FTE per Day 58  
 Calls per FTE per Day Year To Date Average

4/4/2016 The network connection was down and customers were forced to call back.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May. 2016

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	CALLS ABAND	TOTAL HANDED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	West Back Office											
Sunday 5/1/2016			1,196		1,196			2					100%
Monday 5/2/2016	3,664	46	4,208	498	2,783	6,991	7.12%	59	63	416	32	276	68%
Tuesday 5/3/2016	3,253	39	3,468	176	3,060	6,528	2.70%	63	52	407	38	187	81%
Wednesday 5/4/2016	2,922	35	3,042	85	2,220	5,262	1.62%	69	43	420	45	242	87%
Thursday 5/5/2016	2,692	35	2,840	113	2,094	4,934	2.29%	63	43	421	48	247	85%
Friday 5/6/2016	2,685	20	2,755	50	2,461	5,216	0.96%	62	44	393	56	179	88%
Saturday 5/7/2016			1,000		1,000			2					100%
WEEK	15,216	175	14,814	922	16,313	31,127	2.96%	63	243	407	42	317	82%
Sunday 5/8/2016			785		785			2					100%
Monday 5/9/2016	3,610	39	3,848	199	2,555	6,403	3.11%	66	56	403	52	176	71%
Tuesday 5/10/2016	2,787	36	2,960	137	2,146	5,106	2.68%	65	43	401	63	230	81%
Wednesday 5/11/2016	2,768	47	2,912	97	2,268	5,180	1.87%	64	44	394	57	226	86%
Thursday 5/12/2016	2,636	31	2,771	104	1,990	4,761	2.18%	59	45	407	59	155	76%
Friday 5/13/2016	2,814	20	2,924	90	2,789	5,713	1.58%	61	47	386	53	253	88%
Saturday 5/14/2016			1,260		1,260			2					100%
WEEK	14,615	173	13,793	627	15,415	29,208	2.15%	63	235	394	56	277	81%
Sunday 5/15/2016			1,112		1,112			99	55	394	59	196	69%
Monday 5/16/2016	3,632	39	3,920	249	2,438	6,358	3.92%	66	46	407	50	141	68%
Tuesday 5/17/2016	2,818	45	3,035	172	1,899	4,934	3.49%	62	46	407	50	176	80%
Wednesday 5/18/2016	2,895	36	3,053	122	1,985	5,038	2.42%	64	46	388	50	176	80%
Thursday 5/19/2016	2,561	41	2,960	358	2,017	4,977	7.19%	56	47	395	50	476	73%
Friday 5/20/2016	2,763	24	3,090	303	2,664	5,754	5.27%	52	53	395	57	185	64%
Saturday 5/21/2016			1,150		1,150			2					100%
WEEK	14,669	185	13,265	1,204	16,058	29,323	4.11%	60	247	391	53	342	69%
Sunday 5/22/2016			892		892			2					100%
Monday 5/23/2016	2,884	48	3,536	604	2,299	5,835	10.35%	56	53	402	58	376	62%
Tuesday 5/24/2016	2,341	49	2,850	460	1,762	4,612	9.97%	51	46	418	60	364	58%
Wednesday 5/25/2016	2,617	43	2,964	304	1,834	4,798	6.34%	54	49	396	59	322	65%
Thursday 5/26/2016	2,573	40	2,788	175	1,657	4,445	3.94%	52	51	407	57	186	72%
Friday 5/27/2016	2,669	13	3,024	342	2,437	5,461	6.26%	54	49	413	63	266	65%
Saturday 5/28/2016			1,116		1,116			2					100%
WEEK	13,084	193	11,997	1,885	15,162	27,159	6.94%	53	248	401	58	416	67%
Sunday 5/29/2016			700		700			2					100%
Monday 5/30/2016			1,309		1,309			2					100%
Tuesday 5/31/2016	3,294	7	4,263	962	2,720	6,983	13.78%	52	63	382	63	575	60%
WEEK	3,294	7	4,263	962	4,729	8,992	10.70%	52	63	381	63	776	69%
MTD	60,878	733	58,598	5,600	67,211	125,809	4.45%	70	886	397	49	430	75%
YTD	320,894	3,015	303,470	27,359	351,268	654,738	4.18%	50	6,439	383	26	365	76%

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

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
JUNE 2016 UPDATED\***

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	West Back Office										
Wednesday 6/1/2016	2,768	56	3,843	2,913	6,756	15.08%	56	194	445	64	575	63%
Thursday 6/2/2016	2,490	35	3,101	2,289	5,390	10.69%	50	159	462	63	410	65%
Friday 6/3/2016	2,801	14	3,486	3,815	7,301	9.19%	48	130	400	64	359	69%
Saturday 6/4/2016				1,446	1,446			2				100%
WEEK	8,059	105	10,430	10,463	20,893	10.85%	52	147	429	63	607	68%
Sunday 6/5/2016				1,156	1,156			2				100%
Monday 6/6/2016	3,228	35	4,010	2,561	6,571	11.37%	54	298	445	70	485	63%
Tuesday 6/7/2016	2,523	35	3,101	2,114	5,215	10.41%	47	292	456	62	377	62%
Wednesday 6/8/2016	2,707	56	3,086	2,182	5,268	6.13%	47	164	446	67	352	66%
Thursday 6/9/2016	2,532	31	2,909	2,005	4,914	7.04%	48	106	432	63	385	65%
Friday 6/10/2016	2,793	28	3,096	2,590	5,686	4.84%	51	66	406	66	291	74%
Saturday 6/11/2016				1,093	1,093			2				100%
WEEK	13,783	185	16,202	13,701	29,903	7.47%	49	108	431	65	497	68%
Sunday 6/12/2016				905	905							
Monday 6/13/2016	3,312	34	3,806	2,318	6,124	7.51%	55	127	421	75	327	65%
Tuesday 6/14/2016	2,714	50	3,070	1,821	4,891	6.26%	52	116	411	59	311	65%
Wednesday 6/15/2016	2,740	28	3,027	2,264	5,291	4.90%	57	88	425	57	207	66%
Thursday 6/16/2016	2,517	30	2,653	2,059	4,712	2.25%	51	45	404	46	186	81%
Friday 6/17/2016	2,603	17	2,922	2,592	5,514	5.48%	49	88	412	57	219	67%
Saturday 6/18/2016				1,168	1,168			2				100%
WEEK	13,886	159	15,478	13,127	28,605	5.01%	53	87	410	195	463	67%
Sunday 6/19/2016				801	801			2				100%
Monday 6/20/2016	3,188	25	3,499	2,312	5,811	4.92%	59	87	417	62	242	68%
Tuesday 6/21/2016	2,507	44	2,724	1,733	4,457	3.88%	52	70	394	59	267	76%
Wednesday 6/22/2016	2,367	38	2,633	1,768	4,401	5.18%	48	91	423	42	264	66%
Thursday 6/23/2016	2,365	28	2,675	1,755	4,430	6.37%	47	114	416	41	286	63%
Friday 6/24/2016	2,583	26	2,874	2,375	5,249	5.05%	49	93	416	50	214	25%
Saturday 6/25/2016				1,008	1,008			2				100%
WEEK	13,010	161	14,405	11,752	26,157	4.72%	51	84	408	51	333	62%
Sunday 6/26/2016				843	843			2				100%
Monday 6/27/2016	2,781	30	3,421	1,941	5,362	11.38%	53	168	425	60	445	21%
Tuesday 6/28/2016	2,382	38	2,835	1,566	4,401	9.43%	51	183	438	64	378	24%
Wednesday 6/29/2016	2,376	32	2,761	1,435	4,196	8.41%	51	161	434	55	361	28%
Thursday 6/30/2016	2,727	33	3,122	2,041	5,163	7.01%	49	116	412	42	323	26%
WEEK	10,266	133	12,139	7,826	19,965	8.72%	51	148	421	16	516	28%
MTD	59,004	743	68,654	56,869	125,523	7.10%	51	111	419	84	501	60%
YTD	379,898	3,758	419,922	360,339	780,261	4.65%	48	8,037	389	35	398	74%

Calls per FTE per Day 53    Monthly Average  
Calls per FTE per Day    Year To Date Average

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER July. 2016

DATE	CALLS ANSWERED		CALLS ABAND	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 % of calls offered
	CONTACT CENTER	West Back Office												
Friday 07/01/2016	2,869	26	419	3,314	3,788	7,102	5.90%	53	55	93	402	47	266	74%
Saturday 7/2/2016					1,379	1,379				2				100%
WEEK	2,869	26	419	3,314	5,167	8,481	4.94%	53	55	77	398	46	333	79%
Sunday 7/3/2016					834	834				2				100%
Monday 7/4/2016					945	945				2				100%
Tuesday 7/5/2016	2,678	29	541	3,248	2,910	6,158	8.79%	53	51	160	420	58	564	67%
Wednesday 7/6/2016	2,420	43	313	2,776	2,095	4,871	6.43%	53	47	139	414	39	461	65%
Thursday 7/7/2016	2,436	39	378	2,853	1,900	4,753	7.95%	43	57	112	501	59	375	62%
Friday 7/8/2016	2,455	31	378	2,864	2,341	5,205	7.26%	46	55	113	504	46	263	65%
Saturday 7/9/2016					1,104	1,104				2				100%
WEEK	9,989	142	1,610	11,741	12,129	23,870	6.74%	49	209	116				69%
Sunday 7/10/2016					978									
Monday 7/11/2016	2,859	35	656	3,550	2,230	5,780	11.35%	58	50	168	486	52	516	24%
Tuesday 7/12/2016	2,619	38	238	2,895	1,800	4,695	5.07%	55	48	84	478	34	242	25%
Wednesday 7/13/2016	2,546	27	265	2,838	1,979	4,817	5.50%	50	51	85	407	25	310	74%
Thursday 7/14/2016	2,553	51	284	2,888	1,891	4,779	5.94%	53	49	85	473	29	391	70%
Friday 7/15/2016	2,964	28	300	3,292	2,922	6,214	4.83%	56	54	72	438	37	241	74%
Saturday 7/16/2016					1,235	1,235				2				100%
WEEK	13,541	179	1,743	15,463	13,035	28,498	6.12%	54	253	91				54%
Sunday 7/17/2016					965	965				2				100%
Monday 7/18/2016	2,756	38	702	3,496	2,164	5,660	12.40%	56	50	172	439	39	468	59%
Tuesday 7/19/2016	2,445	32	375	2,852	1,658	4,510	8.31%	48	52	143	461	39	305	60%
Wednesday 7/20/2016	2,535	37	178	2,750	1,829	4,579	3.89%	50	52	54	431	29	190	71%
Thursday 7/21/2016	2,392	39	56	2,487	1,700	4,187	1.34%	54	45	15	426	27	341	90%
Friday 7/22/2016	2,600	42	130	2,772	2,244	5,016	2.59%	55	48	41	428	34	235	81%
Saturday 7/23/2016					1,014	1,014				2				100%
WEEK	12,728	188	1,441	14,357	11,574	25,931	5.56%	52	248	80				74%
Sunday 7/24/2016					824	824				2				100%
Monday 7/25/2016	2,815	56	853	3,724	1,958	5,682	15.01%	58	49	205	468	48	375	55%
Tuesday 7/26/2016	2,684	33	270	2,987	1,651	4,638	5.82%	53	51	91	441	42	307	57%
Wednesday 7/27/2016	2,079	8	11	2,098	1,515	3,613	0.30%	54	38	10	433	29	104	94%
Thursday 7/28/2016	2,614	11	231	2,856	1,792	4,648	4.97%	52	50	82	425	33	228	68%
Friday 7/29/2016	2,768	18	172	2,958	2,585	5,543	3.10%	53	53	53	423	37	176	76%
Saturday 7/30/2016					1,207	1,207				2				
WEEK	12,960	126	1,537	14,623	11,532	26,155	5.88%	54	242	84	434	10	381	66%
Sunday 7/31/2016					1,100									
WEEK					1,100									
MTD	52,087	661	6,750	60,598	53,437	114,035	5.92%	53	1005	91	439	32	497	66%
YTD	431,985	4,419	43,016	480,520	413,776	894,296	4.81%	48	9,148	73	395	34	414	73%

