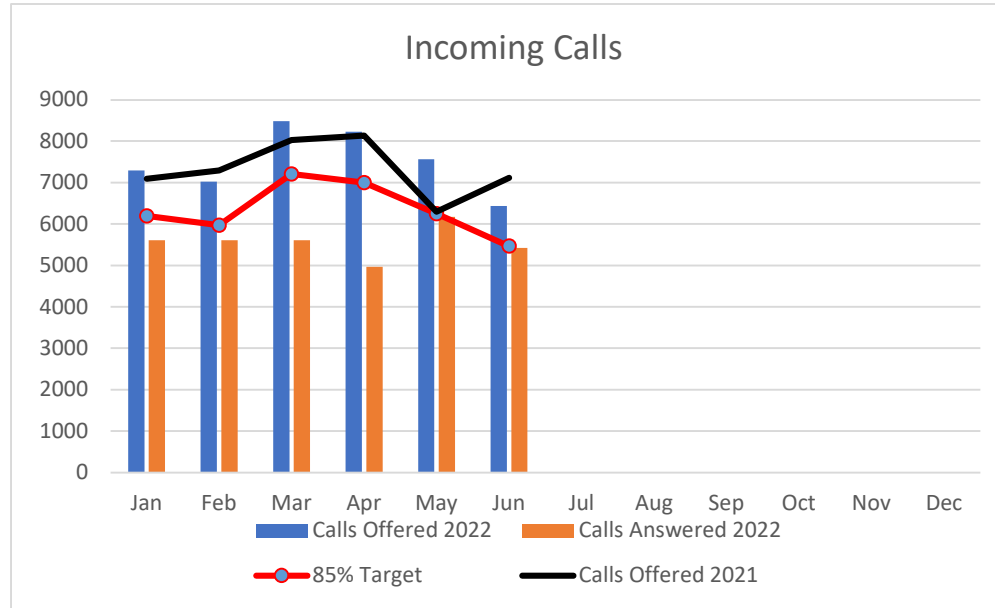


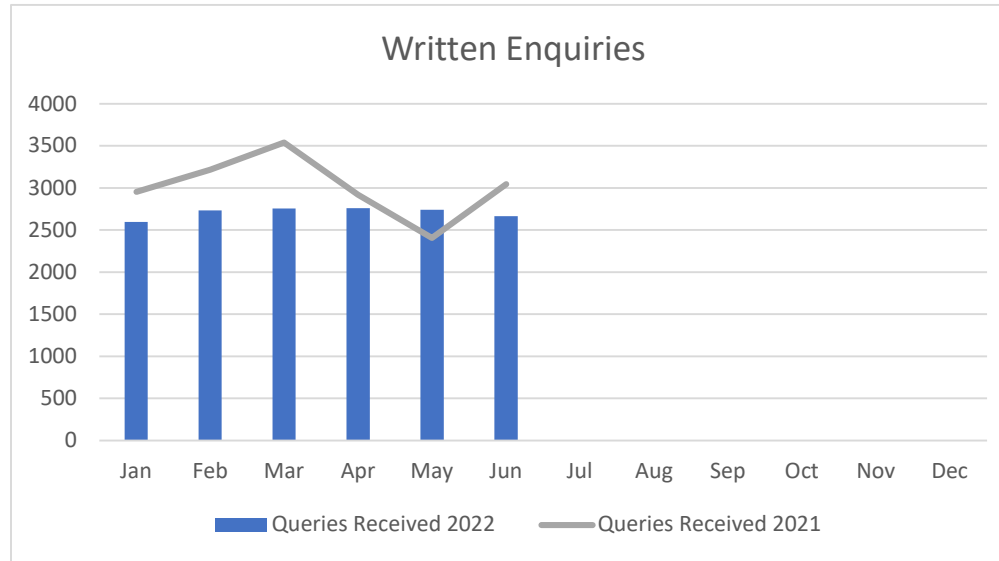
Appendix D: Customer Services Statistics

April - June 2022



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls Offered 2022	7291	7021	8483	8231	7560	6432						
Calls Answered 2022	5609	5609	5609	4968	6171	5419						
Calls Offered 2021	7094	7293	8027	8142	6299	7114						
Answer Rate (Target 85%)	76.93%	79.89%	66.12%	60.36%	81.63%	84.25%						
Percentage increase	2.78%	-3.73%	5.68%	1.09%	20.02%	-9.59%						

