

BLUE STAKES OF UTAH UTILITY NOTIFICATION CENTER, INC. CALENDAR YEAR STATISTICS

	<u>CALL VOLUME</u>																
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
January	8,213	6,720	8,536	6,415	7,688	8,416	9,139	7,650	6,259	5,412	5,468	6,142	4,961	5,661	5,865	5,022	4,704
February	7,974	6,125	7,413	6,228	7,800	8,486	9,521	7,892	6,426	6,088	5,248	6,080	4,823	6,330	6,935	6,040	5,941
March	14,378	10,200	11,862	15,655	13,881	12,612	17,338	14,492	10,885	10,884	9,377	9,528	9,148	10,234	10,677	10,390	11,415
SUBTOTAL	30,565	23,045	27,811	28,298	29,369	29,514	35,998	30,034	23,570	22,384	20,093	21,750	18,932	22,225	23,477	21,452	22,060
April	21,582	18,854	16,512	18,817	16,106	17,122	22,644	20,795	15,361	13,240	11,186	12,842	12,682	13,612	12,505	12,308	
May	21,494	18,743	18,369	18,402	18,562	23,160	25,309	21,095	16,670	13,634	13,211	14,533	14,350	14,511	10,961	12,812	
June	15,902	15,796	17,518	19,337	19,386	19,956	21,527	19,371	15,684	14,864	14,138	12,060	11,548	13,436	12,126	13,040	
July	15,288	15,476	16,110	16,151	16,322	16,679	20,535	18,269	14,115	12,867	11,294	11,035	11,259	12,026	11,396	10,628	
August	15,341	15,116	14,696	16,351	18,665	18,391	19,501	16,061	13,786	13,276	13,115	11,626	11,258	11,268	12,751	12,548	
September	13,226	12,947	16,005	15,100	16,592	16,485	17,001	16,909	13,103	12,521	11,717	9,784	10,581	11,530	10,760	11,254	
October	14,126	13,390	14,832	12,023	14,309	15,711	17,438	14,796	11,180	10,838	9,914	10,542	10,894	11,547	10,095	10,449	
November	9,248	9,188	8,663	10,123	11,390	11,454	12,901	9,264	8,399	7,978	7,502	7,460	7,375	7,210	7,125	8,185	
December	5,253	7,263	8,370	7,630	8,223	8,242	7,509	7,349	5,658	5,483	5,631	4,752	4,844	6,198	5,205	5,375	
TOTAL	162,025	149,818	158,886	162,232	168,924	176,714	200,363	173,943	137,526	127,085	117,801	116,384	113,723	123,563	116,401	118,051	22,060

	<u>% OF CALLS ANS. WITHIN 40 SECONDS</u>																
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
January	99.19%	97.07%	95.01%	94.20%	92.01%	94.13%	97.37%	99.05%	99.19%	99.57%	98.34%	97.64%	98.74%	96.12%	95.53%	97.76%	99.49%
February	86.46%	96.88%	94.05%	95.43%	94.34%	90.68%	91.76%	96.39%	98.68%	98.26%	94.61%	96.59%	96.90%	95.26%	87.33%	91.73%	96.10%
March	55.60%	97.50%	92.13%	81.67%	96.01%	91.72%	79.83%	92.39%	90.39%	94.04%	93.22%	89.26%	86.17%	85.43%	78.87%	85.73%	85.88%
SUBTOTAL	80.42%	97.15%	93.73%	90.43%	94.12%	92.18%	89.65%	95.94%	96.09%	97.29%	95.39%	94.50%	93.94%	92.27%	87.24%	91.74%	93.82%
April	21.95%	79.15%	82.44%	77.61%	85.91%	76.28%	66.77%	76.57%	84.93%	90.74%	90.04%	83.44%	71.92%	78.95%	80.64%	81.01%	
May	30.24%	81.45%	75.29%	84.42%	74.62%	71.98%	64.09%	73.19%	79.97%	86.24%	89.65%	86.76%	67.23%	71.47%	86.65%	84.15%	
June	68.53%	82.59%	78.97%	83.48%	76.29%	77.35%	84.22%	83.16%	88.65%	81.78%	87.27%	90.77%	80.70%	84.52%	91.31%	91.52%	
July	59.82%	76.29%	87.09%	88.33%	81.74%	71.73%	90.97%	91.11%	80.06%	83.36%	88.09%	90.42%	87.97%	88.84%	90.98%	91.36%	
August	84.07%	72.09%	87.74%	84.06%	77.70%	84.81%	90.49%	88.78%	83.38%	86.93%	86.20%	92.78%	81.65%	89.90%	93.03%	89.23%	
September	71.29%	82.88%	86.23%	78.65%	72.83%	82.17%	83.33%	88.64%	82.07%	80.87%	84.05%	83.37%	88.47%	80.19%	85.06%	82.93%	
October	83.68%	89.78%	81.35%	89.37%	69.26%	88.59%	93.18%	95.35%	92.11%	87.26%	88.65%	87.86%	92.26%	82.47%	85.06%	84.82%	
November	88.86%	93.06%	89.53%	82.36%	73.40%	92.69%	97.22%	95.34%	93.22%	91.91%	91.91%	90.41%	91.22%	83.26%	89.61%	89.22%	
December	95.82%	94.58%	90.88%	88.49%	91.76%	96.41%	95.70%	98.13%	98.45%	95.95%	94.44%	96.24%	93.29%	93.51%	91.88%	98.19%	
AVERAGE	70.46%	86.94%	86.73%	85.67%	82.16%	84.88%	85.86%	90.00%	89.44%	89.85%	90.54%	90.46%	86.38%	85.83%	88.00%	88.97%	93.82%

