



Liberty Utilities (The Empire District Electric Company)

Case No. ER-2021-0312

Office Public Counsel Data Request - 2008

Data Request Received: 2021-09-23

Response Date: 2021-10-15

Request No. 2008

Witness/Respondent: Jon Harrison

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

REQUEST:

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

RESPONSE:

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

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

AVERAGES and TOTALS PER SHIFT for Contact Center Agents

| Agent Statistics | Average Logged-In Time | Average Customer Talk Time | Average Agent Call Wait Time | Average Not Ready Time | Average Extension Talk Time | Calls Presented | Calls Answered |
|------------------------------|------------------------|----------------------------|------------------------------|------------------------|-----------------------------|-----------------|----------------|
| | (hr:min:sec) | (hr:min:sec) | (min:sec) | (hr:min:sec) | (min:sec) | | |
| Jan | 8:45:39 | 0:03:08 | 0:01:42 | 0:49:51 | 0:12:24 | 81 | 80 |
| Feb | 8:15:20 | 0:03:08 | 0:01:43 | 1:26:19 | 0:09:44 | 78 | 77 |
| March | 8:38:51 | 0:03:06 | 0:01:35 | 0:51:27 | 0:10:38 | 73 | 72 |
| April | 8:39:17 | 0:02:57 | 0:02:49 | 1:07:42 | 0:19:45 | 74 | 73 |
| May | 8:53:02 | 0:02:50 | 0:02:01 | 0:42:55 | 0:13:55 | 74 | 73 |
| June | 8:35:54 | 0:02:53 | 0:01:31 | 0:57:30 | 0:14:45 | 75 | 74 |
| July | 8:46:03 | 0:02:51 | 0:01:04 | 1:19:35 | 0:21:09 | 77 | 76 |
| Aug | 8:46:30 | 0:02:51 | 0:01:14 | 1:03:13 | 0:13:25 | 85 | 84 |
| Sept | 8:47:11 | 0:02:56 | 0:01:04 | 1:04:53 | 0:19:30 | 94 | 93 |
| Oct | | | | | | | |
| Nov | | | | | | | |
| Dec | | | | | | | |
| Totals & Averages | 8:40:52 | 0:02:58 | 0:01:38 | 1:02:36 | 0:15:02 | 79 | 78 |

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

7 Contact Ctr Agts Work
 Help Desk Duties, 2 PT

**CALL STATISTICS
 CALLS RECEIVED, ANSWERED, & ABANDONED**

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

AVERAGES and TOTALS PER SHIFT for Contact Center Agents

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

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

7 Contact Ctr Agts Work
 Help Desk Duties, 1 PT

**CALL STATISTICS
 CALLS RECEIVED, ANSWERED, & ABANDONED**

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

AVERAGES and TOTALS PER SHIFT for Contact Center Agents

| Agent Statistics | Average Logged-In Time | Average Customer Talk Time | Average Agent Call Wait Time | Average Not Ready Time | Average Extension Talk Time | Calls Presented | Calls Answered |
|------------------------------|------------------------|----------------------------|------------------------------|------------------------|-----------------------------|-----------------|----------------|
| | (hr:min:sec) | (hr:min:sec) | (min:sec) | (hr:min:sec) | (min:sec) | | |
| Jan | 8:33:14 | 0:03:30 | 0:01:50 | 0:41:10 | 0:12:35 | 81 | 80 |
| Feb | 8:40:14 | 0:03:57 | 0:00:52 | 1:02:42 | 0:13:50 | 86 | 85 |
| March | 8:44:51 | 0:03:49 | 0:01:04 | 1:08:17 | 0:15:13 | 85 | 84 |
| April | 8:54:38 | 0:03:35 | 0:02:43 | 0:35:46 | 0:11:26 | 77 | 75 |
| May | 8:43:46 | 0:03:24 | 0:02:38 | 0:15:48 | 0:12:48 | 82 | 81 |
| June | 8:43:31 | 0:03:03 | 0:02:40 | 0:20:47 | 0:13:01 | 79 | 77 |
| July | 8:47:49 | 0:03:24 | 0:02:47 | 0:22:46 | 0:14:10 | 79 | 78 |
| Aug | 8:28:06 | 0:03:26 | 0:02:12 | 0:28:07 | 0:10:56 | 73 | 72 |
| Sept | 8:43:00 | 0:03:38 | 0:01:50 | 0:30:16 | 0:09:46 | 86 | 85 |
| Oct | 8:43:42 | 0:03:39 | 0:01:03 | 0:50:00 | 0:13:00 | 94 | 93 |
| Nov | 9:01:02 | 0:03:42 | 0:01:12 | 0:51:51 | 0:10:13 | 94 | 93 |
| Dec | 8:30:56 | 0:03:19 | 0:01:44 | 0:25:34 | 0:12:04 | 92 | 90 |
| Totals & Averages | 8:42:54 | 0:03:32 | 0:01:53 | 0:37:45 | 0:12:25 | 84 | 83 |