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



**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

**August. 2016**

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	West Back Office										
Monday 8/1/2016	3,164	38	3,966	2,997	6,963	10.97%	61	148	425	48	448	67%
Tuesday 8/2/2016	2,759	23	3,046	2,045	5,091	5.19%	55	91	420	42	180	63%
Wednesday 8/3/2016	2,719	33	3,038	2,779	5,817	4.92%	52	78	407	43	263	74%
Thursday 8/4/2016	2,398	23	2,523	2,045	4,568	2.23%	49	34	394	34	171	81%
Friday 8/5/2016	2,270	10	2,490	2,345	4,835	4.34%	51	58	402	35	232	76%
Saturday 8/6/2016			1,117	1,117	1,117			2				100%
WEEK	13,310	127	15,063	13,328	28,391	5.73%	54	82	410	41	368	73%
Sunday 8/7/2016			934	934	934			2				100%
Monday 8/8/2016	2,529	26	3,002	2,039	5,041	8.87%	51	129	442	49	458	66%
Tuesday 8/9/2016	2,223	9	2,487	1,682	4,169	6.12%	47	95	437	37	332	68%
Wednesday 8/10/2016	2,308	20	2,472	1,941	4,413	3.26%	52	48	436	39	192	81%
Thursday 8/11/2016	2,457	32	2,522	1,811	4,333	0.76%	64	11	442	44	93	94%
Friday 8/12/2016	2,636	22	2,679	2,472	5,151	0.41%	62	6	430	30	231	97%
Saturday 8/13/2016			1,155	1,155	1,155			2				100%
WEEK	12,153	109	13,162	12,034	25,196	3.57%	55	52	436	41	290	83%
Sunday 8/14/2016			894	894	894			2				100%
Monday 8/15/2016	3,079	23	3,359	2,327	5,686	4.52%	59	78	436	41	290	68%
Tuesday 8/16/2016	2,301	20	2,376	1,792	4,168	1.32%	54	19	425	29	210	90%
Wednesday 8/17/2016	2,417	21	2,450	1,793	4,243	0.28%	60	4	392	25	204	98%
Thursday 8/18/2016	2,278	24	2,326	1,692	4,018	0.60%	55	7	397	26	293	96%
Friday 8/19/2016	2,503	14	2,631	2,299	4,930	2.31%	50	25	384	27	194	86%
Saturday 8/20/2016			1,011	1,011	1,011			2				100%
WEEK	12,578	102	13,142	11,808	24,950	1.85%	56	27	406	35	204	84%
Sunday 8/21/2016			840	840	840			2				100%
Monday 8/22/2016	3,139	21	3,284	1,848	5,132	2.42%	63	26	406	35	204	86%
Tuesday 8/23/2016	2,380	19	2,457	1,371	3,828	1.52%	59	8	395	28	215	96%
Wednesday 8/24/2016	2,512	27	2,637	1,661	4,298	2.28%	57	45	402	21	249	88%
Thursday 8/25/2016	2,597	29	2,750	1,647	4,397	2.82%	60	25	405	25	316	88%
Friday 8/26/2016	2,673	24	2,860	2,124	4,984	3.27%	55	43	385	32	312	76%
Saturday 8/27/2016			1,068	1,068	1,068			2				100%
WEEK	13,301	120	13,988	10,559	24,547	2.31%	59	25	413	13	501	87%
Sunday 8/28/2016			885	885	885			2				100%
Monday 8/29/2016	2,784	37	3,583	1,880	5,463	13.95%	56	51	413	39	545	59%
Tuesday 8/30/2016	2,827	45	3,146	1,503	4,649	5.89%	59	48	417	37	233	63%
Wednesday 8/31/2016	2,660	34	3,055	1,840	4,895	7.37%	56	48	411	45	364	69%
WEEK	8,271	116	9,784	6,108	15,892	8.79%	57	148	414	13	501	66%
MTD	59,613	574	65,139	53,837	118,976	4.16%	56	1078	394	30	397	79%
YTD	491,598	4,993	545,659	467,613	1,013,272	4.73%	48	10,299	395	34	412	73%

Calls per FTE per Day 47  
 Calls per FTE per Day  
 Monthly Average  
 Year To Date Average

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

**September. 2016**

DATE	CONTACT CENTER		CALLS ANSWERED		CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	2,664	2,641	35	19												395
9/1/2016	2,664	2,641	35	19	395	1,096	5,561	6,845	1,148	56	51	117	172	45	401	68%
9/2/2016	2,641	2,641	19	19	1,096	3,756	6,845	6,845	1,148	51	51	172	172	41	260	52%
9/3/2016							1,148				2					100%
WEEK	5,305		54		1,491	6,850	13,554	13,554		53	101	132	407	43	319	62%
9/4/2016							685	685			2					100%
9/5/2016							1,134	1,134			2					100%
9/6/2016	3,068		16		1,159	4,243	6,519	6,519		57	54	234	415	44	429	52%
9/7/2016	2,615		24		357	2,996	4,760	4,760		51	52	126	413	41	391	64%
9/8/2016	2,722		34		248	3,004	4,936	4,936		52	53	57	393	38	284	69%
9/9/2016	2,354		22		474	2,850	5,269	5,269		49	48	113	378	42	327	66%
9/10/2016							1,205	1,205			2					100%
WEEK	10,759		96		2,238	13,093	24,508	24,508		52	207	118				67%
9/11/2016							924									
9/12/2016	2,793		39		539	3,371	5,510	5,510		54	52	166	400	48	347	64%
9/13/2016	2,776		23		124	2,923	4,687	4,687		59	48	45	367	38	161	77%
9/14/2016	2,670		41		189	2,900	4,934	4,934		59	46	74	423	49	176	69%
9/15/2016	2,996		40		63	3,099	5,253	5,253		73	41	19	389	35	108	91%
9/16/2016	2,720		26		54	2,800	5,145	5,145		67	41	11	416	30	158	94%
9/17/2016							1,184	1,184			2					100%
WEEK	13,955		169		969	15,093	27,637	27,637		62	227	58				77%
9/18/2016							791	791								
9/19/2016	3,766		21		120	3,907	5,697	5,697		78	49	25	398	33	124	100%
9/20/2016	2,692		43		5	2,740	4,325	4,325		78	35	3	376	28	79	99%
9/21/2016	2,678		25		15	2,718	4,430	4,430		75	36	4	410	29	165	98%
9/22/2016	2,601		46		7	2,654	4,335	4,335		74	36	3	414	35	66	99%
9/23/2016	2,781		23		21	2,825	5,014	5,014		76	37	5	405	35	152	99%
9/24/2016							911	911			2					100%
WEEK	14,518		158		168	14,844	25,503	25,503		76	193	8				96%
9/25/2016							891	891								
9/26/2016	3,751		44		215	4,010	5,786	5,786		73	52	71	419	41	131	100%
9/27/2016	2,970		45		44	3,059	4,476	4,476		71	42	11	412	38	126	95%
9/28/2016	2,842		33		77	2,952	4,647	4,647		67	43	19	429	35	137	89%
9/29/2016	2,959		36		111	3,106	4,750	4,750		65	46	35	413	42	122	80%
9/30/2016	3,356		29		233	3,618	6,345	6,345		63	54	62	404	47	127	69%
WEEK	15,878		187		680	16,745	26,895	26,895		68	237	41	415	10	159	80%
MTD	60,415		664		5,546	66,625	118,097	118,097		64	952	63	404	31	335	78%
YTD	552,013		5,657		53,514	612,284	1,131,369	1,131,369		50	11,156	70	396	33	404	74%

Calls per FTE per Day 45  
 Calls per FTE per Day Year To Date Average

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER October. 2016

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	CALLS ABAND	TOTAL HANDED 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 % of calls offered
	WEST CENTER	West Back Office												
Saturday	10/1/2016		1,364		1,364									
Sunday	10/2/2016		1,143		1,143									
Monday	10/3/2016	4,396	25	253	4,674	6,697	3.78%	90	49	76	391	47	162	70%
Tuesday	10/4/2016	3,136	43	187	3,366	5,286	3.54%	63	50	57	397	41	139	73%
Wednesday	10/5/2016	2,815	44	172	3,031	4,963	3.47%	59	49	67	386	41	173	74%
Thursday	10/6/2016	2,688	50	114	2,852	4,719	2.42%	59	46	39	393	41	102	80%
Friday	10/7/2016	3,301	41	108	3,450	5,847	1.85%	67	50	35	400	42	111	85%
Saturday	10/8/2016				1,113	1,113			245	2	393	43	170	100%
Sunday	10/9/2016	16,336	203	834	17,373	29,768	2.80%	68	54	51	390	46	476	62%
Monday	10/10/2016	3,070	26	469	3,565	5,451	8.60%	54	57	133	389	48	241	61%
Tuesday	10/11/2016	3,187	35	311	3,533	5,464	5.69%	60	53	108	399	49	254	65%
Wednesday	10/12/2016	3,049	35	682	3,766	5,834	11.69%	60	51	163	387	48	398	59%
Thursday	10/13/2016	3,341	36	1,267	4,644	6,563	19.31%	62	55	209	367	42	488	55%
Friday	10/14/2016	3,112	38	960	4,110	6,900	13.91%	57	55	168	412	41	467	61%
Saturday	10/15/2016				1,175	1,175			272	2	390	46	476	100%
Sunday	10/16/2016	15,759	170	3,689	19,618	32,306	11.42%	59	45	146	447	47	144	79%
Monday	10/17/2016	3,608	31	153	3,792	5,789	2.64%	81	45	49	400	32	107	99%
Tuesday	10/18/2016	2,859	46	7	2,912	4,510	0.16%	86	34	4	415	31	199	96%
Wednesday	10/19/2016	2,856	45	20	2,921	4,689	0.43%	81	36	10	412	29	152	91%
Thursday	10/20/2016	3,177	48	34	3,259	5,146	0.66%	80	40	17	401	33	117	87%
Friday	10/21/2016	3,481	32	83	3,596	6,069	1.37%	80	44	24	401	33	117	100%
Saturday	10/22/2016				1,013	1,013			198	2	416	90	282	90%
Sunday	10/23/2016	15,981	202	297	16,480	28,116	1.06%	82	45	2	406	45	163	100%
Monday	10/24/2016	3,832	43	152	4,027	5,941	2.56%	86	45	47	400	41	137	78%
Tuesday	10/25/2016	3,064	36	97	3,197	4,908	1.98%	69	45	31	385	26	165	98%
Wednesday	10/26/2016	3,055	39	12	3,106	4,720	0.25%	80	39	4	386	22	40	99%
Thursday	10/27/2016	2,844	48	6	2,898	5,000	0.12%	73	40	3	366	26	223	90%
Friday	10/28/2016	3,013	56	58	3,127	3,993	1.45%	66	46	18	327	33	237	89%
Saturday	10/29/2016	15,808	222	325	16,355	25,506	1.27%	75	214	2	392	33	106	100%
Sunday	10/30/2016	3,930	39	122	4,091	6,164	1.98%	80	50	36	392	33	106	82%
Monday	10/31/2016	3,930	39	122	4,091	6,164	1.75%	80	50	32	392	33	106	84%
MTD		67,814	836	5,267	73,917	124,031	4.25%	71	965	59	382	52	393	78%
YTD		619,827	6,493	58,781	686,201	1,255,400	4.68%	52	12,021	69	394	35	403	74%
										Calls per FTE per Day		46		Monthly Average
										Calls per FTE per Day		57		Year To Date Average

