Residential and Commercial

Year	Month	Average Speed of Answer (Seconds)	Average Call Handle Time (Seconds)	Number of Abandoned Calls	Abandoned Call Rate	Transaction Completion Rates within the IVR	Average number of employees answering calls	Ratio of calls to customer service representatives
2023	January	366	461	19046	15.80%	41.70%	199	510:1
2023	February	188	462	9741	8.20%	43.10%	213	513:1
2023	March	40	439	2425	1.90%	40.20%	199	635:1
2023	April	23	416	1019	1.00%	38.80%	196	508:1
2023	May	37	405	2220	2.00%	33.10%	199	558:1
2023	June	105	416	4297	4.30%	37.90%	156	617:1
2023	July	141	423	7164	6.60%	44.00%	132	770:1
2023	August	248	455	11338	10.30%	38.50%	126	784:1
2023	September	384	452	16324	16.30%	40.00%	124	676:1
2023	October	296	453	11072	11.60%	37.20%	122	697:1
2023	November	203	439	8245	8.30%	37.10%	123	740:1
2023	December	190	406	9204	8.50%	49.30%	138	715:1
2024	January	429	492	21509	14.70%	44.20%	147	848:1
2024	February	310	409	20785	13.30%	41.50%	144	943:1
2024	March	186	459	11714	9.70%	46.00%	141	775:1
2024	April	78	472	3670	3.70%	46.00%	136	702:1
2024	May	33	456	1594	1.70%	43.40%	127	715:1
2024	June	70	428	4273	4.10%	49.70%	130	765:1
2024	July	262	461	14371	10.80%	41.10%	126	938:1
2024	August	281	489	16742	11.30%	42.50%	122	1073:1
2024	September	251	481	11661	10.20%	43.20%	129	791:1
2024	October	153	486	6874	6.50%	42.80%	124	801:1
2024	November	119	469	4935	5.40%	47.80%	133	646:1
2024	December	90	460	3612	4.00%	47.50%	136	639:1
2025	January	333	495	16072	12.90%	43.80%	130	834:1
2025	February	366	465	16615	14.00%	46.20%	129	795:1
2025	March	309	442	12854	11.60%	45.10%	129	765:1
2025	April	220	423	7710	8.00%	41.70%	124	715:1
2025	May	200	416	6972	7.50%	40.80%	117	731:1
2025	June	316	415	11484	11.70%	42.50%	115	755:1
2025	July	353	447	16757	13.60%	44.30%	109	974:1
2025	August	548	464	22435	18.80%	42.00%	110	876:1
2025	September	708	442	29542	23.00%	41.50%	107	927:1
2025	October	623	409	32205	23.40%	43.00%	102	1034:1
2025	November	474	446	18988	19.00%	45.90%	117	693:1
2025	December	397	469	19285	16.60%	46.90%	112	869:1
2026	January	533	490	22279	19.80%	45.00%	116	780:1
2026	February	488	489	17939	17.70%	44.50%	143	584:1
2026	March	415	476	18608	15.50%	42.50%	138	734:1
2026	April	298	456	13593	13.20%	40.70%	142	629:1
2026	May	363	440	18798	16.80%	39.10%	147	631:1
2026	June	202	460	11596	10.50%	41.50%	177	557:1
2026	July	137	467	9024	7.30%	46.20%	180	635:1

Credit

Year	Month	Average Speed of Answer (Seconds)	Average Call Handle Time (Seconds)	Number of Abandoned Calls	Abandoned Call Rate	Transaction Completion Rates within the IVR	Average number of employees answering calls	Ratio of calls to customer service representatives
2023	January	103	615	1844	4.61%	29.90%	62	517:1
2023	February	155	676	2629	6.82%	23.40%	67	481:1
2023	March	259	730	6813	12.25%	21.20%	92	343:1
2023	April	151	771	3988	8.06%	23.00%	87	358:1
2023	May	281	816	9240	13.92%	14.70%	88	362:1
2023	June	93	726	2597	4.74%	21.30%	107	301:1
2023	July	135	669	3269	6.64%	34.70%	97	447:1
2023	August	270	677	6997	13.69%	22.10%	89	463:1
2023	September	361	682	8104	17.43%	22.10%	83	435:1
2023	October	286	685	6265	13.11%	35.30%	76	510:1
2023	November	332	711	7032	14.64%	21.50%	76	489:1
2023	December	178	688	3572	7.82%	23.60%	91	424:1
2024	January	401	713	11060	17.02%	28.50%	85	553:1
2024	February	954	692	26577	31.49%	22.30%	82	570:1
2024	March	583	788	15435	23.90%	28.00%	112	391:1
2024	April	167	797	3764	7.03%	30.00%	100	439:1
2024	May	45	767	955	2.22%	31.80%	96	390:1
2024	June	47	826	997	2.12%	30.40%	101	398:1
2024	July	190	807	4260	6.65%	23.60%	96	528:1
2024	August	72	806	1490	3.03%	31.30%	122	349:1
2024	September	26	818	620	1.29%	32.80%	113	380:1
2024	October	16	767	412	0.95%	34.70%	98	392:1
2024	November	11	747	194	0.61%	40.70%	98	290:1
2024	December	10	729	170	0.55%	40.00%	90	312:1
2025	January	105	758	1622	4.26%	36.70%	78	422:1
2025	February	408	806	7274	16.41%	37.10%	66	499:1
2025	March	387	821	8086	15.31%	36.60%	68	588:1
2025	April	409	842	8342	15.01%	33.00%	84	501:1
2025	May	650	839	16184	21.98%	25.80%	105	469:1
2025	June	51	866	857	1.67%	31.90%	110	408:1
2025	July	28	818	464	0.83%	31.90%	114	435:1
2025	August	47	801	700	1.29%	30.50%	97	498:1
2025	September	541	782	13022	20.34%	28.80%	64	717:1
2025	October	663	740	15875	23.89%	28.90%	58	780:1
2025	November	331	727	4115	11.53%	36.70%	58	493:1
2025	December	248	747	2716	7.61%	37.50%	54	551:1
2026	January	490	728	7592	17.87%	34.50%	59	513:1
2026	February	443	770	6557	15.62%	34.20%	62	489:1
2026	March	423	799	8190	14.18%	32.10%	79	547:1
2026	April	329	838	6732	11.48%	30.50%	95	482:1
2026	May	449	779	9281	13.18%	23.60%	106	501:1
2026	June	101	849	1558	2.84%	30.60%	117	401:1
2026	July	32	783	467	0.80%	46.20%	140	398:1