GOAL = 80 PERCENT OF CALLS ANSWERED WITHIN 40 SECONDS

	<u>ABANDONED PERCENTAGE</u>																
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
January	4.63%	1.50%	1.50%	1.17%	1.51%	1.06%	1.14%	0.82%	0.94%	0.78%	0.55%	0.57%	0.58%	0.62%	0.63%	0.62%	0.32%
February	4.87%	1.22%	1.20%	0.92%	1.28%	1.57%	2.28%	1.10%	0.93%	0.87%	1.31%	0.59%	0.95%	1.55%	1.69%	0.83%	0.61%
March	17.96%	0.87%	1.45%	2.18%	0.84%	0.78%	3.11%	1.49%	2.03%	1.48%	1.19%	1.90%	2.28%	2.78%	3.60%	1.52%	1.47%
SUBTOTAL	9.15%	1.20%	1.72%	1.42%	1.21%	1.14%	2.18%	1.14%	1.30%	1.04%	1.02%	1.02%	1.27%	1.65%	1.97%	0.99%	0.80%
April	30.54%	2.03%	2.35%	2.53%	2.24%	2.12%	4.79%	2.06%	1.69%	2.50%	1.85%	2.43%	3.97%	3.47%	2.39%	2.31%	
May	18.99%	2.01%	2.52%	1.71%	3.50%	2.46%	6.28%	3.23%	2.58%	2.20%	1.44%	1.78%	4.72%	5.82%	1.44%	1.91%	
June	5.50%	2.08%	2.65%	1.48%	3.30%	2.15%	3.03%	1.79%	1.79%	2.66%	1.51%	1.32%	2.81%	2.87%	0.89%	1.30%	
July	5.94%	2.54%	2.77%	1.08%	2.67%	3.39%	1.16%	1.05%	2.74%	2.88%	1.51%	1.39%	1.47%	1.96%	1.19%	1.20%	
August	1.90%	3.06%	1.65%	1.81%	3.16%	2.38%	1.18%	1.30%	2.30%	2.09%	2.55%	2.43%	2.06%	2.06%	0.96%	1.39%	
September	3.77%	2.32%	1.93%	2.26%	3.44%	2.89%	2.08%	1.33%	2.43%	2.96%	2.25%	2.11%	1.39%	3.13%	2.05%	2.07%	
October	2.26%	1.72%	2.83%	1.66%	4.36%	1.69%	1.09%	0.81%	1.44%	2.48%	1.62%	1.57%	1.25%	3.49%	1.72%	1.56%	
November	1.83%	1.65%	2.26%	2.73%	3.55%	1.39%	1.56%	0.81%	1.06%	1.19%	1.44%	1.26%	1.14%	3.20%	0.87%	0.93%	
December	1.58%	1.36%	2.25%	1.82%	1.75%	1.29%	1.16%	0.94%	0.78%	0.84%	0.92%	0.86%	1.16%	2.16%	1.34%	0.24%	
AVERAGE	8.31%	1.86%	2.20%	1.78%	2.63%	1.93%	2.41%	1.43%	1.76%	1.84%	1.51%	1.39%	2.01%	2.76%	1.56%	1.32%	0.80%

GOAL = ABANDONED PERCENTAGE LESS THAN 5%

AVERAGE HOLD TIME (SECONDS)

