1   Q.   Provide a spreadsheet detailing the customer service performance and the

2   operational metrics listed in PUB-NLH-207. Include actual performance for each

3   metric by month for 2012, 2013, and 2014 YTD.

4

5

6   A.   Attached are reports displaying customer service performance and the operational

7   metrics listed in PUB-NLH-207. Metrics are displayed by month for 2012, 2013, and

8   2014 YTD where available. Reports showing individual agent performance are not

9   provided; however overall call center performance is provided within the tables

10   included. Where "NA" is shown in the tables, the data is not available.

11

12   See PUB-NLH-301 Attachment 1 and 2.

Customer Service Performance (KPI's)

Average Speed of Answer (target 28 secs)

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	30	25	21	20	25	30	29	24	36	27	27	19
2013	26	26	20	21	18	31	24	25	36	27	28	28
2014	34	38	24	23	29	31	32	35				

Average Call Length (target 2:30 mins)

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	2:48	2:37	2:33	2:35	2:41	2:42	2:42	2:27	0.09	2:57	3.00	3:18
2013	2:59	2:38	2:51	2:46	2:37	2:49	2:44	2:42	2:59	2:05	2:27	2:53
2014	2:35	3:21	2:35	2:36	2:43	2:58	2:38	2:34				

Availabilty of Call Center (target 97% *)

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	99.5%	99.5%	93.9%	99.0%	98.2%	97.3%	98.7%	99.4%	94.7%	99.4%	98.7%	95.7%
2013	97.9%	99.3%	98.2%	96.4%	99.4%	100.0%	99.0%	99.4%	95.0%	100.0%	100.0%	98.3%
2014	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%				

* for billing and general inquiries

Average Length of Time to Connect a Service (target 10 days)

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	10.4	6.9	7.7	5.6	6.5	10.4	5.03	7.59	5.47	6.92	10.4	8.6
2013	12.8	5.3	5.6	7.7	7.7	5.6	6.0	7.5	6.8	10.5	6.1	4.1
2014	19.7	6.6	8.0	8.3	8.3	9.0	11.0	7.69				

Customer Service Operational Metrics

Number of Customers using Ebilling

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	1579	1609	1641	1648	1662	1695	NA	NA	1740	1810	1900	1940
2013	1962	NA	1992	NA	NA	2227	2281	2310	2348	2401	2435	2469
2014	2561	2594	2647	2713	3029	3120	3165	3203				

Number of Customers using Pre-Authorized Payment Plan (PPP)

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	2497	2489	2519	2517	2535	2541	NA	NA	2578	2604	2631	2640
2013	2655	NA	2711	NA	NA	2759	2768	2776	2789	2856	2848	2861
2014	2889	2899	2912	2927	2980	2992	2999	3012				

Number of Customers using Equal Payment Plan (EPP)

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	1312	1319	1320	1316	1310	1306	NA	NA	1315	1315	1326	1330
2013	1332	NA	1329	NA	NA	1312	1329	1332	1324	1326	1326	1335
2014	1350	1364	1375	1374	1366	1362	1396	1395				

Number of Customers using Seasonal Rate option

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	46	46	46	46	46	47	46	NA	46	46	46	46
2013	46	NA	46	NA	NA	46	46	46	46	46	46	45
2014	45	44	44	45	46	46	45	45				

Calls Answered Service Level (target 80%*)

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	71.3	76.5	77.2	79.3	74.8	73.5	72.5	76.8	67.4	76.2	76.2	78.4
2013	74.5	77.1	79.9	79.8	81.2	72.4	76.9	76.3	73.2	76.5	75.4	77
2014	72.8	71.6	79.9	78.6	76.1	72.7	73.1	70.9				

* based on a 24 hr day

Number of Calls Received

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
2013	NA	NA	NA	NA	NA	3580	3503	3807	3642	3519	5283	3186
2014	5795	3578	3467	3823	3517	3701	3795	4446				

Number of Calls Abandoned

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
2013	NA	NA	NA	NA	NA	338	265	305	334	225	319	235
2014	382	264	191	208	257	324	336	381				

Number of Short Calls

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2012	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
2013	NA	NA	NA	NA	NA	18	30	29	31	24	44	35
2014	53	24	23	26	19	21	27	44				