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## November. 2016

DATE	CALLS ANSWERED		CALLS ABAND	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	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	WEST CENTER	West Back Office												
Tuesday 11/1/2016	4,062	55	103	4,220	2,890	7,110	1.45%	92	45	25	393	32	91	86%
Wednesday 11/2/2016	3,147	56	6	3,209	2,275	5,484	0.11%	94	34	3	387	24	131	98%
Thursday 11/3/2016	3,392	54	12	3,458	3,071	6,529	0.18%	93	37	3	386	27	46	99%
Friday 11/4/2016	3,214	28	49	3,291	2,915	6,206	0.79%	77	42	8	373	25	233	95%
Saturday 11/5/2016				1,161										
WEEK	13,815	193	170	14,178	12,312	26,490	0.64%	89	157	10	385	27	158	90%
Sunday 11/6/2016				1,015										
Monday 11/7/2016	4,261	39	385	4,685	2,667	7,352	5.24%	79	54	69	398	37	195	77%
Tuesday 11/8/2016	3,138	46	3	3,187	1,868	5,055	0.06%	85	38	1	379	26	42	100%
Wednesday 11/9/2016	3,815	46	42	3,903	2,000	5,903	0.71%	81	48	10	364	32	82	93%
Thursday 11/10/2016	3,906	25	49	3,980	2,688	6,668	0.73%	81	49	10	377	28	83	93%
Friday 11/11/2016	2,773	46	6	2,825	1,708	4,533	0.13%	76	37	2	366	22	90	99%
Saturday 11/12/2016				1,055										100%
WEEK	17,893	202	485	18,580	13,001	31,581	1.54%	80	226	20	378	30	221	88%
Sunday 11/13/2016				878						2				100%
Monday 11/14/2016	4,291	29	514	4,834	2,571	7,405	6.94%	76	57	88	417	36	143	71%
Tuesday 11/15/2016	3,928	35	130	4,093	2,420	6,513	2.00%	74	53	35	390	37	78	80%
Wednesday 11/16/2016	3,658	44	147	3,849	2,190	6,039	2.43%	74	50	37	383	35	195	84%
Thursday 11/17/2016	3,261	55	283	3,599	2,107	5,706	4.96%	61	54	72	412	37	166	73%
Friday 11/18/2016	3,718	32	380	4,130	2,786	6,916	5.49%	67	56	91	408	38	327	74%
Saturday 11/19/2016				1,209						2				100%
WEEK	18,856	195	1,454	20,505	14,161	34,666	4.19%	70	271	61	402	37	252	78%
Sunday 11/20/2016				969						2				100%
Monday 11/21/2016	4,073	19	1,594	5,686	2,202	7,888	20.21%	64	64	251	408	30	823	54%
Tuesday 11/22/2016	2,962	24	723	3,709	2,052	5,761	12.55%	59	51	220	506	49	471	56%
Wednesday 11/23/2016	2,835	21	69	2,925	1,718	4,643	1.49%	56	51	38	442	39	338	89%
Thursday 11/24/2016				485						2				100%
Friday 11/25/2016	3,045	1	2	3,048	1,888	4,936	0.04%	58	53	3	390	25	134	78%
Saturday 11/26/2016				1,084						2				100%
WEEK	12,915	65	2,388	15,368	10,398	25,766	9.27%	59	219	123	401	33	925	70%
Sunday 11/27/2016				1,048						2				100%
Monday 11/28/2016	3,788	32	587	4,407	2,885	7,292	8.05%	66	58	156	424	45	373	70%
Tuesday 11/29/2016	3,132	34	692	3,858	1,953	5,811	11.91%	60	53	182	443	50	425	59%
Wednesday 11/30/2016	3,045	14	935	3,994	2,022	6,016	15.54%	56	54	221	465	39	580	57%
WEEK														
MTD	73,444	735	6,711	80,890	57,780	138,670	4.84%	73	1,019	68	398	34	608	79%
YTD	693,271	7,228	65,492	767,091	626,979	1,394,070	4.70%	54	12,977	69	395	35	424	75%
									49		Monthly Average			
									56		Year To Date Average			

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER December. 2016

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	CALLS ABAND	TOTAL HANDED 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												
Thursday 12/1/2016	3,556	29	4,223	638	2,677	6,900	9.25%	68	52	159	472	43	318	66%
Friday 12/2/2016	3,351	24	4,177	802	3,415	7,592	10.56%	57	60	172	457	37	432	67%
Saturday 12/3/2016					1,507									
WEEK	6,907	53	8,400	1,440	7,599	15,999	9.00%	62	111	148	465	40	549	60%
Sunday 12/4/2016					1,332									
Monday 12/5/2016	3,652	31	5,146	1,463	2,873	8,019	18.24%	54	68	242	465	42	845	55%
Tuesday 12/6/2016	3,481	35	3,972	456	2,011	5,983	7.62%	56	63	165	468	47	316	64%
Wednesday 12/7/2016	3,339	37	3,590	214	1,923	5,513	3.88%	56	61	85	440	33	197	74%
Thursday 12/8/2016	3,559	37	3,738	142	1,836	5,574	2.55%	54	66	42	417	29	233	85%
Friday 12/9/2016	3,108	20	3,571	443	2,618	6,189	7.16%	58	54	123	441	34	336	65%
Saturday 12/10/2016					1,201	1,201				2				100%
WEEK	17,139	160	20,017	2,718	13,794	33,811	8.04%	56	310	125	446	37	778	66%
Sunday 12/11/2016					1,002	1,002				2				100%
Monday 12/12/2016	4,084	23	4,947	840	2,352	7,299	11.51%	72	57	181	349	26	455	63%
Tuesday 12/13/2016	4,105	42	4,296	149	1,727	6,023	2.47%	59	70	57	243	18	268	84%
Wednesday 12/14/2016	3,767	34	3,876	75	1,998	5,874	1.28%	57	67	22	411	25	167	88%
Thursday 12/15/2016	3,284	33	3,376	59	2,434	5,810	1.02%	57	58	17	397	16	83	90%
Friday 12/16/2016	3,322	30	3,462	110	2,378	5,840	1.88%	58	58	31	395	20	227	85%
Saturday 12/17/2016					1,133	1,133				2				100%
WEEK	18,562	162	19,957	1,233	13,024	32,981	3.74%	60	310	60	355	21	467	82%
Sunday 12/18/2016					1,037	1,037				2				100%
Monday 12/19/2016	2,971	21	3,917	925	2,176	6,093	15.18%	50	60	211	431	27	652	57%
Tuesday 12/20/2016	3,169	27	3,344	148	1,791	5,135	2.88%	56	57	58	413	33	366	82%
Wednesday 12/21/2016	2,660	37	2,729	32	1,771	4,500	0.71%	59	46	9	371	15	209	95%
Thursday 12/22/2016	2,233	24	2,270	13	1,577	3,847	0.34%	60	38	4	367	11	376	99%
Friday 12/23/2016	2,033	7	2,057	17	1,813	3,870	0.44%	51	40	2	337	7	942	99%
Saturday 12/24/2016					643	643				2				100%
WEEK	13,066	116	14,317	1,135	10,808	25,125	4.52%	55	239	60	389	20	727	85%
Sunday 12/25/2016					295	295				2				100%
Monday 12/26/2016					1,352	1,352				2				100%
Tuesday 12/27/2016	3,431	20	3,618	167	2,151	5,769	2.89%	59	58	44	381	23	619	85%
Wednesday 12/28/2016	3,087	43	3,193	63	2,038	5,231	1.20%	58	54	22	364	20	228	92%
Thursday 12/29/2016	3,006	22	3,104	76	1,892	4,996	1.52%	58	52	25	372	28	174	88%
Friday 12/30/2016	3,183	49	3,308	76	2,914	6,222	1.22%	58	56	20	373	20	215	90%
Saturday 12/31/2016					1,540	1,540				2				100%
WEEK	12,707	134	13,223	382	12,182	25,405	1.50%	58	220	24	373	23	496	90%
MTD	68,381	625	75,914	6,908	57,407	133,321	5.18%	58	1,192	79	399	27	651	77%
YTD	761,652	7,853	843,005	72,400	684,386	1,527,391	4.74%	54	14,170	70	395	35	446	75%

Calls per FTE per Day      57      Monthly Average  
Calls per FTE per Day      56      Year To Date Average

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

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%

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%

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%

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%

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%

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%

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%

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%

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%

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%

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%

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%

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%

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%

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

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

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

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

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

2007

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

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

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

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

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

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	67
Calendar Year 2013	46
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

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

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

**Personnel responsible for handling MoPSC  
complaints / inquiries**  
-----  
Sherri Hahn (816) 676-6212

**After hours contact  
personnel**  
-----  
Ron Crow

Home	Cell
	(816) 550-4792

**Customer service management personnel**  
-----  
Ron Crow (314) 499-5679  
David Hendershot (816) 360-5634

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

- 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**  
**2016**

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	(483,682)		46,534,965	(472,193)		42,733,902	(284,911)		30,431,462		
Com/Ind	(9,438)		15,901,065	(1,959)		16,276,603	(2,199)		10,325,405		
Non-Service											
<b>Total</b>	<b>(493,120)</b>	<b>-</b>	<b>62,436,030</b>	<b>(474,151)</b>	<b>-</b>	<b>59,010,505</b>	<b>(287,110)</b>	<b>-</b>	<b>40,756,867</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	(1,240,786)	-	119,700,329	(157,154)		22,861,086	(91,853)		16,431,932		
Com/Ind	(13,596)	-	42,503,073	(7,257)		7,329,715	(2,018)		4,954,376		
Non-Service	-	-	-								
<b>Total</b>	<b>(1,254,381)</b>	<b>-</b>	<b>162,203,401</b>	<b>(164,412)</b>	<b>-</b>	<b>30,190,801</b>	<b>(93,872)</b>	<b>-</b>	<b>21,386,308</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	(134,070)		14,782,077	(1,623,863)	-	173,775,424	(76,500)		13,619,574		
Com/Ind	(1,686)		4,400,827	(24,557)	-	59,187,991	(296)		4,182,787		
Non-Service				-	-	-					
<b>Total</b>	<b>(135,755)</b>	<b>-</b>	<b>19,182,904</b>	<b>(1,648,420)</b>	<b>-</b>	<b>232,963,415</b>	<b>(76,796)</b>	<b>-</b>	<b>17,802,361</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	284,784		13,297,532	(20,497)		13,783,505	(1,436,076)		214,476,035		
Com/Ind	148		3,837,308	15,829		4,106,802	(8,876)		71,314,887		
Non-Service							-		-		
<b>Total</b>	<b>284,932</b>	<b>-</b>	<b>17,134,839</b>	<b>(4,668)</b>	<b>-</b>	<b>17,890,307</b>	<b>(1,444,953)</b>	<b>-</b>	<b>285,790,922</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	173,868		14,160,258	(20,325)		17,115,646	16,786		37,377,488		
Com/Ind	17,697		4,131,535	12,907		5,206,206	4,453		12,170,526		
Non-Service											
<b>Total</b>	<b>191,565</b>	<b>-</b>	<b>18,291,793</b>	<b>(7,418)</b>	<b>-</b>	<b>22,321,852</b>	<b>21,239</b>	<b>-</b>	<b>49,548,014</b>		

Calendar Year 2016			
	Dollar amount written off	Number of accounts written off	Revenue
Residential	(1,265,747)	-	283,129,427
Com/Ind	26,181	-	92,823,154
Non-Service	-	-	-
<b>Total</b>	<b>(1,239,566)</b>	<b>-</b>	<b>375,952,581</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
19,576	13,880	70.9%	5,696	29.1%	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>13,880</b>	<b>11,246</b>	<b>81.0%</b>	<b>79.1%</b>	<b>1.9%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>19.0%</b>
ASAP Callbacks	13,865	11,233	81.0%	79.2%	1.8%	0.0%	0.0%	19.0%
ASAP Callbacks via Web	15	13	86.7%	13.3%	73.3%	0.0%	0.0%	13.3%
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>	<b>11,246</b>	<b>9,017</b>	<b>1,481</b>	<b>626</b>	<b>122</b>
ASAP Callbacks	11,233	9,009	1,478	624	122
ASAP Callbacks via Web	13	8	3	2	0
Subtotal I A	11,246	9,017	1,481	626	122
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	11,246
<b>Total Saved Minutes</b>	<b>200,516</b>
<b>Average Saved Minutes / Return Call</b>	<b>18</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$4,010.32</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.40</b>

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
799	58.1%	33.2%	8.0%	0.8%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
10,980	00:00:00	00:00:00

## Executive Summary

### Results

### Queue

### English

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
19,562	13,869	70.9%	5,693	29.1%

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	
<b>Total</b>	13,869	11,236	81.0%	79.2%	1.9%	0.0%	0.0%	19.0%	
ASAP Callbacks	13,865	11,233	81.0%	79.2%	1.8%	0.0%	0.0%	19.0%	
ASAP Callbacks via Web	4	3	75.0%	0.0%	75.0%	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>	11,236	9,009	1,479	626	122
ASAP Callbacks	11,233	9,009	1,478	624	122
ASAP Callbacks via Web	3	0	1	2	0
Subtotal   A	11,236	9,009	1,479	626	122
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	11,236
Total Saved Minutes	200,513
Average Saved Minutes / Return Call	18
Total Dollar Savings @ 0.02 (\$/minute)	\$4,010.26
Average Dollar Savings / Return Call	\$0.40