| | |
|--|----|
| Staffing for Joplin & Ozark Contact Ctrs | |
| Mgrs | 2 |
| Super | 2 |
| Contact Ctr Agts | 29 |

Six Contact Ctr Agts Work Help Desk Duties

**CALL STATISTICS
 CALLS RECEIVED, ANSWERED, & ABANDONED**

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

THE EMPIRE DISTRICT COMPANY

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

AGENT STATISTICS

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

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

Six Contact Ctr Agts Work Help Desk Duties

CALL STATISTICS

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

THE EMPIRE DISTRICT COMPANY

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

AGENT STATISTICS

| AVERAGES and TOTALS PER SHIFT for Contact Center Agents | | | | | | | | | |
|---|-------------------------------------|---|--|-------------------------------------|---------------------------------------|-----------------|----------------|---|---------------------|
| Agent Statistics | Average Logged-In Time (hr:min:sec) | Average Customer Talk Time (hr:min:sec) | Average Agent Call Wait Time (min:sec) | Average Not Ready Time (hr:min:sec) | Average Extension Talk Time (min:sec) | Calls Presented | Calls Answered | Staffing for Joplin & Ozark Contact Ctrs | Mgrs Super Ctr Agts |
| Jan | 8:35:12 | 0:02:37 | 0:02:28 | 0:23:21 | 0:12:02 | 88 | 85 | 2 | 2 |
| Feb | 8:34:20 | 0:03:22 | 0:02:22 | 0:23:27 | 0:09:25 | 82 | 80 | 2 | 2 |
| March | 8:31:24 | 0:02:32 | 0:01:58 | 0:41:53 | 0:12:02 | 105 | 94 | 2 | 2 |
| April | 8:41:02 | 0:02:46 | 0:01:50 | 0:27:31 | 0:14:55 | 98 | 96 | 2 | 2 |
| May | 8:30:48 | 0:02:59 | 0:02:01 | 0:16:08 | 0:15:09 | 91 | 89 | 2 | 2 |
| June | 8:34:34 | 0:02:58 | 0:01:41 | 0:18:54 | 0:15:04 | 95 | 92 | 2 | 2 |
| July | 8:38:49 | 0:03:00 | 0:01:35 | 0:30:29 | 0:17:00 | 93 | 91 | 2 | 2 |
| Aug | 8:40:21 | 0:02:47 | 0:01:24 | 0:37:11 | 0:14:13 | 101 | 99 | 2 | 2 |
| Sept | 8:43:28 | 0:02:56 | 0:01:24 | 0:31:15 | 0:15:54 | 99 | 96 | 2 | 2 |
| Oct | 9:03:30 | 0:03:16 | 0:01:25 | 0:37:53 | 0:13:05 | 103 | 100 | 2 | 2 |
| Nov | 8:46:13 | 0:03:20 | 0:01:10 | 0:38:45 | 0:14:51 | 98 | 96 | 2 | 2 |
| Dec | 8:47:37 | 0:03:07 | 0:02:13 | 0:22:01 | 0:13:04 | 89 | 87 | 2 | 2 |
| Totals & Averages | 8:40:37 | 0:02:58 | 0:01:48 | 0:29:04 | 0:13:54 | 95 | 92 | Seven Contact Ctr Agts Work Help Desk Duties | |

