

| | | | | | | | | |
|---|---------------------------------|---|---------------------------------|---|---------------------------------|---|---------------------------------|---|
| | | | | | | | | |
| | | | | | | | | |
| 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 |