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
799	58.1%	33.2%	8.0%	0.8%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
10,978	00:00:00	00:00:00	

## Executive Summary

### Results

### Queue

### Spanish

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
14	11	78.6%	3	21.4%

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>	11	10	90.9%	18.2%	72.7%	0.0%	0.0%	9.1%	
ASAP Callbacks	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
ASAP Callbacks via Web	11	10	90.9%	18.2%	72.7%	0.0%	0.0%	9.1%	
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>	10	8	2	0	0
ASAP Callbacks	0	0	0	0	0
ASAP Callbacks via Web	10	8	2	0	0
Subtotal   A	10	8	2	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	10
Total Saved Minutes	3
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.06
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
2	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
21,761	13,854	63.7%	7,907	36.3%	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>13,854</b>	<b>12,066</b>	<b>87.1%</b>	<b>85.6%</b>	<b>1.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>12.9%</b>
ASAP Callbacks	13,844	12,057	87.1%	85.6%	1.5%	0.0%	0.0%	12.9%
ASAP Callbacks via Web	10	9	90.0%	10.0%	80.0%	0.0%	0.0%	10.0%
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>12,066</b>	<b>10,011</b>	<b>1,315</b>	<b>554</b>	<b>186</b>
ASAP Callbacks	12,057	10,002	1,315	554	186
ASAP Callbacks via Web	9	9	0	0	0
<b>Subtotal   A</b>	<b>12,066</b>	<b>10,011</b>	<b>1,315</b>	<b>554</b>	<b>186</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	12,066
<b>Total Saved Minutes</b>	<b>104,683</b>
<b>Average Saved Minutes / Return Call</b>	<b>9</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$2,093.66</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
495	52.3%	38.2%	9.5%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
11,854	00:00:00	00:00:00

## Executive Summary

### Results

### Queue

### English

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
21,660	13,807	63.7%	7,853	36.3%

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>13,807</b>	<b>12,023</b>	<b>87.1%</b>	<b>85.6%</b>	<b>1.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>12.9%</b>
ASAP Callbacks	13,807	12,023	87.1%	85.6%	1.5%	0.0%	0.0%	12.9%
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
<b>Total</b>	<b>12,023</b>	<b>9,973</b>	<b>1,313</b>	<b>552</b>	<b>185</b>
ASAP Callbacks	12,023	9,973	1,313	552	185
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	12,023	9,973	1,313	552	185
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	12,023
Total Saved Minutes	104,640
Average Saved Minutes / Return Call	9
Total Dollar Savings @ 0.02 (\$/minute)	\$2,092.80
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
495	52.3%	38.2%	9.5%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
11,819	00:00:00	00:00:00	

## Executive Summary

### Results

### Queue

### Spanish

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
101	47	46.5%	54	53.5%

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>	47	43	91.5%	74.5%	17.0%	0.0%	0.0%	8.5%
ASAP Callbacks	37	34	91.9%	91.9%	0.0%	0.0%	0.0%	8.1%
ASAP Callbacks via Web	10	9	90.0%	10.0%	80.0%	0.0%	0.0%	10.0%
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>	43	38	2	2	1
ASAP Callbacks	34	29	2	2	1
ASAP Callbacks via Web	9	9	0	0	0
Subtotal   A	43	38	2	2	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	43
Total Saved Minutes	43
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$0.86
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
35	00:00:00	00:00:00

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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
20,772	13,327	64.2%	7,445	35.8%	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>13,327</b>	<b>11,659</b>	<b>87.5%</b>	<b>85.7%</b>	<b>1.8%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>12.5%</b>
ASAP Callbacks	13,325	11,657	87.5%	85.7%	1.7%	0.0%	0.0%	12.5%
ASAP Callbacks via Web	2	2	100.0%	0.0%	100.0%	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>11,659</b>	<b>9,522</b>	<b>1,376</b>	<b>552</b>	<b>209</b>
ASAP Callbacks	11,657	9,521	1,375	552	209
ASAP Callbacks via Web	2	1	1	0	0
<b>Subtotal   A</b>	<b>11,659</b>	<b>9,522</b>	<b>1,376</b>	<b>552</b>	<b>209</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	11,659
<b>Total Saved Minutes</b>	<b>100,911</b>
<b>Average Saved Minutes / Return Call</b>	<b>9</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$2,018.22</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
485	74.2%	10.9%	13.4%	1.4%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
11,425	00:00:00	00:00:00



## Executive Summary

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### English

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
20,690	13,293	64.2%	7,397	35.8%

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>13,293</b>	<b>11,628</b>	<b>87.5%</b>	<b>85.7%</b>	<b>1.7%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>12.5%</b>
ASAP Callbacks	13,293	11,628	87.5%	85.7%	1.7%	0.0%	0.0%	12.5%
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>11,628</b>	<b>9,498</b>	<b>1,369</b>	<b>552</b>	<b>209</b>
ASAP Callbacks	11,628	9,498	1,369	552	209
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	11,628	9,498	1,369	552	209
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	<b>11,628</b>
Total Saved Minutes	<b>100,883</b>
Average Saved Minutes / Return Call	<b>9</b>
Total Dollar Savings @ 0.02 (\$/minute)	<b>\$2,017.66</b>
Average Dollar Savings / Return Call	<b>\$0.20</b>

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
485	74.2%	10.9%	13.4%	1.4%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
11,396	00:00:00	00:00:00

## Executive Summary

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### Results Queue

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### Spanish

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
82	34	41.5%	48	58.5%

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>	34	31	91.2%	85.3%	5.9%	0.0%	0.0%	8.8%
ASAP Callbacks	32	29	90.6%	90.6%	0.0%	0.0%	0.0%	9.4%
ASAP Callbacks via Web	2	2	100.0%	0.0%	100.0%	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>	31	24	7	0	0
ASAP Callbacks	29	23	6	0	0
ASAP Callbacks via Web	2	1	1	0	0
Subtotal   A	31	24	7	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	31
Total Saved Minutes	28
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$0.56
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
29	00:00:00	00:00:00

Production

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## Executive Summary Results Queue

Version 4.0

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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
40,642	19,946	49.1%	20,696	50.9%	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>	19,946	17,776	89.1%	87.5%	1.6%	0.0%	0.0%	10.9%
ASAP Callbacks	19,940	17,772	89.1%	87.5%	1.6%	0.0%	0.0%	10.9%
ASAP Callbacks via Web	6	4	66.7%	33.3%	50.0%	0.0%	0.0%	16.7%
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>	17,776	14,645	1,996	851	284
ASAP Callbacks	17,772	14,641	1,996	851	284
ASAP Callbacks via Web	4	4	0	0	0
Subtotal   A	17,776	14,645	1,996	851	284
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	17,776
<b>Total Saved Minutes</b>	<b>118,616</b>
Average Saved Minutes / Return Call	7
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$2,372.32</b>
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
752	77.5%	6.4%	15.6%	0.5%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
17,455	00:00:00	00:00:00

## Executive Summary

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Results  
 Queue

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 on:

**English**

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
40,617	19,933	49.1%	20,684	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	
<b>Total</b>	19,933	17,763	89.1%	87.5%	1.6%	0.0%	0.0%	10.9%	
ASAP Callbacks	19,929	17,761	89.1%	87.5%	1.6%	0.0%	0.0%	10.9%	
ASAP Callbacks via Web	4	2	50.0%	50.0%	25.0%	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>	17,763	14,634	1,995	850	284
ASAP Callbacks	17,761	14,632	1,995	850	284
ASAP Callbacks via Web	2	2	0	0	0
Subtotal   A	17,763	14,634	1,995	850	284
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	17,763
Total Saved Minutes	118,582
Average Saved Minutes / Return Call	7
Total Dollar Savings @ 0.02 (\$/minute)	\$2,371.64
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
752	77.5%	6.4%	15.6%	0.5%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
17,445	00:00:00	00:00:00	

## Executive Summary

### Results

### Queue

### Spanish

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
25	13	52.0%	12	48.0%

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>	13	13	100.0%	76.9%	23.1%	0.0%	0.0%	0.0%
ASAP Callbacks	11	11	100.0%	90.9%	9.1%	0.0%	0.0%	0.0%
ASAP Callbacks via Web	2	2	100.0%	0.0%	100.0%	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>	13	11	1	1	0
ASAP Callbacks	11	9	1	1	0
ASAP Callbacks via Web	2	2	0	0	0
Subtotal   A	13	11	1	1	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	13
Total Saved Minutes	34
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$0.68
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
10	00:00:00	00:00:00

Production

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## Executive Summary Results Queue

Version 4.0

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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
28,266	16,653	58.9%	11,613	41.1%	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>	16,653	14,697	88.3%	86.9%	1.3%	0.0%	0.0%	11.7%
ASAP Callbacks	16,653	14,697	88.3%	86.9%	1.3%	0.0%	0.0%	11.7%
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
<b>Total</b>	14,697	11,979	1,746	741	231
ASAP Callbacks	14,697	11,979	1,746	741	231
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	14,697	11,979	1,746	741	231
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	14,697
<b>Total Saved Minutes</b>	<b>197,641</b>
Average Saved Minutes / Return Call	13
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$3,952.82</b>
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
617	82.0%	6.0%	11.8%	0.2%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
14,479	00:00:00	00:00:00

## Executive Summary

### Results

### Queue

### English

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
28,236	16,637	58.9%	11,599	41.1%

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
<b>Total</b>	16,637	14,682	88.2%	86.9%	1.3%	0.0%	0.0%	11.8%
ASAP Callbacks	16,637	14,682	88.2%	86.9%	1.3%	0.0%	0.0%	11.8%
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>	14,682	11,965	1,746	740	231
ASAP Callbacks	14,682	11,965	1,746	740	231
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	14,682	11,965	1,746	740	231
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 Reconnect	14,682
Total Saved Minutes	197,490
Average Saved Minutes / Return Call	13
Total Dollar Savings @ 0.02 (\$/minute)	\$3,949.80
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
616	82.1%	6.0%	11.7%	0.2%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
14,465	00:00:00	00:00:00	

## Executive Summary

### Results

### Queue

### Spanish

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Generated on: **6/17/2016 7:40:10 AM**

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
30	16	53.3%	14	46.7%

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>	16	15	93.8%	87.5%	6.3%	0.0%	0.0%	6.3%	
ASAP Callbacks	16	15	93.8%	87.5%	6.3%	0.0%	0.0%	6.3%	
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>	15	14	0	1	0
ASAP Callbacks	15	14	0	1	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	15	14	0	1	0
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	15
Total Saved Minutes	151
Average Saved Minutes / Return Call	10
Total Dollar Savings @ 0.02 (\$/minute)	\$3.02
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
1	0.0%	0.0%	100.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
14	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
43,914	30,924	70.4%	12,990	29.6%	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>	30,924	26,875	86.9%	85.7%	1.2%	0.0%	0.0%	13.1%
ASAP Callbacks	30,924	26,875	86.9%	85.7%	1.2%	0.0%	0.0%	13.1%
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>	26,875	21,916	3,122	1,349	488
ASAP Callbacks	26,875	21,916	3,122	1,349	488
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	26,875	21,916	3,122	1,349	488
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	26,875
Total Saved Minutes	404,753
Average Saved Minutes / Return Call	15
Total Dollar Savings @ 0.02(\$/minute)	\$8,095.06
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
1,350	48.3%	46.0%	5.1%	0.6%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
26,507	00:00:00	00:00:00

## Executive Summary

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**Results**  
**Queue**

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**English**
**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
43,504	30,740	70.7%	12,764	29.3%	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>	30,740	26,715	86.9%	85.7%	1.2%	0.0%	0.0%	13.1%
ASAP Callbacks	30,740	26,715	86.9%	85.7%	1.2%	0.0%	0.0%	13.1%
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>	26,715	21,786	3,097	1,344	488
ASAP Callbacks	26,715	21,786	3,097	1,344	488
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	26,715	21,786	3,097	1,344	488
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	26,715
Total Saved Minutes	404,248
Average Saved Minutes / Return Call	15
Total Dollar Savings @ 0.02 (\$/minute)	\$8,084.96
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	Connected to an Agent	Median	Average
1,344	48.4%	45.9%	5.1%	0.6%	26,347	00:00:00	00:00:00