CALL STATISTICS

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

AVERAGES and TOTALS PER SHIFT for Contact Center Agents

| Agent Statistics | Average Logged-In Time (hr:min:sec) | Average Customer Talk Time (hr:min:sec) | Average Agent Call Wait Time (min:sec) | Average Ready Time (hr:min:sec) | Average Extension Talk Time (min:sec) | Calls Presented | Calls Answered |
|------------------------------|-------------------------------------|---|--|---------------------------------|---------------------------------------|-----------------|----------------|
| Jan | 8:41:35 | 0:03:01 | 0:02:13 | 0:22:18 | 0:10:26 | 90 | 89 |
| Feb | 8:43:35 | 0:02:46 | 0:01:41 | 0:41:43 | 0:09:18 | 106 | 105 |
| March | 8:46:20 | 0:03:20 | 0:01:17 | 0:25:54 | 0:09:28 | 97 | 95 |
| April | 8:46:06 | 0:02:56 | 0:02:07 | 0:35:29 | 0:11:44 | 92 | 90 |
| May | 8:34:37 | 0:02:52 | 0:02:24 | 0:16:05 | 0:12:01 | 90 | 88 |
| June | 8:45:10 | 0:02:47 | 0:01:38 | 0:32:23 | 0:15:04 | 103 | 101 |
| July | 8:35:36 | 0:03:02 | 0:01:51 | 0:40:37 | 0:10:20 | 94 | 92 |
| Aug | 8:39:26 | 0:02:54 | 0:02:13 | 0:34:20 | 0:10:48 | 91 | 89 |
| Sept | 8:34:25 | 0:03:07 | 0:02:01 | 0:16:32 | 0:13:14 | 88 | 90 |
| Oct | 8:40:25 | 0:03:02 | 0:01:46 | 0:23:40 | 0:12:24 | 93 | 91 |
| Nov | 8:35:43 | 0:03:18 | 0:02:03 | 0:17:13 | 0:13:19 | 86 | 84 |
| Dec | 8:32:34 | 0:02:29 | 0:02:34 | 0:30:50 | 0:09:26 | 88 | 86 |
| Totals & Averages | 8:39:38 | 0:02:58 | 0:01:59 | 0:28:05 | 0:11:28 | 93 | 92 |

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

Seven Contact Ctr Agts
Work Help Desk Duties

**CALL STATISTICS
CALLS RECEIVED, ANSWERED, & ABANDONED**

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

Average Speed of Answer

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|------|------|------|------|
| January | 0:31 | 0:26 | 0:41 | 0:27 |
| February | 0:56 | 0:26 | 0:34 | 0:38 |
| March | 0:42 | 0:14 | 0:43 | 0:33 |
| April | 0:11 | 0:10 | 0:24 | 0:22 |
| May | 0:09 | 0:11 | 0:23 | 0:33 |
| June | 0:13 | 0:12 | 0:41 | 0:38 |
| July | 0:20 | 0:16 | 1:06 | 0:48 |
| August | 0:30 | 0:30 | 0:37 | 1:06 |
| September | 0:49 | 0:25 | 0:44 | 1:00 |
| October | | 0:26 | 1:06 | 2:25 |
| November | | 0:42 | 1:03 | 2:00 |
| December | | 0:19 | 0:38 | 0:50 |

Incoming Calls

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|--------|-------|-------|-------|
| January | 101150 | 55415 | 62230 | 65277 |
| February | 107675 | 50039 | 55961 | 59700 |
| March | 111475 | 50673 | 62758 | 63254 |
| April | 86336 | 43401 | 63796 | 59251 |
| May | 83889 | 41781 | 69326 | 65634 |
| June | 87047 | 48880 | 63725 | 64338 |
| July | 87861 | 53191 | 66406 | 70451 |
| August | 92366 | 64447 | 67612 | 78549 |
| September | 101420 | 61063 | 61506 | 60187 |
| October | | 72886 | 70526 | 72010 |
| November | | 91148 | 58983 | 66534 |
| December | | 89930 | 54611 | 57336 |

Calls Answered through IVR

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|-------|-------|-------|-------|
| January | 56448 | 16022 | 17638 | 20174 |
| February | 59944 | 14604 | 16905 | 16279 |
| March | 61757 | 16889 | 19603 | 20380 |
| April | 51102 | 15591 | 20044 | 16439 |
| May | 51028 | 18047 | 21761 | 19056 |
| June | 51082 | 18062 | 19918 | 18250 |
| July | 52648 | 18705 | 19175 | 20371 |
| August | 53001 | 20580 | 19961 | 22410 |
| September | 56641 | 19239 | 17403 | 16989 |
| October | | 27844 | 19623 | 18863 |
| November | | 52122 | 19370 | 20091 |
| December | | 50530 | 17517 | 17914 |

