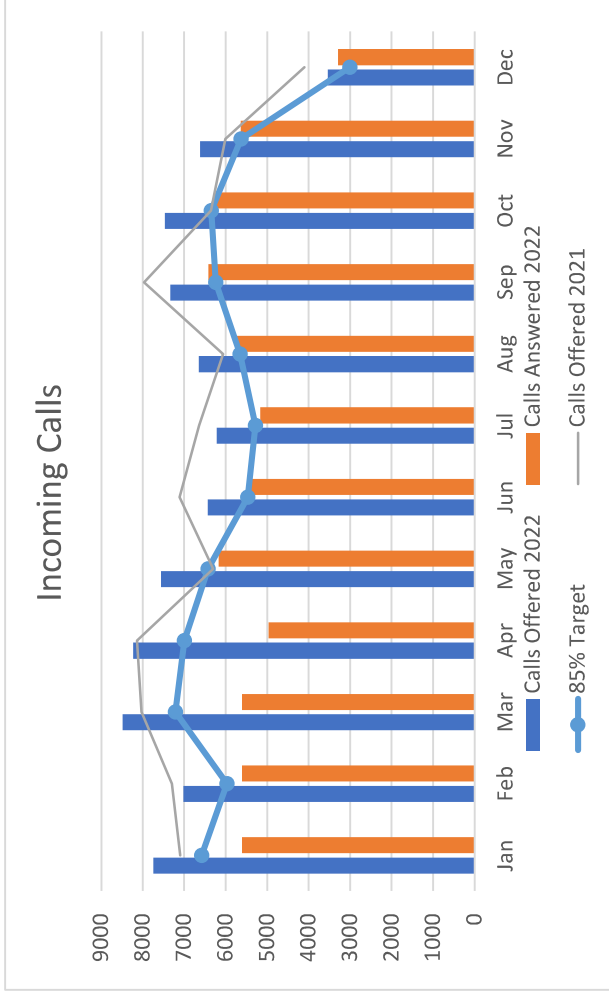


Appendix D: Customer Services Statistics October- December 2022



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls Offered 2022	7741	7021	8483	8231	7560	6432	6217	6647	7338	7465	6619	3540
Calls Answered 2022	5609	5609	5609	4968	6171	5419	5166	5743	6414	6236	5635	3294
Calls Offered 2021	7094	7293	8027	8142	6299	7114	6643	6063	7968	6355	6009	4102
Answer Rate (Target 85%)	72.46%	79.89%	66.12%	60.36%	81.63%	84.25%	83.09%	86.40%	87.41%	83.54%	85.13%	93.05%
Percentage increase	9.12%	-3.73%	5.68%	1.09%	20.02%	-9.59%	-6.41%	9.63%	-7.91%	17.47%	10.15%	-13.70%

Calls Offered 2022

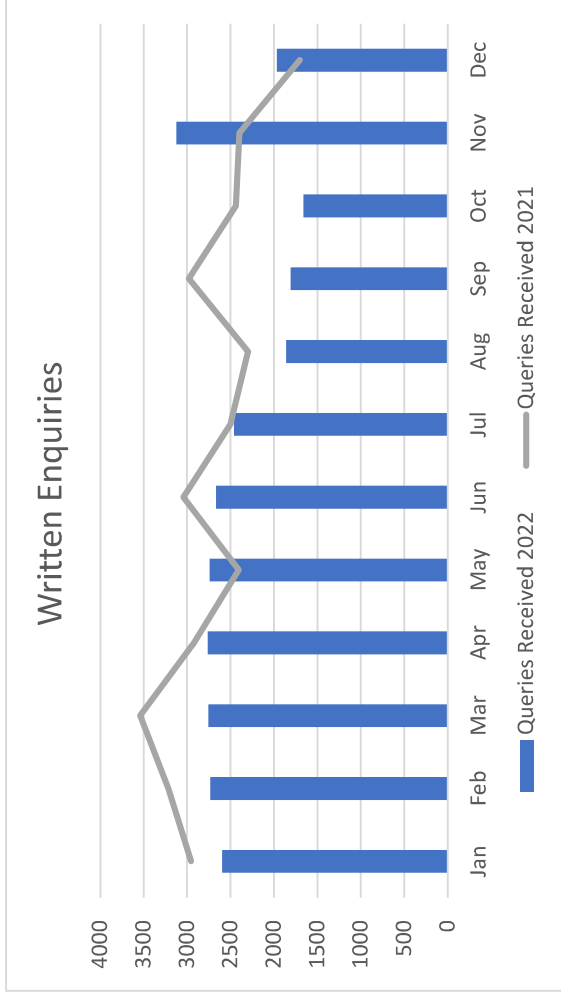
Calls Answered 2022

Calls Offered 2021

Answer Rate (Target 85%)