**Return Call - Hold Time Summary**

## Executive Summary

Version 4.0

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Results  
 Queue

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**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
410	184	44.9%	226	55.1%	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>	184	160	87.0%	87.0%	0.0%	0.0%	0.0%	13.0%	
ASAP Callbacks	184	160	87.0%	87.0%	0.0%	0.0%	0.0%	13.0%	
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
<b>Total</b>	160	130	25	5	0
ASAP Callbacks	160	130	25	5	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	160	130	25	5	0
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	160
Total Saved Minutes	506
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$10.12
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	33.3%	66.7%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
160	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
30,992	21,722	70.1%	9,270	29.9%	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>	21,722	18,808	86.6%	85.5%	1.1%	0.0%	0.0%	13.4%
ASAP Callbacks	21,711	18,798	86.6%	85.5%	1.1%	0.0%	0.0%	13.4%
ASAP Callbacks via Web	11	10	90.9%	54.5%	45.5%	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>	18,808	15,402	2,109	975	322
ASAP Callbacks	18,798	15,393	2,109	975	321
ASAP Callbacks via Web	10	9	0	0	1
<b>Subtotal I A</b>	18,808	15,402	2,109	975	322
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	18,808
<b>Total Saved Minutes</b>	285,474
<b>Average Saved Minutes / Return Call</b>	15
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	\$5,709.48
<b>Average Dollar Savings / Return Call</b>	\$0.30

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
928	39.3%	56.6%	3.4%	0.6%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
18,563	00:00:00	00:00:00

## Executive Summary

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**English**

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
30,749	21,602	70.3%	9,147	29.7%

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>	<b>21,602</b>	<b>18,701</b>	<b>86.6%</b>	<b>85.5%</b>	<b>1.1%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>13.4%</b>
ASAP Callbacks	21,595	18,695	86.6%	85.5%	1.1%	0.0%	0.0%	13.4%
ASAP Callbacks via Web	7	6	85.7%	71.4%	28.6%	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>18,701</b>	<b>15,320</b>	<b>2,094</b>	<b>968</b>	<b>319</b>
ASAP Callbacks	18,695	15,314	2,094	968	319
ASAP Callbacks via Web	6	6	0	0	0
Subtotal   A	18,701	15,320	2,094	968	319
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	18,701
Total Saved Minutes	282,886
Average Saved Minutes / Return Call	15
Total Dollar Savings @ 0.02 (\$/minute)	\$5,657.72
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
919	39.0%	57.0%	3.4%	0.7%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
18,462	00:00:00	00:00:00

## Executive Summary

### Results

### Queue

### Spanish

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
243	120	49.4%	123	50.6%

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	
<b>Total</b>	120	107	89.2%	84.2%	5.0%	0.0%	0.0%	10.8%	
ASAP Callbacks	116	103	88.8%	86.2%	2.6%	0.0%	0.0%	11.2%	
ASAP Callbacks via Web	4	4	100.0%	25.0%	75.0%	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>	107	82	15	7	3
ASAP Callbacks	103	79	15	7	2
ASAP Callbacks via Web	4	3	0	0	1
<b>Subtotal I A</b>	107	82	15	7	3
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 Reconnect	107
Total Saved Minutes	2,588
Average Saved Minutes / Return Call	24
Total Dollar Savings @ 0.02 (\$/minute)	\$51.76
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
9	77.8%	11.1%	11.1%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
101	00:00:00	00:00:00	

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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
22,056	15,006	68.0%	7,050	32.0%	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>	<b>15,006</b>	<b>12,841</b>	<b>85.6%</b>	<b>84.6%</b>	<b>0.9%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>14.4%</b>
ASAP Callbacks	15,002	12,837	85.6%	84.6%	0.9%	0.0%	0.0%	14.4%
ASAP Callbacks via Web	4	4	100.0%	100.0%	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>12,841</b>	<b>10,418</b>	<b>1,526</b>	<b>680</b>	<b>217</b>
ASAP Callbacks	12,837	10,415	1,526	679	217
ASAP Callbacks via Web	4	3	0	1	0
Subtotal   A	12,841	10,418	1,526	680	217
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	12,841
<b>Total Saved Minutes</b>	<b>155,784</b>
<b>Average Saved Minutes / Return Call</b>	<b>12</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$3,115.68</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
638	30.6%	66.5%	2.7%	0.3%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
12,701	00:00:00	00:00:00

## Executive Summary

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**English**
**Calls presented with Return Call & Hold options**

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
21,490	14,739	68.6%	6,751	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>14,739</b>	<b>12,614</b>	<b>85.6%</b>	<b>84.6%</b>	<b>0.9%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>14.4%</b>
ASAP Callbacks	14,735	12,610	85.6%	84.6%	1.0%	0.0%	0.0%	14.4%
ASAP Callbacks via Web	4	4	100.0%	100.0%	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>12,614</b>	<b>10,229</b>	<b>1,499</b>	<b>673</b>	<b>213</b>
ASAP Callbacks	12,610	10,226	1,499	672	213
ASAP Callbacks via Web	4	3	0	1	0
<b>Subtotal   A</b>	<b>12,614</b>	<b>10,229</b>	<b>1,499</b>	<b>673</b>	<b>213</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	12,614
<b>Total Saved Minutes</b>	<b>153,466</b>
Average Saved Minutes / Return Call	12
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$3,069.32</b>
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	Connected to an Agent	Median	Average
624	30.1%	66.8%	2.7%	0.3%	12,474	00:00:00	00:00:00

**Return Call - Hold Time Summary**



## Executive Summary

### Results

### Queue

### Spanish

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
566	267	47.2%	299	52.8%

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>	267	227	85.0%	85.0%	0.0%	0.0%	0.0%	15.0%	
ASAP Callbacks	267	227	85.0%	85.0%	0.0%	0.0%	0.0%	15.0%	
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
<b>Total</b>	227	189	27	7	4
ASAP Callbacks	227	189	27	7	4
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	227	189	27	7	4
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	227
Total Saved Minutes	2,318
Average Saved Minutes / Return Call	10
Total Dollar Savings @ 0.02 (\$/minute)	\$46.36
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
14	50.0%	50.0%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
227	00:00:00	00:00:00

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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
17,389	11,498	66.1%	5,891	33.9%	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>	11,498	10,052	87.4%	86.4%	1.1%	0.0%	0.0%	12.6%
ASAP Callbacks	11,496	10,051	87.4%	86.4%	1.1%	0.0%	0.0%	12.6%
ASAP Callbacks via Web	2	1	50.0%	50.0%	50.0%	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>	10,052	8,240	1,156	500	156
ASAP Callbacks	10,051	8,239	1,156	500	156
ASAP Callbacks via Web	1	1	0	0	0
Subtotal   A	10,052	8,240	1,156	500	156
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	10,052
<b>Total Saved Minutes</b>	117,436
<b>Average Saved Minutes / Return Call</b>	12
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	\$2,348.72
<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
456	29.4%	68.2%	2.2%	0.2%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
9,930	00:00:00	00:00:00

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**English**

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
17,184	11,415	66.4%	5,769	33.6%

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	
<b>Total</b>	11,415	9,979	87.4%	86.4%	1.1%	0.0%	0.0%	12.6%	
ASAP Callbacks	11,413	9,978	87.4%	86.4%	1.1%	0.0%	0.0%	12.6%	
ASAP Callbacks via Web	2	1	50.0%	50.0%	50.0%	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>	9,979	8,185	1,141	498	155
ASAP Callbacks	9,978	8,184	1,141	498	155
ASAP Callbacks via Web	1	1	0	0	0
Subtotal   A	9,979	8,185	1,141	498	155
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	9,979
Total Saved Minutes	115,890
Average Saved Minutes / Return Call	12
Total Dollar Savings @ 0.02 (\$/minute)	\$2,317.80
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
447	28.2%	69.6%	2.0%	0.2%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
9,858	00:00:00	00:00:00

## Executive Summary

### Results

### Queue

### Spanish

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
205	83	40.5%	122	59.5%

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>	83	73	88.0%	86.7%	1.2%	0.0%	0.0%	12.0%	
ASAP Callbacks	83	73	88.0%	86.7%	1.2%	0.0%	0.0%	12.0%	
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
<b>Total</b>	73	55	15	2	1
ASAP Callbacks	73	55	15	2	1
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	73	55	15	2	1
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 Reconnect	73
Total Saved Minutes	1,547
Average Saved Minutes / Return Call	21
Total Dollar Savings @ 0.02 (\$/minute)	\$30.94
Average Dollar Savings / Return Call	\$0.40

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
9	88.9%	0.0%	11.1%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
72	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
23,060	15,903	69.0%	7,157	31.0%	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>	15,903	13,723	86.3%	85.2%	1.1%	0.0%	0.0%	13.7%
ASAP Callbacks	15,892	13,715	86.3%	85.2%	1.1%	0.0%	0.0%	13.7%
ASAP Callbacks via Web	11	8	72.7%	54.5%	36.4%	0.0%	0.0%	9.1%
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>	13,723	9,711	2,652	1,016	344
ASAP Callbacks	13,715	9,704	2,652	1,015	344
ASAP Callbacks via Web	8	7	0	1	0
<b>Subtotal   A</b>	13,723	9,711	2,652	1,016	344
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	13,723
<b>Total Saved Minutes</b>	<b>229,362</b>
<b>Average Saved Minutes / Return Call</b>	<b>17</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$4,587.24</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
782	40.4%	53.3%	5.5%	0.8%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
13,547	00:00:00	00:00:00

## Executive Summary

Version 4.0

Dates **10/3/2016 12:00:00 AM**  
 : thru  
**10/31/2016 11:59:59 PM**

**Results**  
**Queue**

Generated on: **11/16/2016 3:55:49 PM**

**English**

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
23,051	15,898	69.0%	7,153	31.0%	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>	15,898	13,718	86.3%	85.2%	1.1%	0.0%	0.0%	13.7%	
ASAP Callbacks	15,889	13,712	86.3%	85.2%	1.1%	0.0%	0.0%	13.7%	
ASAP Callbacks via Web	9	6	66.7%	55.6%	33.3%	0.0%	0.0%	11.1%	
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>	13,718	9,707	2,652	1,015	344
ASAP Callbacks	13,712	9,701	2,652	1,015	344
ASAP Callbacks via Web	6	6	0	0	0
Subtotal   A	13,718	9,707	2,652	1,015	344
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	13,718
Total Saved Minutes	229,358
Average Saved Minutes / Return Call	17
Total Dollar Savings @ 0.02 (\$/minute)	\$4,587.16
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
782	40.4%	53.3%	5.5%	0.8%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
13,543	00:00:00	00:00:00

## Executive Summary

Version 4.0

Dates 10/3/2016 12:00:00 AM  
 : thru  
 10/31/2016 11:59:59 PM

Results  
 Queue

Generated on: 11/16/2016 3:55:49 PM

Spanish

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
9	5	55.6%	4	44.4%

### 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>	5	5	100.0%	80.0%	20.0%	0.0%	0.0%	0.0%
ASAP Callbacks	3	3	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
ASAP Callbacks via Web	2	2	100.0%	50.0%	50.0%	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>	5	4	0	1	0
ASAP Callbacks	3	3	0	0	0
ASAP Callbacks via Web	2	1	0	1	0
<b>Subtotal   A</b>	5	4	0	1	0
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 Reconnect	5
Total Saved Minutes	4
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$0.08
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
4	00:00:00	00:00:00

Production

Dates 11/1/2016 12:00:00 AM  
 thru  
 11/30/2016 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 12/15/2016 10:48:49 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
33,887	24,598	72.6%	9,289	27.4%	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>	24,598	21,259	86.4%	84.8%	1.6%	0.0%	0.0%	13.6%	
ASAP Callbacks	24,591	21,253	86.4%	84.8%	1.6%	0.0%	0.0%	13.6%	
ASAP Callbacks via Web	7	6	85.7%	85.7%	14.3%	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
<b>Total</b>	21,259	17,334	2,502	1,097	326
ASAP Callbacks	21,253	17,328	2,502	1,097	326
ASAP Callbacks via Web	6	6	0	0	0
<b>Subtotal   A</b>	21,259	17,334	2,502	1,097	326
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	21,259
<b>Total Saved Minutes</b>	<b>555,498</b>
<b>Average Saved Minutes / Return Call</b>	<b>26</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$11,109.96</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.50</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,579	52.4%	39.8%	7.0%	0.8%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
20,859	00:00:00	00:00:00