Calls Abandoned/Percent Abandoned

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|---------|---------|---------|----------|
| January | 1563 2% | 1054 2% | 2394 4% | 2423 4% |
| February | 3404 3% | 1005 2% | 2111 4% | 2221 4% |
| March | 2453 2% | 786 2% | 2706 4% | 2190 3% |
| April | 463 1% | 415 1% | 1952 3% | 1558 3% |
| May | 473 1% | 382 1% | 2230 3% | 2608 4% |
| June | 655 1% | 777 2% | 2903 5% | 2399 4% |
| July | 821 1% | 681 1% | 3711 6% | 3514 5% |
| August | 1441 2% | 1168 2% | 2966 4% | 4431 6% |
| September | 3236 3% | 1029 2% | 2745 4% | 3110 5% |
| October | | 1213 2% | 4223 6% | 7354 10% |
| November | | 1586 4% | 3248 6% | 5488 8% |
| December | | 890 1% | 1788 3% | 2928 5% |

Calls Answered by CSR

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|-------|-------|-------|-------|
| January | 43139 | 38339 | 42198 | 42680 |
| February | 44327 | 34430 | 36945 | 41200 |
| March | 47265 | 32998 | 40449 | 40684 |
| April | 34771 | 27395 | 41800 | 41254 |
| May | 32388 | 23352 | 45335 | 43970 |
| June | 35310 | 30041 | 40904 | 43689 |
| July | 34392 | 33805 | 43520 | 46566 |
| August | 37924 | 42699 | 44685 | 51708 |
| September | 41543 | 40795 | 41358 | 40088 |
| October | | 43829 | 46680 | 45793 |
| November | | 37440 | 36365 | 40955 |
| December | | 38510 | 35306 | 36494 |

Average Handle Time

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|------|------|------|------|
| January | 5:54 | 5:23 | 4:42 | 4:23 |
| February | 5:53 | 5:25 | 4:39 | 4:48 |
| March | 6:12 | 5:00 | 4:49 | 4:35 |
| April | 5:59 | 4:46 | 4:22 | 4:25 |
| May | 5:25 | 5:05 | 4:14 | 4:26 |
| June | 5:40 | 5:03 | 4:31 | 4:25 |
| July | 5:38 | 5:42 | 4:36 | 4:26 |
| August | 5:58 | 6:11 | 4:27 | 4:31 |
| September | 6:02 | 6:16 | 4:32 | 4:27 |
| October | | 5:57 | 4:41 | 4:53 |
| November | | 5:50 | 4:41 | 4:50 |
| December | | 5:37 | 5:02 | 4:39 |

Average Talk Time

| 2021 | 2020 | 2019 | 2018 | 2017 |
|------|------|------|------|------|
|------|------|------|------|------|

| | | | | | | | | | |
|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
| January | 3:51 | January | 3:20 | January | 3:08 | January | 3:26 | January | 3:30 |
| February | 3:50 | February | 3:23 | February | 3:08 | February | 3:54 | February | 3:57 |
| March | 3:54 | March | 3:23 | March | 3:06 | March | 3:32 | March | 3:49 |
| April | 3:50 | April | 3:31 | April | 2:57 | April | 3:08 | April | 3:35 |
| May | 3:42 | May | 3:36 | May | 2:50 | May | 4:02 | May | 3:24 |
| June | 3:53 | June | 3:22 | June | 2:53 | June | 3:06 | June | 3:03 |
| July | 3:52 | July | 3:49 | July | 2:51 | July | 3:11 | July | 3:24 |
| August | 4:04 | August | 3:51 | August | 2:51 | August | 3:10 | August | 3:26 |
| September | 4:12 | September | 4:01 | September | 2:56 | September | 3:04 | September | 3:38 |
| October | | October | 3:53 | October | 3:01 | October | 3:08 | October | 3:39 |
| November | | November | 3:50 | November | 2:54 | November | 3:05 | November | 3:42 |
| December | | December | 3:38 | December | 3:12 | December | 3:05 | December | 3:19 |