Percentage increase

Appendix D: Customer Services Statistics



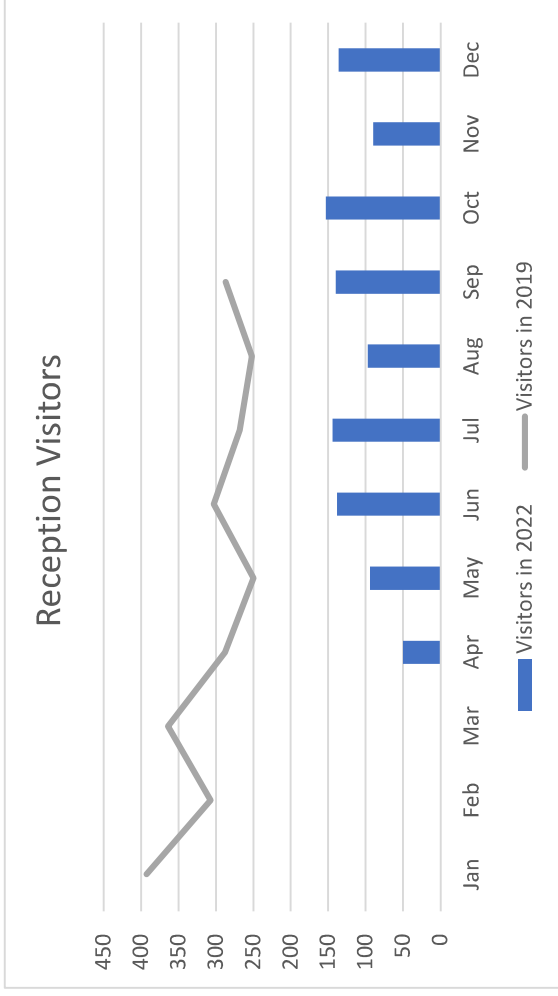
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Queries Received 2022	2597	3217	2731	2754	2761	2741	2665	2460	1807	1662	3122	1967
Queries Received 2021	2953	3541	2921	2406	2406	3043	2502	2299	2980	2437	2398	1701
Percentage increase	-12.06%	-15.11%	-22.23%	-5.48%	13.92%	-12.42%	-1.68%	-19.10%	-39.36%	-31.80%	30.19%	15.64%

Queries Received 2022

Queries Received 2021

Percentage increase

Appendix D: Customer Services Statistics

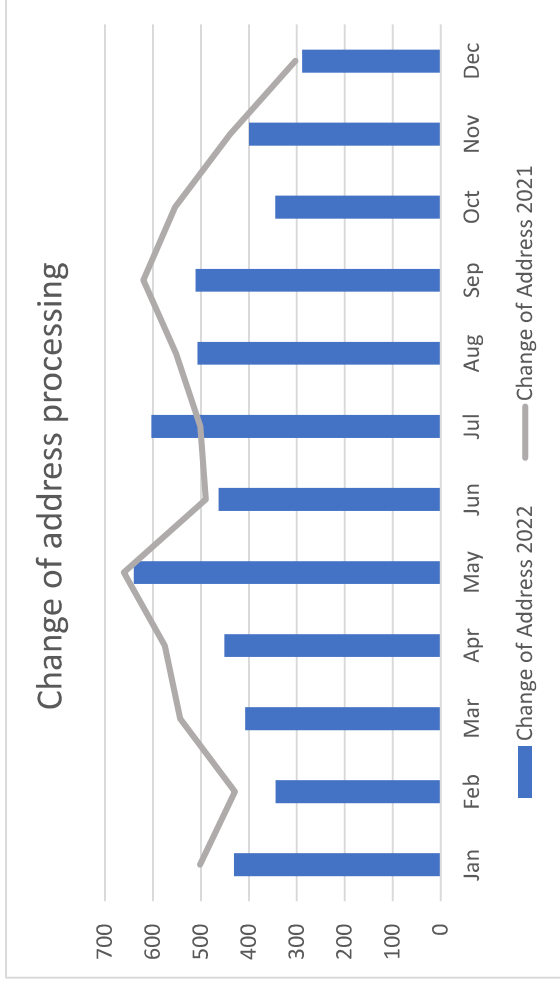


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Visitors in 2022	0	0	0	50	94	303	144	97	140	153	90	136
Visitors in 2019	393	307	364	288	250	303	268	252	287	294	315	243

Visitors in 2022

Visitors in 2019

Appendix D: Customer Services Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Change of Address 2022	431	408	451	463	490	501	603	507	511	345	400	289
Change of Address 2021	502	543	575	661	640	490	501	552	620	554	439	303

Change of Address 2022
Change of Address 2021