## Executive Summary

Version 4.0

Dates 11/1/2016 12:00:00 AM  
: thru  
11/30/2016 11:59:59 PM

### Results Queue

Generated on: 12/15/2016 10:48:49 AM

English

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

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
33,635	24,480	72.8%	9,155	27.2%

#### 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>	24,480	21,149	86.4%	84.8%	1.6%	0.0%	0.0%	13.6%
ASAP Callbacks	24,473	21,143	86.4%	84.8%	1.6%	0.0%	0.0%	13.6%
ASAP Callbacks via Web	7	6	85.7%	85.7%	14.3%	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
<b>Total</b>	21,149	17,240	2,490	1,094	325
ASAP Callbacks	21,143	17,234	2,490	1,094	325
ASAP Callbacks via Web	6	6	0	0	0
Subtotal   A	21,149	17,240	2,490	1,094	325
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	21,149
Total Saved Minutes	554,318
Average Saved Minutes / Return Call	26
Total Dollar Savings @ 0.02 (\$/minute)	\$11,086.36
Average Dollar Savings / Return Call	\$0.50

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,573	52.5%	39.7%	6.9%	0.8%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
20,752	00:00:00	00:00:00

## Executive Summary

Version 4.0

Dates **11/1/2016 12:00:00 AM**  
 : thru  
**11/30/2016 11:59:59 PM**

### Results Queue

**Spanish**

Generated on: **12/15/2016 10:48:49 AM**

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

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
252	118	46.8%	134	53.2%

#### 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>	118	110	93.2%	90.7%	2.5%	0.0%	0.0%	6.8%
ASAP Callbacks	118	110	93.2%	90.7%	2.5%	0.0%	0.0%	6.8%
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>	110	94	12	3	1
ASAP Callbacks	110	94	12	3	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	110	94	12	3	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	110
<b>Total Saved Minutes</b>	<b>1,180</b>
<b>Average Saved Minutes / Return Call</b>	<b>11</b>
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$23.60</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
6	33.3%	50.0%	16.7%	0.0%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
107	00:00:00	00:00:00

Production

Dates 12/1/2016 12:00:00 AM  
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 12/31/2016 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 1/16/2017 12:48:33 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
32,546	23,960	73.6%	8,586	26.4%	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>	23,960	20,928	87.3%	85.9%	1.4%	0.0%	0.0%	12.7%
ASAP Callbacks	23,960	20,928	87.3%	85.9%	1.4%	0.0%	0.0%	12.7%
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
<b>Total</b>	20,928	17,117	2,480	1,017	314
ASAP Callbacks	20,928	17,117	2,480	1,017	314
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	20,928	17,117	2,480	1,017	314
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	20,928
<b>Total Saved Minutes</b>	<b>565,326</b>
Average Saved Minutes / Return Call	27
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$11,306.52</b>
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,307	58.9%	33.8%	6.5%	0.8%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
20,582	00:00:00	00:00:00

## Executive Summary

Version 4.0

 Dates 12/1/2016 12:00:00 AM  
 : thru  
 12/31/2016 11:59:59 PM

**Results**  
**Queue**
**English**

Generated on: 1/16/2017 12:48:33 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
32,173	23,765	73.9%	8,408	26.1%	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>	23,765	20,758	87.3%	85.9%	1.4%	0.0%	0.0%	12.7%	
ASAP Callbacks	23,765	20,758	87.3%	85.9%	1.4%	0.0%	0.0%	12.7%	
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	
<b>Total</b>	20,758	16,981	2,456	1,010	311	
ASAP Callbacks	20,758	16,981	2,456	1,010	311	
ASAP Callbacks via Web	0	0	0	0	0	
<b>Subtotal I A</b>	20,758	16,981	2,456	1,010	311	
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 Reconnect	20,758
Total Saved Minutes	564,036
Average Saved Minutes / Return Call	27
Total Dollar Savings @ 0.02 (\$/minute)	\$11,280.72
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,298	58.9%	33.8%	6.5%	0.8%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
20,415	00:00:00	00:00:00	

## Executive Summary

Version 4.0

Dates **12/1/2016 12:00:00 AM**  
 : thru  
**12/31/2016 11:59:59 PM**

**Results  
Queue**

**Spanish**

Generated on: 1/16/2017 12:48:33 PM

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
373	195	52.3%	178	47.7%

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>	195	170	87.2%	85.6%	1.5%	0.0%	0.0%	12.8%	
ASAP Callbacks	195	170	87.2%	85.6%	1.5%	0.0%	0.0%	12.8%	
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>	170	136	24	7	3
ASAP Callbacks	170	136	24	7	3
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	170	136	24	7	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	170
Total Saved Minutes	1,290
Average Saved Minutes / Return Call	8
Total Dollar Savings @ 0.02 (\$/minute)	\$25.80
Average Dollar Savings / Return Call	\$0.20

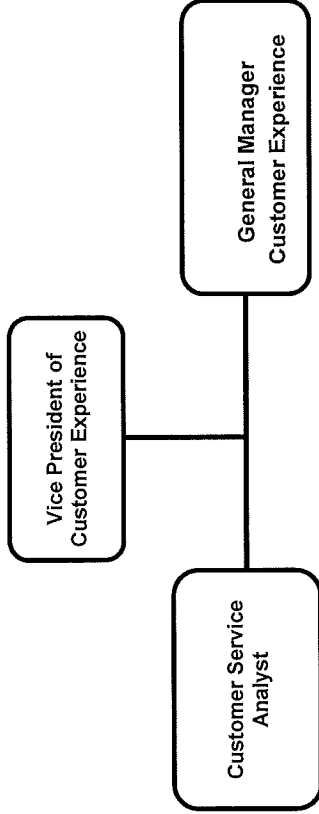
Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
9	55.6%	33.3%	11.1%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
167	00:00:00	00:00:00

Production

# Customer Service Organizational Chart

Jan-Dec 2016



Missouri Gas Energy  
Customer Service Staff  
January 2016

	December		January	
	Full Time	Part Time	Full Time	Part Time
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***	98	0	86	0
PBO Joplin	0	0	0	0
PBO Monett	0	0	0	0
Long Term Disability	0	0	0	0
<b>TOTAL</b>	113	0	101	0
<b>GRAND TOTAL</b>	<b>113</b>		<b>101</b>	

\* Work now being done in Saint Louis

\*\*Work now being performed by Alorica

\*\*\*West has been acquired and are now known as Alorica

Missouri Gas Energy  
Customer Service Staff  
February 2016

	January		January		FT	PT	February		February	
	Full Time	Part Time	Part Time	Part Time			Full Time	Part Time		
Vice President	1	0	0	0			1	0		0
Manager	1	0	0	0			1	0		0
Supervisor	0	0	0	0			0	0		0
Administrative Assistant	0	0	0	0			0	0		0
Analyst	1	0	0	0			1	0		0
Trainer	0	0	0	0			0	0		0
Quality Assurance	0	0	0	0			0	0		0
Loss Prevention Investigator	0	0	0	0			0	0		0
Contact Center	0	0	0	0			0	0		0
Training Class	0	0	0	0			0	0		0
Billing Services*	12	0	0	0			12	0		0
Account Services**	0	0	0	0			0	0		0
Alorica Center***	86	0	0	0	7		93	0		0
PBO Joplin	0	0	0	0			0	0		0
PBO Monett	0	0	0	0			0	0		0
Long Term Disability	0	0	0	0			0	0		0
<b>TOTAL</b>	<b>101</b>	<b>0</b>	<b>0</b>	<b>0</b>			<b>108</b>	<b>0</b>		<b>0</b>
<b>GRAND TOTAL</b>	<b>101</b>						<b>108</b>			<b>0</b>

\* Work now being done in Saint Louis

\*\*Work now being performed by Alorica

\*\*\*West has been acquired and are now known as Alorica



Missouri Gas Energy  
Customer Service Staff  
March 2016

	February		February		PT	March		March	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
Vice President	1	0					1	0	0
Manager	1	0					1	0	0
Supervisor	0	0					0	0	0
Administrative Assistant	0	0					0	0	0
Analyst	1	0					1	0	0
Trainer	0	0					0	0	0
Quality Assurance	0	0					0	0	0
Loss Prevention Investigator	0	0					0	0	0
Contact Center	0	0					0	0	0
Training Class	0	0					0	0	0
Billing Services*	12	0					12	0	0
Account Services**	0	0					0	0	0
Alorica Center***	93	0			-8		85	0	0
PBO Joplin	0	0					0	0	0
PBO Monett	0	0					0	0	0
Long Term Disability	0	0					0	0	0
<b>TOTAL</b>	108	0					100	0	0
<b>GRAND TOTAL</b>		108						100	

\* Work now being done in Saint Louis  
 \*\*Work now being performed by Alorica  
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Missouri Gas Energy  
Customer Service Staff  
April 2016

	March		March		PT	April		April	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
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***	85	0					85	0	
PBO Joplin	0	0					0	0	
PBO Monett	0	0					0	0	
Long Term Disability	0	0					0	0	
<b>TOTAL</b>	100	0					100	0	
<b>GRAND TOTAL</b>		<b>100</b>					<b>100</b>	<b>0</b>	

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Missouri Gas Energy  
Customer Service Staff  
May 2016

	April		April		PT	May		May	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
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***	85	0			3		88		0
PBO Joplin	0	0					0		0
PBO Monett	0	0					0		0
Long Term Disability	0	0					0		0
<b>TOTAL</b>	<b>100</b>	<b>0</b>					<b>103</b>		<b>0</b>
<b>GRAND TOTAL</b>		<b>100</b>					<b>103</b>		<b>103</b>

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Missouri Gas Energy  
Customer Service Staff  
June 2016

	May		June		June	
	Full Time	Part Time	FT	PT	Full Time	Part Time
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***	88	0	-5		83	0
PBO Joplin	0	0			0	0
PBO Monett	0	0			0	0
Long Term Disability	0	0			0	0
<b>TOTAL</b>	<b>103</b>	<b>0</b>			<b>98</b>	<b>0</b>
<b>GRAND TOTAL</b>	<b>103</b>				<b>98</b>	

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**Missouri Gas Energy  
Customer Service Staff  
July 2016**

	June		July		PT
	Full Time	Part Time	Full Time	Part Time	
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***	83	0	87	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>98</b>	<b>0</b>	<b>102</b>	<b>0</b>	
<b>GRAND TOTAL</b>	<b>98</b>		<b>102</b>		

\* Work now being done in Saint Louis

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Missouri Gas Energy  
Customer Service Staff  
August 2016

	July		August	
	Full Time	Part Time	Full Time	Part Time
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***	87	0	79	0
PBO Joplin	0	0	0	0
PBO Monett	0	0	0	0
Long Term Disability	0	0	0	0
<b>TOTAL</b>	<b>102</b>	<b>0</b>	<b>94</b>	<b>0</b>
<b>GRAND TOTAL</b>	<b>102</b>		<b>94</b>	

\* Work now being done in Saint Louis

\*\*Work now being performed by Alorica

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Missouri Gas Energy  
Customer Service Staff  
September 2016

	August		September	
	Full Time	Part Time	Full Time	Part Time
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***	79	0	100	0
PBO Joplin	0	0	0	0
PBO Monett	0	0	0	0
Long Term Disability	0	0	0	0
<b>TOTAL</b>	<b>94</b>	<b>0</b>	<b>115</b>	<b>0</b>
<b>GRAND TOTAL</b>	<b>94</b>		<b>115</b>	

\* Work now being done in Saint Louis

\*\*Work now being performed by Alorica

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Missouri Gas Energy  
Customer Service Staff  
October 2016

	September		September		PT	October		October	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
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	100	0			9		109		0
PBO Joplin	0	0					0		0
PBO Monett	0	0					0		0
Long Term Disability	0	0					0		0
<b>TOTAL</b>	<b>115</b>	<b>0</b>					<b>124</b>		<b>0</b>
<b>GRAND TOTAL</b>	<b>115</b>						<b>124</b>	<b>124</b>	