Percentage of Calls Answered in 30 Seconds or Less

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|------|------|------|------|
| January | 73% | 77% | 70% | 78% |
| February | 66% | 78% | 74% | 59% |
| March | 71% | 90% | 71% | 63% |
| April | 95% | 97% | 81% | 88% |
| May | 97% | 97% | 83% | 93% |
| June | 93% | 96% | 72% | 90% |
| July | 85% | 89% | 58% | 92% |
| August | 75% | 75% | 72% | 89% |
| September | 63% | 79% | 66% | 82% |
| October | | 78% | 52% | 61% |
| November | | 67% | 59% | 64% |
| December | | 84% | 70% | 71% |

Power Outage Calls

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|-------|------|------|------|
| January | 4305 | 1756 | 1424 | 2278 |
| February | 10449 | 1504 | 2452 | 1147 |
| March | 4872 | 3814 | 4377 | 3994 |
| April | 2947 | 3745 | 4061 | 5435 |
| May | 6021 | 5048 | 7575 | 7483 |
| June | 3902 | 5966 | 5522 | 4359 |
| July | 4494 | 4139 | 5050 | 5489 |
| August | 6496 | 3629 | 6727 | 2897 |
| September | 5525 | 2068 | 3244 | 2844 |
| October | | 5841 | 4855 | 2688 |
| November | | 3908 | 4549 | 2985 |
| December | | 2874 | 1632 | 2394 |

Electric 800# Incoming Calls

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|-------|-------|-------|-------|
| January | 87518 | 45754 | 51641 | 45899 |
| February | 92526 | 41446 | 46467 | 43240 |
| March | 93482 | 43411 | 53435 | 51522 |
| April | 71059 | 36549 | 53526 | 45156 |
| May | 69626 | 35916 | 58956 | 53131 |
| June | 72216 | 42977 | 55292 | 48178 |
| July | 76314 | 46396 | 57375 | 50100 |
| August | 79087 | 56855 | 58991 | 52564 |
| September | 88458 | 53718 | 52833 | 49335 |
| October | | 61910 | 59026 | 52466 |
| November | | 77942 | 49882 | 48967 |
| December | | 76271 | 46124 | 44641 |

Gas 800# Incoming Calls

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|-------|-------|------|------|
| January | 12032 | 7969 | 9164 | 7756 |
| February | 13778 | 7148 | 7966 | 7772 |
| March | 16577 | 6431 | 7438 | 9306 |
| April | 13929 | 5660 | 8893 | 6829 |
| May | 13040 | 4912 | 8523 | 8039 |
| June | 13270 | 4615 | 6980 | 6892 |
| July | 11547 | 5080 | 6865 | 6288 |
| August | 11588 | 6138 | 6689 | 6614 |
| September | 11345 | 6284 | 6566 | 5788 |
| October | | 9199 | 9706 | 8847 |
| November | | 11788 | 7425 | 8218 |
| December | | 12305 | 6874 | 7476 |

Switchboard Calls

| 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------|------|------|------|------|
| January | 1600 | 1692 | 1425 | 2738 |
| February | 1371 | 1445 | 1528 | 2803 |
| March | 1416 | 831 | 1884 | 2737 |
| April | 1348 | 1192 | 1377 | 2212 |
| May | 1223 | 953 | 1847 | 2791 |
| June | 1561 | 1288 | 1453 | 2985 |
| July | 946 | 1715 | 2166 | 2612 |
| August | 1691 | 1454 | 1932 | 2984 |
| September | 1617 | 1061 | 2107 | 2704 |
| October | | 1777 | 1794 | 2631 |
| November | | 1418 | 1610 | 2270 |
| December | | 1354 | 1613 | 1892 |

