

## 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
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
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
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
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
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
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
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
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
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
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
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
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
<b>TOTAL</b>	<b>162,025</b>	<b>149,818</b>	<b>158,886</b>	<b>162,232</b>	<b>168,924</b>	<b>176,714</b>	<b>200,363</b>	<b>173,943</b>	<b>137,526</b>	<b>127,085</b>	<b>117,801</b>	<b>116,384</b>

	<u>% OF CALLS ANS. WITHIN 40 SECONDS</u>											
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
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%
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%
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%
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%
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%
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%
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%
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%
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%
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%
November	88.86%	93.06%	89.53%	82.36%	73.40%	92.69%	92.65%	97.22%	95.34%	93.22%	91.91%	90.41%
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%
<b>AVERAGE</b>	<b>70.46%</b>	<b>86.94%</b>	<b>86.73%</b>	<b>85.67%</b>	<b>82.16%</b>	<b>84.88%</b>	<b>85.86%</b>	<b>90.00%</b>	<b>89.44%</b>	<b>89.85%</b>	<b>90.54%</b>	<b>90.46%</b>

**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
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%
February	4.87%	1.22%	2.20%	0.92%	1.28%	1.57%	2.28%	1.10%	0.93%	0.87%	1.31%	0.59%
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%
April	30.54%	2.03%	2.35%	2.53%	2.24%	2.12%	4.79%	2.50%	2.06%	1.69%	1.85%	2.43%
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%
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%
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%
August	1.90%	3.06%	1.65%	1.81%	3.16%	2.38%	1.18%	1.30%	2.30%	2.09%	2.55%	0.85%
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%
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%
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%
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%
<b>AVERAGE</b>	<b>8.31%</b>	<b>1.86%</b>	<b>2.20%</b>	<b>1.78%</b>	<b>2.63%</b>	<b>1.93%</b>	<b>2.41%</b>	<b>1.43%</b>	<b>1.76%</b>	<b>1.84%</b>	<b>1.51%</b>	<b>1.39%</b>

**GOAL = ABANDONED PERCENTAGE LESS THAN 5%**

	<u>AVERAGE HOLD TIME (SECONDS)</u>											
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
January	18	8	12	13	14	13	9	8	9	8	10	9
February	16	8	12	11	13	17	16	11	9	9	14	10
March	116	7	13	24	10	14	26	15	18	14	14	18
April	273	26	24	29	20	33	43	32	21	16	18	24
May	272	24	32	22	33	39	57	37	27	21	17	20
June	56	23	27	22	32	33	26	24	17	27	20	17
July	71	29	18	16	25	42	16	15	29	25	19	18
August	24	36	18	21	30	22	16	19	25	21	24	14
September	45	23	21	27	36	26	25	18	26	30	27	25
October	23	16	26	15	43	18	13	12	15	22	20	20
November	18	13	17	26	39	15	14	10	12	14	17	17
December	9	12	15	19	15	11	12	9	9	12	13	10
<b>AVERAGE</b>	<b>78</b>	<b>19</b>	<b>20</b>	<b>20</b>	<b>26</b>	<b>24</b>	<b>23</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>17</b>

**GOAL = AHT EQUAL TO OR LESS THAN 30 SECONDS**

**TICKET VOLUME**

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
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
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
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
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
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
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
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
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
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
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
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
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
<b>TOTAL</b>	<b>263,104</b>	<b>268,352</b>	<b>313,912</b>	<b>326,342</b>	<b>341,957</b>	<b>357,111</b>	<b>371,229</b>	<b>297,720</b>	<b>257,254</b>	<b>262,716</b>	<b>260,299</b>	<b>273,101</b>

**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
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%
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%
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%
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%
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%
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%
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%
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%
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%
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%
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%
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%
<b>AVERAGE</b>	<b>25.95%</b>	<b>29.89%</b>	<b>34.55%</b>	<b>35.92%</b>	<b>34.20%</b>	<b>37.13%</b>	<b>33.01%</b>	<b>31.61%</b>	<b>35.98%</b>	<b>44.77%</b>	<b>50.35%</b>	<b>52.91%</b>

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

**BILLED NOTIFICATION VOLUME**

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
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
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
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
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
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
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
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
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
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
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
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
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
<b>TOTAL</b>	<b>1,880,371</b>	<b>1,911,439</b>	<b>2,218,050</b>	<b>2,278,849</b>	<b>2,326,400</b>	<b>2,398,954</b>	<b>2,379,582</b>	<b>1,938,835</b>	<b>1,745,940</b>	<b>1,774,263</b>	<b>1,789,124</b>	<b>1,859,083</b>