\* Work performed in Saint Louis

\*\*Work performed by Alorica



Missouri Gas Energy  
Customer Service Staff  
November 2016

	October		October		PT	November		November	
	Full Time	Part Time	FT	PT		Full Time	Part Time	Full Time	Part Time
Vice President	1	0					1	0	0
Manager	1	0					1	0	0
Supervisor	0	0					0	0	0
Administrative Assistant	0	0					0	0	0
Analyst	1	0					1	0	0
Trainer	0	0					0	0	0
Quality Assurance	0	0					0	0	0
Loss Prevention Investigator	0	0					0	0	0
Contact Center	0	0					0	0	0
Training Class	0	0					0	0	0
Billing Services*	12	0					12	0	0
Account Services**	0	0					0	0	0
Alorica Center	109	0					100	0	0
PBO Joplin	0	0					0	0	0
PBO Monett	0	0					0	0	0
Long Term Disability	0	0					0	0	0
<b>TOTAL</b>	<b>124</b>	<b>0</b>					<b>115</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTAL</b>	<b>124</b>						<b>115</b>		<b>0</b>

\* Work performed in Saint Louis

\*\*Work performed by Alorica

Missouri Gas Energy  
Customer Service Staff  
December 2016

	November		November		PT	December		December	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
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	100	0				-3	97	0	
PBO Joplin	0	0					0	0	
PBO Monett	0	0					0	0	
Long Term Disability	0	0					0	0	
<b>TOTAL</b>	<b>115</b>	<b>0</b>					<b>112</b>	<b>0</b>	
<b>GRAND TOTAL</b>		<b>115</b>					<b>112</b>	<b>112</b>	

\* Work performed in Saint Louis

\*\*Work performed by Alorica

2016

**MGE SUMMARY OF ESTIMATED READS THREE MONTHS AND MORE**

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-16	49	39	51	1	0	0	0	0	0	0	0	140
Feb-16	36	27	25	24	0	0	0	0	0	0	0	112
Mar-16	54	18	12	13	15	0	0	0	0	0	0	112
Apr-16	34	30	13	7	10	6	0	0	0	0	0	100
May-16	31	20	15	9	3	6	3	0	0	0	0	87
Jun-16	48	17	13	15	6	2	3	2	0	0	0	106
Jul-16	39	25	9	6	5	5	1	0	2	0	0	92
Aug-16	56	21	17	6	4	3	4	0	0	2	0	113
Sep-16	67	39	15	14	4	4	3	3	0	0	1	150
Oct-16	72	35	24	7	14	4	4	1	0	0	0	161
Nov-16	64	41	25	21	7	14	4	4	1	0	0	181
Dec-16	57	28	26	13	14	2	4	3	2	1	0	150

**MGE SUMMARY OF ALL ESTIMATED METER READS**

Date	Number
Jan-16	2,279
Feb-16	432
Mar-16	387
Apr-16	496
May-16	556
Jun-16	646
Jul-16	679
Aug-16	3,696
Sep-16	825
Oct-16	738
Nov-16	823
Dec-16	893

\* We had an issue with one of our meter reading routes. The route was read, but somehow the prior month's file was uploaded and saved instead of the current month file. This being said, we lost the reads that came in for August for that route. This accounts for about 3,200 of the estimates.

## MGE PAY STATIONS – January 6, 2017

Authorized agents marked with an asterisk (\*) can only accept full payments on or before the due date shown on your bill. Those agents without an asterisk can accept full or partial payments on, before or after the due date. Most authorized agents charge a fee for these services. **Please use authorized paystations only.** For more information please select a paystation.

### **66 Food Mart**

703 West 7th Street, Joplin, MO 64801, USA

**Business Hours:**M: 09 AM - 06 PM, Tu: 09 AM - 06 PM, W: 09 AM - 06 PM, Th: 09 AM - 06 PM, F: 09 AM - 06 PM, Sa: CLOSED|Su: CLOSED

### **ACE Cash Express #2332**

1301 VANDIVER, Columbia, MO 65202, USA

### **ACE Cash Express #2335**

6303 Main Street, Grandview, MO 64030, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

### **ACE Cash Express #2336**

7257 North Oak Trafficway, Gladstone, MO 64118, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

### **ACE Cash Express #2712**

5018 Roe Avenue, Roeland Park, KS 66205, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

### **ACE Cash Express #2716**

6427 STATE Ave., Kansas City, KS 66102, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

### **ACE Cash Express #2717**

8837 W. 75TH St., Overland Park, KS 66204, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

### **ACE Cash Express #2718**

9970 W. 87TH St., Overland Park, KS 66212, USA

### **ACE Cash Express #2719**

103 N. PARKER, Olathe, KS 66061, USA

### **ACE Cash Express #2720**

701-A CENTRAL Ave., Kansas City, KS 66101, USA

### **ACE Cash Express #2721**

8222 PARALLEL Pkwy., Kansas City, KS 66109, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

### **ACE Cash Express #2722**

1264 CENTRAL Ave., Kansas City, KS 66102, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

### **ACE Cash Express #2724**

3112 STRONG Ave., Kansas City, KS 66103, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

### **Apple Market**

1215 Emanuel Cleaver II Boulevard, Kansas City, MO 64110, USA

**Business Hours:**M: 07 AM - 07 PM, Tu: 07 AM - 07 PM, W: 07 AM - 07 PM, Th: 07 AM - 07 PM, F: 07 AM - 07 PM, Sa: 07 AM - 07 PM, Su: 07 AM - 07 PM

### **Avenue Pawn**

2706 Independence Avenue, Kansas City, MO 64124, USA

**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 10 AM - 06 PM, Su: CLOSED

### **Bi-Lo Country Market**

410 East Young Street, Warrensburg, MO 64093, USA

**Business Hours:**M: 07:30 AM - 08:30 PM, Tu: 07:30 AM - 08:30 PM, W: 07:30 AM - 08:30 PM, Th: 07:30 AM - 08:30 PM, F: 07:30 AM - 08:30 PM, Sa: 07:30 AM - 08:30 PM, Su: 07 AM - 08 PM

### **Blue Parkway Sun Fresh**

4209 East 50th Terrace, Kansas City, MO 64130, USA

**Business Hours:**M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM

### **Brown's Pharmacy**

149 Crown Hill Road, Excelsior Springs, MO 64024, USA

**Business Hours:**M: 09 AM - 08 PM, Tu: 09 AM - 08 PM, W: 09 AM - 08 PM, Th: 09 AM - 08 PM, F: 09 AM - 08 PM, Sa: 09 AM - 05 PM, Su: 11 AM - 03 PM

### **Buck Country Mart**

1601 North Main Street, Higginsville, MO 64037, USA

**Business Hours:** Mon - Sun: 08:00AM - 07:00PM

### **Chit Chat - 23rd**

11723 E 23rd Street, Independence, MO 64050, USA

**Business Hours:**M: 09 AM - 89 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 05 PM, Su: CLOSED

### **Chit Chat - Raytown**

9214 State Route 350, Raytown, MO 64133, USA

**Business Hours:**M: 09 AM - 89 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 05 PM, Su: CLOSED

MGE PAY STATIONS – January 6, 2017

**Country Mart #73**

15720 U.S. 160, Forsyth, MO  
65653, USA

**Business Hours:**  
Mon - Sun: 06:00AM - 09:00PM

**Dave's Country Market**

105 Moreau Avenue, Tipton,  
MO 65081, USA

**Business Hours:**  
Mon-Sun: 7AM - 9PM

**Galena City Hall**

111 Main Street, Galena, MO  
65656, USA

**Business Hours:**M: 08 AM - 04  
AM|Tu:08 AM - 04 AM|W: 08 AM  
- 04 AM|Th: 08 AM - 04 AM|F: 08  
AM - 04 AM|Sa: CLOSED|Su:  
CLOSED

**Hy-Vee #1033 - Blue Springs**

625 U.S. 40 Blue Springs,  
MO 64014, USA

**Business Hours:**M: 07 AM - 10  
PM, Tu: 07 AM - 10 PM, W: 07  
AM - 10 PM, Th: 07 AM - 10 PM,  
F: 07 AM - 10 PM, Sa: 07 AM - 10  
PM, Su: 07 AM - 10 PM

**Hy-Vee #1034**

1307 East North Avenue,  
Belton, MO 64012, USA

**Business Hours:**  
Mon-Sun: 7AM - 9PM

**Hy-Vee #1260 -  
Independence**

1525 East 23rd Street South,  
Independence, MO 64055,  
USA

**Business Hours:**M: 07 AM - 09  
PM, Tu: 07 AM - 09 PM, W: 07  
AM - 09 PM, Th: 07 AM - 09 PM,  
F: 07 AM - 09 PM, Sa: 07 AM - 09  
PM, Su: 07 AM - 08:30 PM

**Hy-Vee #1321**

207 Northeast Englewood  
Road, Creekwood Commons,  
Kansas City, MO 64118, USA

**Business Hours:**M: 07 AM - 09  
PM, Tu: 07 AM - 09 PM, W: 07  
AM - 09 PM, Th: 07 AM - 09 PM,  
F: 07 AM - 09 PM, Sa: 07 AM - 09  
PM, Su: 07 AM - 09 PM

**Hy-Vee #1380**

301 Northeast Rice Road,  
Lee's Summit, MO 64086,  
USA

**Business Hours:**M: 06 AM - 10  
PM, Tu: 06 AM - 10 PM, W: 06  
AM - 10 PM, Th: 06 AM - 10 PM,  
F: 06 AM - 10 PM, Sa: 06 AM - 10  
PM, Su: 06 AM - 10 PM

**Hy-Vee #1381**

310 Southwest Ward Road,  
Hy-Vee, Lee's Summit, MO  
64081, USA

**Business Hours:**24/7

**Hy-Vee #1384 - Liberty**

109 N. Blue Jay Dr, Liberty,  
MO 64068, USA

**Business Hours:**M: 06 AM - 09  
PM, Tu: 06 AM - 09 PM, W: 06  
AM - 09 PM, Th: 06 AM - 09 PM,  
F: 06 AM - 09 PM, Sa: 06 AM - 09  
PM, Su: 06 AM - 09 PM

**Hy-Vee #1552**

201 North Belt Highway, Hy-  
Vee, St. Joseph, MO 64506,  
USA

**Business Hours:**M: 07 AM - 09  
PM, Tu: 07 AM - 09 PM, W: 07  
AM - 09 PM, Th: 07 AM - 09 PM,  
F: 07 AM - 09 PM, Sa: 07 AM - 09  
PM, Su: 07 AM - 09 PM

**Kiosk #45 - Fastrip Food  
Store**

221 W. Santee St., Wheaton,  
MO 64874, USA

**Kiosk #46 - Fastrip Food  
Store**

104 S. Main St., Cassville,  
MO 65625, USA

**Kiosk 127 - Balls Foods #16**

12220 U.S. 71 Frontage,  
Grandview, MO 64030, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 128 - Balls Foods #17**

9550 Blue Ridge Boulevard,  
Kansas City, MO 64134, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 131 - Balls Foods #12**

4950 Roe Boulevard,  
Roeland Park, KS 66205,  
USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 132 - Balls Foods #18**

8430 Wornall Road, Kansas  
City, MO 64114, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 133 - Balls Foods #12**

4950 Roe Blvd., Roeland  
Park, MO 66205, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 141 - Balls Foods #11**

4820 North Oak Trafficway,  
North Oak Marketplace,  
Kansas City, MO 64118, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 142 - Balls Foods #21**

500 Northeast Barry Road,  
Oak Barry Center, Kansas  
City, MO 64155, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 144 - Balls Foods #29**

6238 North Chatham Avenue,  
Kansas City, MO 64151, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 145 - Fast Trip Food  
Store**

700 Main Street, Cassville,  
MO 65625, USA

**Business Hours:**24/7

**Kiosk 156 - Balls Foods #37**

520 S Commercial St,  
Harrisonville, MO 64701,  
USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 164- Price Chopper  
#359**