Average Hold Time

| 2021 | 2020 | 2019 | 2018 | 2017 |
|----------|------|------|------|------|
| January | 0:43 | 0:41 | 0:30 | 0:20 |
| February | 0:39 | 0:41 | 0:32 | 0:25 |

| | | | | | | | | | |
|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
| March | 0.50 | March | 0.41 | March | 0.33 | March | 0.32 | March | 0.28 |
| April | 0.48 | April | 0.40 | April | 0.30 | April | 0.30 | April | 0.25 |
| May | 0.45 | May | 0.42 | May | 0.31 | May | 0.30 | May | 0.22 |
| June | 0.42 | June | 0.47 | June | 0.35 | June | 0.28 | June | 0.23 |
| July | 0.43 | July | 0.48 | July | 0.36 | July | 0.27 | July | 0.22 |
| August | 0.44 | August | 0.50 | August | 0.31 | August | 0.28 | August | 0.25 |
| September | 0.43 | September | 0.47 | September | 0.31 | September | 0.28 | September | 0.24 |
| October | | October | 0.50 | October | 0.35 | October | 0.37 | October | 0.28 |
| November | | November | 0.49 | November | 0.38 | November | 0.36 | November | 0.32 |
| December | | December | 0.43 | December | 0.38 | December | 0.30 | December | 0.30 |

Average Not Read Time

| 2021 | | 2020 | | 2019 | | 2018 | | 2017 | |
|-----------|---------|-----------|---------|-----------|---------|-----------|---------|-----------|---------|
| January | 1:08:42 | January | 0:51:00 | January | 0:49:51 | January | 0:41:00 | January | 0:41:10 |
| February | 1:02:21 | February | 0:56:32 | February | 1:26:19 | February | 0:45:43 | February | 1:02:42 |
| March | 1:11:03 | March | 0:36:39 | March | 0:51:27 | March | 0:55:37 | March | 1:08:17 |
| April | 0:38:16 | April | 0:18:09 | April | 1:07:42 | April | 0:37:08 | April | 0:35:46 |
| May | 0:37:06 | May | 0:22:06 | May | 0:42:55 | May | 0:52:24 | May | 0:15:48 |
| June | 0:40:03 | June | 0:22:14 | June | 0:57:30 | June | 1:11:13 | June | 0:20:47 |
| July | 0:42:34 | July | 0:53:28 | July | 1:19:35 | July | 0:51:01 | July | 0:22:46 |
| August | 1:11:32 | August | 1:14:16 | August | 1:03:13 | August | 1:16:37 | August | 0:28:07 |
| September | 1:08:22 | September | 1:03:56 | September | 1:04:53 | September | 1:18:32 | September | 0:30:16 |
| October | | October | 0:57:43 | October | 1:00:55 | October | 1:22:48 | October | 0:50:00 |
| November | | November | 0:59:15 | November | 0:57:35 | November | 1:15:02 | November | 0:51:51 |
| December | | December | 0:51:15 | December | 0:57:05 | December | 0:59:03 | December | 0:25:34 |

Average Logged on Time

| 2021 | | 2020 | | 2019 | | 2018 | | 2017 | |
|-----------|---------|-----------|---------|-----------|---------|-----------|---------|-----------|---------|
| January | 9:00:21 | January | 8:41:57 | January | 8:45:39 | January | 8:50:32 | January | 8:33:14 |
| February | 9:14:09 | February | 8:20:04 | February | 8:15:20 | February | 8:53:16 | February | 8:40:14 |
| March | 9:10:30 | March | 8:42:09 | March | 8:38:51 | March | 8:45:15 | March | 8:44:51 |
| April | 8:53:05 | April | 7:33:10 | April | 8:39:17 | April | 8:34:08 | April | 8:54:38 |
| May | 9:02:09 | May | 8:12:52 | May | 8:53:02 | May | 8:45:48 | May | 8:43:46 |
| June | 8:23:10 | June | 8:09:46 | June | 8:35:54 | June | 8:49:44 | June | 8:43:31 |
| July | 8:27:26 | July | 8:53:07 | July | 8:46:03 | July | 8:58:45 | July | 8:47:49 |
| August | 9:06:43 | August | 8:54:38 | August | 8:46:30 | August | 8:45:53 | August | 8:28:06 |
| September | 9:38:06 | September | 9:03:22 | September | 8:47:11 | September | 8:54:51 | September | 8:43:00 |
| October | | October | 8:32:08 | October | 8:49:46 | October | 8:49:14 | October | 8:43:42 |
| November | | November | 9:15:32 | November | 8:48:30 | November | 8:57:50 | November | 9:01:02 |
| December | | December | 8:56:20 | December | 8:35:35 | December | 8:33:01 | December | 8:30:56 |