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
January	18	8	12	13	14	13	9	8	9	8	10	9	8	10	12	9	7
February	16	8	12	11	13	17	16	11	9	9	14	10	12	12	21	14	11
March	116	7	13	24	10	14	26	15	18	14	14	18	23	23	32	23	22
SUBTOTAL	50	8	12	16	12	15	17	11	12	10	13	12	14	15	22	15	13
April	273	26	24	29	20	33	43	32	21	16	18	24	43	31	30	29	
May	272	24	32	22	33	39	57	37	27	21	17	20	50	50	21	23	
June	56	23	27	22	32	33	26	24	17	27	20	17	30	25	16	16	
July	71	29	18	16	25	42	16	15	29	25	19	18	20	18	17	15	
August	24	36	18	21	30	22	16	19	25	21	24	14	29	18	14	19	
September	45	23	21	27	36	26	25	18	26	30	27	25	19	29	25	25	
October	23	16	26	15	43	18	13	12	15	22	20	20	15	27	26	25	
November	18	13	17	26	39	15	14	10	12	14	17	17	15	29	18	18	
December	9	12	15	19	15	11	12	9	9	12	13	10	13	15	15	9	
AVERAGE	78	19	20	20	26	24	23	18	18	18	18	17	23	24	21	19	13

GOAL = AHT EQUAL TO OR LESS THAN 30 SECONDS

TICKET VOLUME

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
January	13,309	12,645	17,247	16,588	17,546	21,625	19,676	15,733	11,810	11,499	12,976	14,371	12,528	16,034	17,234	18,483	22,124
February	13,428	11,242	15,563	15,639	17,766	20,754	19,433	15,590	12,750	13,271	12,124	15,310	12,135	16,523	20,370	21,952	23,425
March	22,543	18,462	22,573	31,846	27,335	27,866	32,816	24,545	20,232	21,497	21,173	21,977	21,521	25,602	28,621	33,336	35,712
SUBTOTAL	49,280	42,349	55,383	64,073	62,647	70,245	71,925	55,868	44,792	46,267	46,273	51,658	46,184	58,159	66,225	73,771	81,261
April	25,747	30,165	28,793	35,033	29,965	32,397	37,621	32,871	26,786	25,644	23,683	27,408	28,603	31,750	33,701	36,036	
May	30,791	30,763	33,871	32,500	33,294	39,404	41,546	34,174	27,811	26,921	27,603	31,678	32,286	33,343	32,579	38,427	
June	27,155	25,559	32,735	34,363	35,277	36,237	37,500	32,240	28,912	30,138	29,304	27,025	28,395	32,555	35,720	38,895	
July	26,103	27,028	30,921	31,247	30,927	31,743	36,232	31,335	26,824	26,010	24,456	25,742	29,933	31,924	34,138	34,128	
August	27,363	26,787	28,706	31,166	36,219	36,364	37,063	26,605	25,693	27,277	27,531	27,022	29,827	31,451	32,622	40,702	
September	22,962	25,221	30,543	30,221	33,563	31,963	32,132	26,537	25,031	25,940	25,271	23,270	28,116	31,340	33,479	35,528	
October	24,785	25,991	30,580	25,639	31,495	32,696	33,626	25,811	22,940	22,844	22,903	26,561	29,259	31,214	32,196	34,347	
November	18,007	18,569	21,687	23,559	27,800	26,936	26,425	17,730	16,431	18,680	18,779	19,614	21,600	20,968	25,247	30,749	
December	10,911	15,920	20,693	18,541	20,770	19,126	17,159	14,549	12,034	12,995	14,496	13,123	15,715	18,739	20,774	24,296	
TOTAL	263,104	268,352	313,912	326,342	341,957	357,111	371,229	297,720	257,254	262,716	260,299	273,101	289,918	321,443	346,681	386,879	81,261

ONLINE TICKET SUBMISSION (Fax Tickets included in calculation from January 2001 - June 2004)