109 N. Cedar, Belton, MO  
64012, USA

**Business Hours:**Mon - Sun:  
08:00 AM - 09:00 PM

**Kiosk 216 - Queens Price  
Chopper #4**

8686 Antioch Road, Overland  
Park, KS 66212, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 05:00 PM

## MGE PAY STATIONS – January 6, 2017

### Kiosk 320 - Consentino's Apple Market #70

4300 Blue Ridge Boulevard,  
Kansas City, MO 64133, USA  
**Business Hours:** Mon - Sun:  
06:00 AM - 12:00 AM

### Kiosk 321 - Consentino's Price Chopper #102

1030 West 103rd Street,  
Kansas City, MO 64114, USA  
**Business Hours:** 24/7

### Kiosk 322 - Consentino's Price Chopper #104

1100 Missouri 7, Blue  
Springs, MO 64014, USA  
**Business Hours:** 24/7

### Kiosk 323 - Consentino's Price Chopper #105

5800 Wilson Avenue,  
Independence Avenue and  
Topping Shopping Center,  
Kansas City, MO 64123, USA  
**Business Hours:** 24/7

### Kiosk 324 - Consentino's Price Chopper #106

8700 East 63rd Street,  
Kansas City, MO 64133, USA  
**Business Hours:** 24/7

### Kiosk 325 - Consentino's Sun Fresh #107

2415 Northeast Vivion Road,  
Kansas City, MO 64118, USA  
**Business Hours:** 24/7

### Kiosk 331 - Consentino's Price Chopper #109

1305 Missouri 7, Blue  
Springs, MO 64014, USA  
**Business Hours:** 24/7

### Kiosk 333 - Consentino's Price Chopper #119

7418 West 119th Street,  
Overland Park, KS 66213,  
USA  
**Business Hours:** 24/7

### Kiosk 334 - Consentino's Apple Market #137

11501 East 63rd Street,  
Raytown, MO 64133, USA  
**Business Hours:** Mon - Sun:  
06:00 AM - 12:00 AM

### Kiosk 335 - Consentino's Apple Market #143

7506 Raytown Road,  
Parkway Shopping Center,  
Raytown, MO 64138, USA  
**Business Hours:** Mon - Sun:  
06:00 AM - 12:00 AM

### Kiosk 97 - Consentino's Price Chopper #249

22210 West 66th Street,  
Shawnee, KS 66226, USA  
**Business Hours:** Mon - Sun:  
06:00 AM - 11:00 PM

### Kiosk 129- Price Chopper

7734 State Avenue, Kansas  
City, KS 66109, USA  
**Business Hours:** Mon - Sun:  
06:00 AM - 12:00 AM

### Kovac's

7014 King Hill Avenue, St.  
Joseph, MO 64504, USA  
**Business Hours:** M: 07 AM -  
09:30 PM, Tu: 07 AM - 09:30 PM,  
W: 07 AM - 09:30 PM, Th: 07 AM  
- 09:30 PM, F: 07 AM - 09:30 PM,  
Sa: 07 AM - 09:30 PM, Su: 08 AM  
- 09 PM

### Kovac's

2202 Frederick Avenue, St.  
Joseph, MO 64506, USA  
**Business Hours:** M: 07 AM -  
09:30 PM, Tu: 07 AM - 09:30 PM,  
W: 07 AM - 09:30 PM, Th: 07 AM  
- 09:30 PM, F: 07 AM - 09:30 PM,  
Sa: 07 AM - 09:30 PM, Su: 08 AM  
- 09 PM

### Leon's Thriftway

4400 East 39th Street,  
Kansas City, MO 64128, USA  
**Business Hours:** M: 07 AM - 09  
PM, Tu: 07 AM - 09 PM, W: 07  
AM - 09 PM, Th: 07 AM - 09 PM,  
F: 07 AM - 09 PM, Sa: 07 AM - 09  
PM, Su: 07 AM - 06 PM

### Metro Thriftway

1616 East 63rd Street,  
Kansas City, MO 64110, USA  
**Business Hours:** M: 07 AM - 07  
PM, Tu: 07 AM - 07 PM, W: 07  
AM - 07 PM, Th: 07 AM - 07 PM,  
F: 07 AM - 07 PM, Sa: 07 AM - 07  
PM, Su: 07 AM - 07 PM

### Money Express

3800 Broadway Boulevard,  
Kansas City, MO 64111, USA  
**Business Hours:** 24/7

### Money Mart Check Cashing

10408 Blue Ridge Boulevard,  
Kansas City, MO 64134, USA  
**Business Hours:** M: 09 AM - 09  
PM, Tu: 09 AM - 09 PM, W: 09  
AM - 09 PM, Th: 09 AM - 03 PM,  
F: 09 AM - 03 PM, Sa: 09 AM - 09  
PM, Su: 12 AM - 06 PM

### Murfin's Market

604 E. South St., Ozark, MO  
65721, USA  
**Business Hours:** Mon - Sun:  
07:00 AM - 10:00 PM

### Price Cutter #11

1730 S. Campbell Ave.,  
Springfield, MO 65807, USA  
**Business Hours:** Mon - Sun:  
07:00 AM - 11:00 AM

### Price Cutter #17

1013 U.S. 60 East Republic,  
MO  
**Business Hours:** M: 06 AM - 12  
AM | Tu: 06 AM - 12 AM | W: 06 AM  
- 12 AM | Th: 06 AM - 12 AM | F: 06  
AM - 12 AM | Sa: 06 AM - 12  
AM | Su: 06 AM - 12 AM

### Price Cutter #23

1503 West MacArthur Drive,  
Webb City, MO 64870, USA  
**Business Hours:** M: 08 AM - 10  
PM, Tu: 08 AM - 10 PM, W: 08  
AM - 10 PM, Th: 08 AM - 10 PM,  
F: 08 AM - 10 PM, Sa: 08 AM - 10  
PM, Su: 08 AM - 10 PM

### Price Cutter #24

1000 South Neosho  
Boulevard, Neosho, MO  
64850, USA  
**Business Hours:** M: 07 AM - 11  
PM, Tu: 07 AM - 11 PM, W: 07  
AM - 11 PM, Th: 07 AM - 11 PM,  
F: 07 AM - 11 PM, Sa: 07 AM - 11  
PM, Su: 07 AM - 11 PM

### Price Cutter #34

1931 W. Kearney, Springfield,  
MO 65803, USA  
**Business Hours:** Mon - Sun:  
06:00 AM - 12:00 AM

### Price Cutter #4

5504 N. 17th St., Ozark, MO  
65721, USA  
**Business Hours:** Mon - Sun:  
06:00 AM - 09:00 PM

## MGE PAY STATIONS – January 6, 2017

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### Price Cutter #55

400 North Massey Boulevard,  
Nixa, MO 65714, USA

**Business Hours:**M: 07:30 AM - 10 PM, Tu: 07:30 AM - 10 PM, W: 07:30 AM - 10 PM, Th: 07:30 AM - 10 PM, F: 07:30 AM - 10 PM, Sa: 07:30 AM - 10 PM, Su: 07:30 AM - 10 PM

### Ramey Price Cutter #15

708 South Elliott Avenue,  
Aurora, MO 65605, USA

**Business Hours:**M: 07 AM - 11 PM, Tu: 07 AM - 11 PM, W: 07 AM - 11 PM, Th: 07 AM - 11 PM, F: 07 AM - 11 PM, Sa: 07 AM - 11 PM, Su: 07 AM - 11 PM,

### Ramey Price Cutter #16

91 Main Street, Cassville, MO  
65625, USA

**Business Hours:**M: 07 AM - 10 PM, Tu: 07 AM - 10 PM, W: 07 AM - 10 PM, Th: 07 AM - 10 PM, F: 07 AM - 10 PM, Sa: 07 AM - 10 PM, Su: 07 AM - 10 PM

### Ramey Price Cutter #21

1223 West Central Avenue,  
Carthage, MO 64836, USA

**Business Hours:**M: 09 AM - 07:30 PM, Tu: 09 AM - 07:30 PM, W: 09 AM - 07:30 PM, Th: 09 AM - 07:30 PM, F: 09 AM - 07:30 PM, Sa: 09 AM - 07:30 PM, Su: 09 AM - 07:30 PM

### Ramey Price Cutter #5

2150 East Cleveland Street,  
Monett, MO 65708, USA

**Business Hours:**M: 06 AM - 11 PM, Tu: 06 AM - 11 PM, W: 06 AM - 11 PM, Th: 06 AM - 11 PM, F: 06 AM - 11 PM, Sa: 06 AM - 11 PM, Su: 06 AM - 11 PM

### Ramey's Price Cutter #14

469 West Valley Street,  
Granby, MO 64844, USA

**Business Hours:**M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM

### Ramey's Price Cutter #26

Ramey City Highway 37 & C,  
Purdy, MO 65734 USA

**Business Hours:**M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM,

### Schnucks #743

942 Valley Creek Drive,  
Farmington, MO 63640 USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

### Smitty's Price Cutter #57

1850 South Maiden Lane,  
Joplin, MO 64801, USA

**Business Hours:**M: 08 AM - 08 PM, Tu: 08 AM - 08 PM, W: 08 AM - 08 PM, Th: 08 AM - 08 PM, F: 08 AM - 08 PM, Sa: 08 AM - 08 PM, Su: 12 AM - 08 PM

### SummerFresh #81

1201 East 12th Street,  
Lamar, MO 64759, USA

**Business Hours:**  
Mon-Sun: 7AM - 10PM

### SummerFresh #83

615 East Mount Vernon  
Boulevard, Mount Vernon,  
MO 65712, USA

**Business Hours:**  
Mon-Sun: 7AM - 10PM

### SummerFresh #85

163 West Old Mill Road, Fair  
Grove, MO 65648, USA

**Business Hours:**  
Mon-Sun: 7AM - 10PM

### SummerFresh #88

200 North Grand Avenue,  
Greenfield, MO 65661, USA

**Business Hours:**  
Mon-Sun: 7AM - 10PM

### The Cameron Market

1303 N.Walnut, Cameron,  
MO 64429, USA

**Business Hours:**  
Mon-Sun: 7AM - 09PM

### The Cash Box

2532 East Independence  
Avenue, Kansas City, MO  
64124, USA

**Business Hours:**M: 09 AM - 05:30 PM, Tu: 09 AM - 05:30 PM, W: 09 AM - 05:30 PM, Th: 09 AM - 05:30 PM, F: 09 AM - 05:30 PM, Sa: 10 AM - 04:30 PM, Su: CLOSED

### Waldo Financial

8437 Wornall Road, Kansas  
City, MO 64131, USA

**Business Hours:**M: 08 AM - 08 PM, Tu: 08 AM - 08 PM, W: 08 AM - 08 PM, Th: 08 AM - 08 PM, F: 08 AM - 08 PM, Sa: 08 AM - 07 PM, Su: CLOSED

### Woods Supermarket

312 W. Highway 54, El  
Dorado Springs, MO 64744,  
USA

**Business Hours:**M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM

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

2003	<u>% Kept</u>
January through March	
<b>Quarter 1</b>	
April through June	88.04%
<b>Quarters 1 &amp; 2</b>	<b>88.04%</b>
July through September	87.88%
<b>Quarters 2 &amp; 3</b>	<b>87.96%</b>
October through December	87.71%
<b>Quarters 2, 3 &amp; 4</b>	<b>87.88%</b>

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

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

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

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

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

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

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

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

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

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

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

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

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



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

2006	Answer Within 2 Business Days
January	92.59%
February	92.11%
March	85.29%
<b>Quarter 1</b>	<b>89.90%</b>
April	90.00%
May	89.66%
June	78.26%
<b>Quarters 1 &amp; 2</b>	<b>88.40%</b>
July	91.30%
August	87.50%
September	88.89%
<b>Quarters 1, 2 &amp; 3</b>	<b>88.66%</b>
October	96.88%
November	88.24%
December	93.75%
<b>Calendar Year 2006</b>	<b>89.74%</b>

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

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

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

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

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

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

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

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

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

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

**INSIDE METER COUNT - 2016**

Feb 4, 2016	12,028
Mar 3, 2016	11,836
Apr 1, 2016	11,714
May 2, 2016	11,598
June 1, 2016	11,443
July 1, 2016	11,266
Aug 1, 2016	10,831
Sep 1, 2016	10,597
Sep 30, 2016	10,428
Nov 1, 2016	10,283
Dec 1, 2016	9,909
Jan 3, 2017	10,913