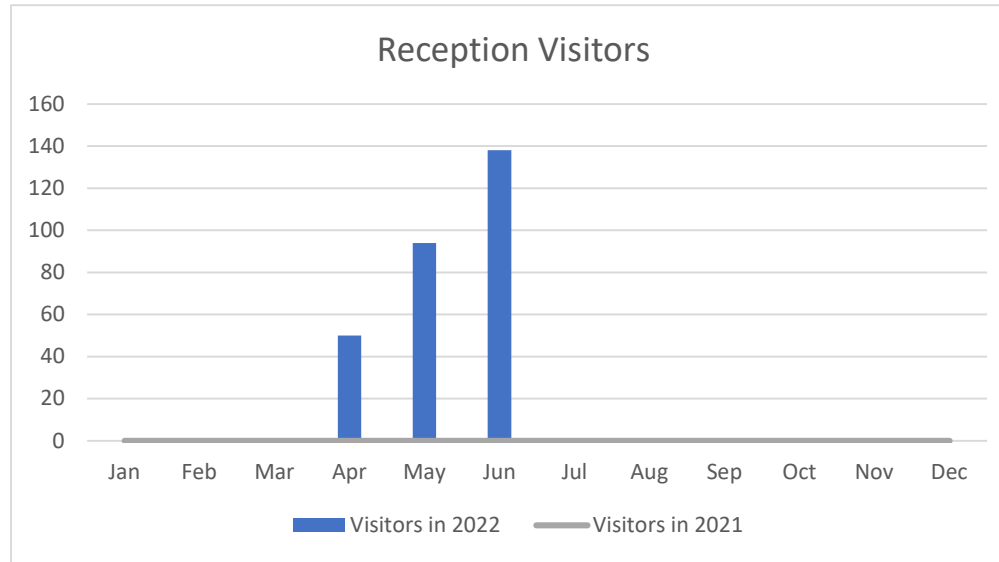
Appendix D: Customer Services Statistics



Queries Received 2022
 Queries Received 2021
 Percentage increase

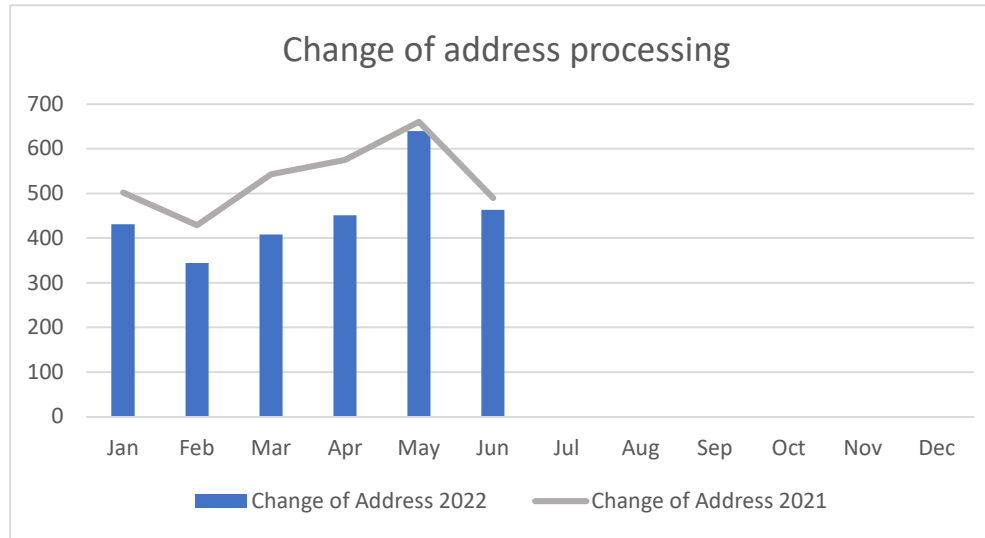
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Queries Received 2022	2597	2731	2754	2761	2741	2665						
Queries Received 2021	2953	3217	3541	2921	2406	3043						
Percentage increase	-12.06%	-15.11%	-22.23%	-5.48%	13.92%	-12.42%						

Appendix D: Customer Services Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Visitors in 2022	0	0	0	50	94	138						
Visitors in 2021	0	0	0	0	0	0						

Appendix D: Customer Services Statistics



Change of Address 2022
Change of Address 2021

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Change of Address 2022	431	344	408	451	640	463						
Change of Address 2021	502	429	543	575	661	490						