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
January	23.79%	31.66%	35.89%	47.23%	34.55%	43.38%	37.49%	36.21%	40.58%	42.31%	52.61%	50.91%	56.43%	61.03%	61.71%	66.10%	70.64%
February	26.13%	31.64%	36.69%	44.97%	36.04%	42.02%	35.19%	35.65%	38.20%	47.58%	52.10%	54.32%	55.41%	57.82%	60.54%	66.35%	66.89%
March	24.24%	33.23%	33.77%	41.16%	31.87%	38.15%	31.94%	28.60%	34.48%	44.24%	50.65%	51.46%	53.66%	53.78%	58.83%	61.98%	62.89%
SUBTOTAL	24.72%	32.18%	35.45%	44.45%	34.15%	41.18%	34.87%	33.49%	37.75%	44.71%	51.79%	52.23%	55.17%	57.54%	60.36%	64.81%	66.81%
April	22.62%	26.44%	29.04%	33.15%	30.92%	34.48%	27.86%	26.51%	33.82%	41.49%	48.68%	49.83%	52.21%	53.02%	56.86%	59.86%	
May	23.77%	26.46%	30.52%	30.05%	28.54%	30.43%	29.13%	26.77%	31.55%	42.52%	47.84%	49.23%	51.33%	53.63%	59.56%	61.14%	
June	23.54%	25.15%	30.78%	29.00%	28.10%	31.58%	29.97%	28.57%	33.99%	42.78%	47.41%	50.61%	52.26%	53.76%	59.05%	60.55%	
July	23.41%	26.59%	28.73%	31.93%	30.82%	34.68%	30.83%	30.37%	35.84%	43.46%	48.95%	52.37%	55.11%	56.45%	59.83%	62.94%	
August	26.42%	28.12%	31.20%	30.56%	33.73%	34.68%	33.10%	28.29%	33.55%	43.65%	48.10%	52.65%	55.65%	59.41%	60.91%	63.74%	
September	25.12%	30.42%	31.51%	31.82%	34.88%	36.82%	33.04%	29.41%	34.97%	43.61%	49.04%	53.48%	57.09%	58.48%	61.33%	63.79%	
October	29.19%	31.09%	35.59%	34.48%	38.40%	38.13%	34.01%	32.73%	35.72%	46.17%	50.77%	54.40%	59.02%	58.24%	64.07%	64.07%	
November	28.90%	30.99%	44.45%	37.76%	41.38%	40.33%	34.72%	37.19%	36.75%	48.44%	53.58%	55.96%	60.23%	60.78%	66.97%	67.17%	
December	34.22%	36.83%	46.45%	38.96%	41.19%	40.92%	38.83%	39.02%	42.26%	50.98%	54.44%	59.70%	65.89%	62.73%	70.76%	72.02%	
AVERAGE	25.95%	29.89%	34.55%	35.92%	34.20%	37.13%	33.01%	31.61%	35.98%	44.77%	50.35%	52.91%	56.19%	57.43%	61.70%	64.14%	66.81%

NOTE: ONLINE TICKET SUBMISSION DEPLOYED IN APRIL 2001 / FAX TICKETS ELIMINATED IN JUNE 2004

	<u>BILLED NOTIFICATION VOLUME</u>																
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
January	97,732	92,787	125,932	119,189	123,636	148,270	129,703	105,324	80,531	77,618	92,780	103,793	83,049	107,545	116,562	127,475	151,863
February	98,553	77,880	112,276	111,178	126,795	142,026	127,651	106,456	88,062	93,634	84,306	112,042	80,668	108,859	135,408	152,907	163,361
March	165,074	128,626	162,859	226,524	188,030	189,807	208,758	160,677	135,359	145,105	143,171	156,242	143,162	163,580	189,948	227,995	240,046
SUBTOTAL	361,359	299,293	401,067	456,891	438,461	480,103	466,112	372,457	303,952	316,357	320,257	372,077	306,879	379,984	441,918	508,377	555,270
April	183,373	208,106	202,369	246,215	206,512	220,071	235,791	214,054	178,883	170,492	161,120	186,054	187,023	201,837	218,936	243,503	
May	224,153	213,658	232,188	225,935	226,777	262,252	258,610	217,701	185,340	179,211	183,286	213,597	206,525	212,527	211,750	260,560	
June	198,292	180,317	226,788	237,469	238,206	240,833	235,871	203,804	194,522	202,448	197,315	180,553	184,540	207,790	233,509	259,902	
July	185,151	191,264	216,651	215,975	205,269	211,971	230,605	195,519	181,082	174,914	164,627	171,821	195,940	206,893	228,600	230,393	
August	190,866	191,486	202,404	215,369	240,632	243,235	239,290	168,248	173,353	183,057	188,254	180,903	194,435	203,880	219,016	277,064	
September	162,012	180,798	214,419	208,212	225,036	213,148	205,784	173,731	170,581	173,669	174,942	159,275	185,186	203,827	227,280	240,329	
October	172,718	182,211	216,406	174,994	212,096	217,517	219,659	173,461	157,801	154,978	159,450	176,834	193,437	204,466	220,901	230,844	
November	124,928	149,186	156,465	168,005	189,356	179,967	175,178	120,580	114,143	127,900	132,181	131,577	143,859	138,509	174,186	208,826	
December	77,519	115,120	149,293	129,784	144,055	129,857	112,682	99,280	86,283	91,237	107,692	86,392	105,324	124,589	141,306	170,379	
TOTAL	1,880,371	1,911,439	2,218,050	2,278,849	2,326,400	2,398,954	2,379,582	1,938,835	1,745,940	1,774,263	1,789,124	1,859,083	1,903,148	2,084,302	2,317,402	2,630,177	555,270