

Complaints	Sep-24		Oct-24		Nov-24		Dec-24	
Pending from Previous Month	0		0		0		0	
Received								
Resolved								
Pending from Current Month								
Percent of Total Contacts Received	NA		NA		NA		NA	
Average Time for Resolution (Calculated Avg Days)								
% Resolved within 10 business days (Benchmark = 90%)								
# Resolved within Benchmark (90%)	0		0		0		0	
# of Complaints Substantiated (agency expectations not met)								
Inquiries								
Received								
Percent of Total Contacts Received	NA		NA		NA		NA	
% Resolved within 10 business days (Benchmark = 90%)								
Legislative								
Received								
Percent of Total Contacts Received	NA		NA		NA		NA	
% Within Benchmark (Benchmark = 90%)								
Call Trends								
Top 5 Reasons for Customer Contact	Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0
		0		0		0		0
		0		0		0		0
		0		0		0		0
		0		0		0		0
		0		0		0		0
	Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0
		0		0		0		0
		0		0		0		0
		0		0		0		0
		0		0		0		0
		0		0		0		0
	Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0
		0		0		0		0
		0		0		0		0
		0		0		0		0
		0		0		0		0
		0		0		0		0



Jan-25		Feb-25		Mar-25		Apr-25		May-25	
0		0		0		0		0	
NA		NA		NA		NA		NA	
0		0		0		0		0	
NA		NA		NA		NA		NA	
NA		NA		NA		NA		NA	
Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0
Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0
Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0
	0		0		0		0		0

							Complaint	1st Qtr Totals	
Jun-25		Jul-25		Aug-25		Year to Date Totals		NA	
0		0		0		0		0	
						0		0	
NA		NA		NA		NA		NA	
						NA		0	
0		0		0		0		0	
						0		0	
							Inquiry		
						0		0	
NA		NA		NA		NA		NA	
						NA	NA		
							Legislative		
						0		0	
NA		NA		NA		NA		NA	
						NA	NA		
Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0	Top Inquiry Contact Reasons	0				
	0		0		0				
	0		0		0				
	0		0		0				
	0		0		0				
	0		0		0				
Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0				
	0		0		0				
	0		0		0				
	0		0		0				
	0		0		0				
	0		0		0				
Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0				
	0		0		0				
	0		0		0				
	0		0		0				
	0		0		0				
	0		0		0				
							Inquiry	1st Qtr	
								0	
								0	
								0	
								0	
								0	
							0		
							Complaint	Top Complaint Contact Reasons	
								0	
								0	
								0	
								0	
								0	
							0		
							Legislative	Top Legislative Contact Reasons	
								0	
								0	
								0	
								0	
								0	
							0		

2nd Qtr Totals	3rd Qtr Totals	4th Qtr Totals
NA	NA	NA
0	0	0
0	0	0
NA	NA	NA
0	0	0
0	0	0
0	0	0
0	0	0
NA	NA	NA
NA	NA	NA
0	0	0
NA	NA	NA
NA	NA	NA

2nd Qtr	0	3rd Qtr	0	4th Qtr	0
	0		0		0
	0		0		0
	0		0		0
	0		0		0
	0		0		0
	0		0		0
Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0	Top Complaint Contact Reasons	0
	0		0		0
	0		0		0
	0		0		0
	0		0		0
	0		0		0
	0		0		0
Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0	Top Legislative Contact Reasons	0
	0		0		0
	0		0		0
	0		0		0
	0		0		0
	0		0		0
	0		0		0