Date Filed: August 14, 2026

**Witness: Jared A. Lawrence and Timothy W. McGrath**
**Request from: Office of Education, Outreach, and Enforcement**

**Question:**

(CALL CENTER) Provide, on a monthly basis for the last three years, the following telephone answering statistics for the Company's call centers and any third-party call center employed by the Company. Please provide the following information separated by internal and external call centers:

a. ASA;
b. Average call handle time;
c. Number of abandoned calls;
d. Abandoned call rate;
e. Average time spent in an IVR queue;
f. Average number of employees answering calls; and
g. Ratio of calls to customer service representatives.

**Response:**

Telephone answering statistics for metrics (a) through (g) have been provided in EOE-114, Attachment 1.

Telephone answering statistic (e) "Average time spent in an IVR queue" is not an available metric. Since it is unavailable, the Company has provided "Transaction completion rates in the IVR," as the Company believes it is a vital and relevant measure for performance and is something which is tracked.

The Company tracks this data by call types, (1) Residential and Commercial and (2) Credit, not by individual agents reporting to a specific call center. Performance is summarized by customer status and account type (Credit vs Non-Credit, and Residential and Commercial.) Primarily, residential and commercial calls are handled by internal contact centers, however, external contact center agents also support residential and commercial calls. Credit calls are handled solely by external contact center agents.