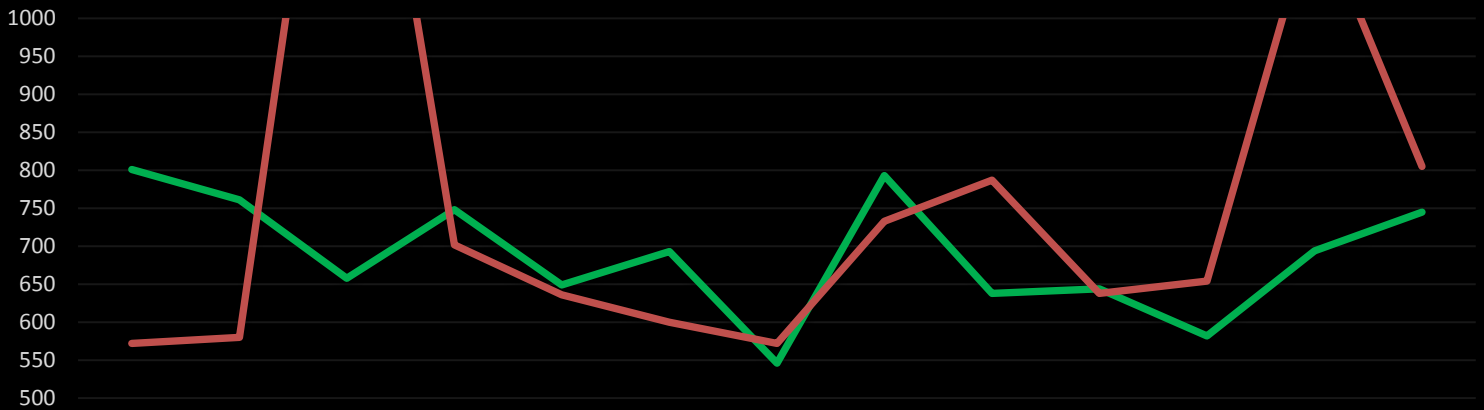


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

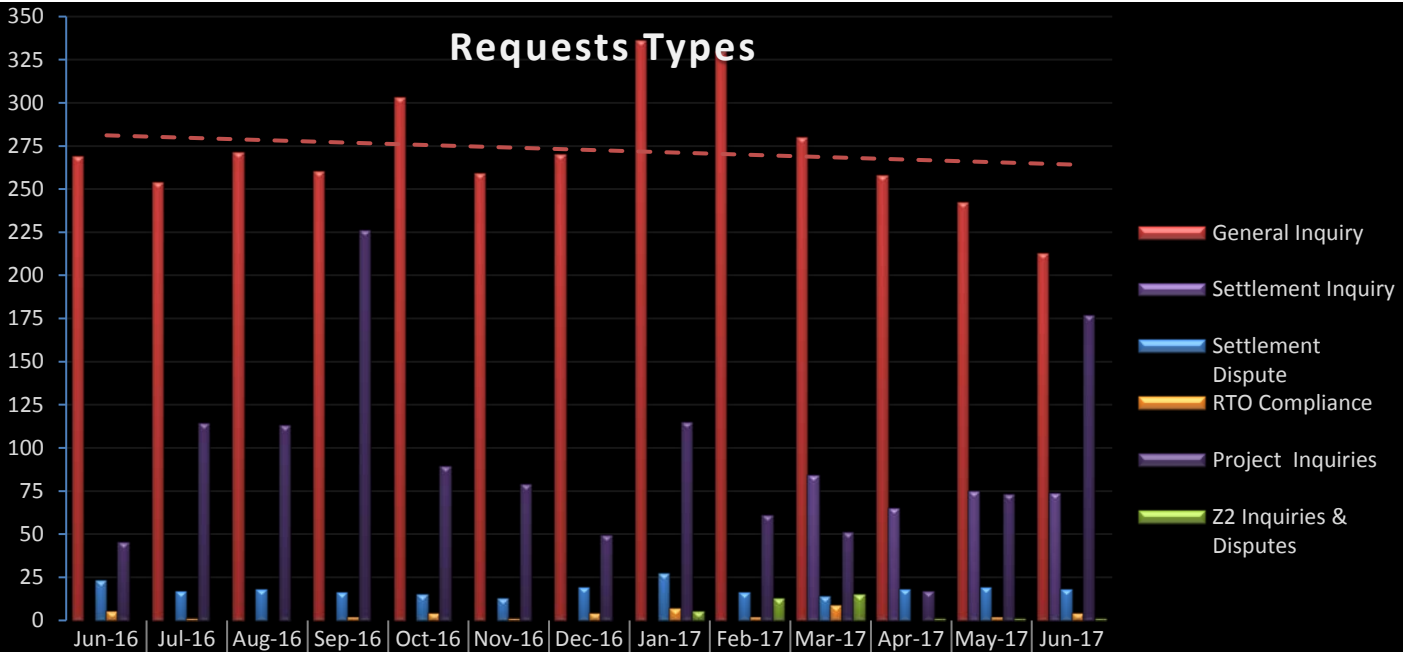
Reporting June 2017

Requests Opened and Closed



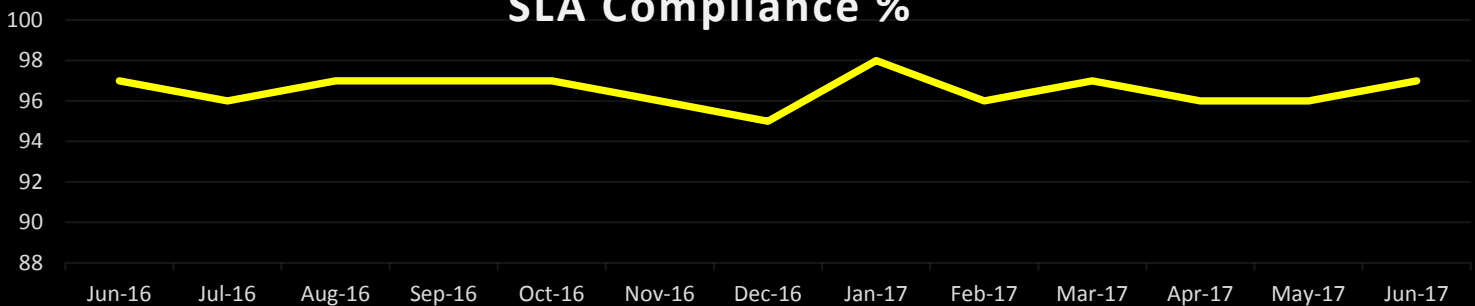
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Opened	801	761	658	748	649	693	546	793	638	644	582	694	745
Closed	572	580	1554	702	636	600	572	733	787	638	654	1147	805
Re-Opened	6	9	10	18	11	8	6	7	7	13	10	13	17

Requests Types

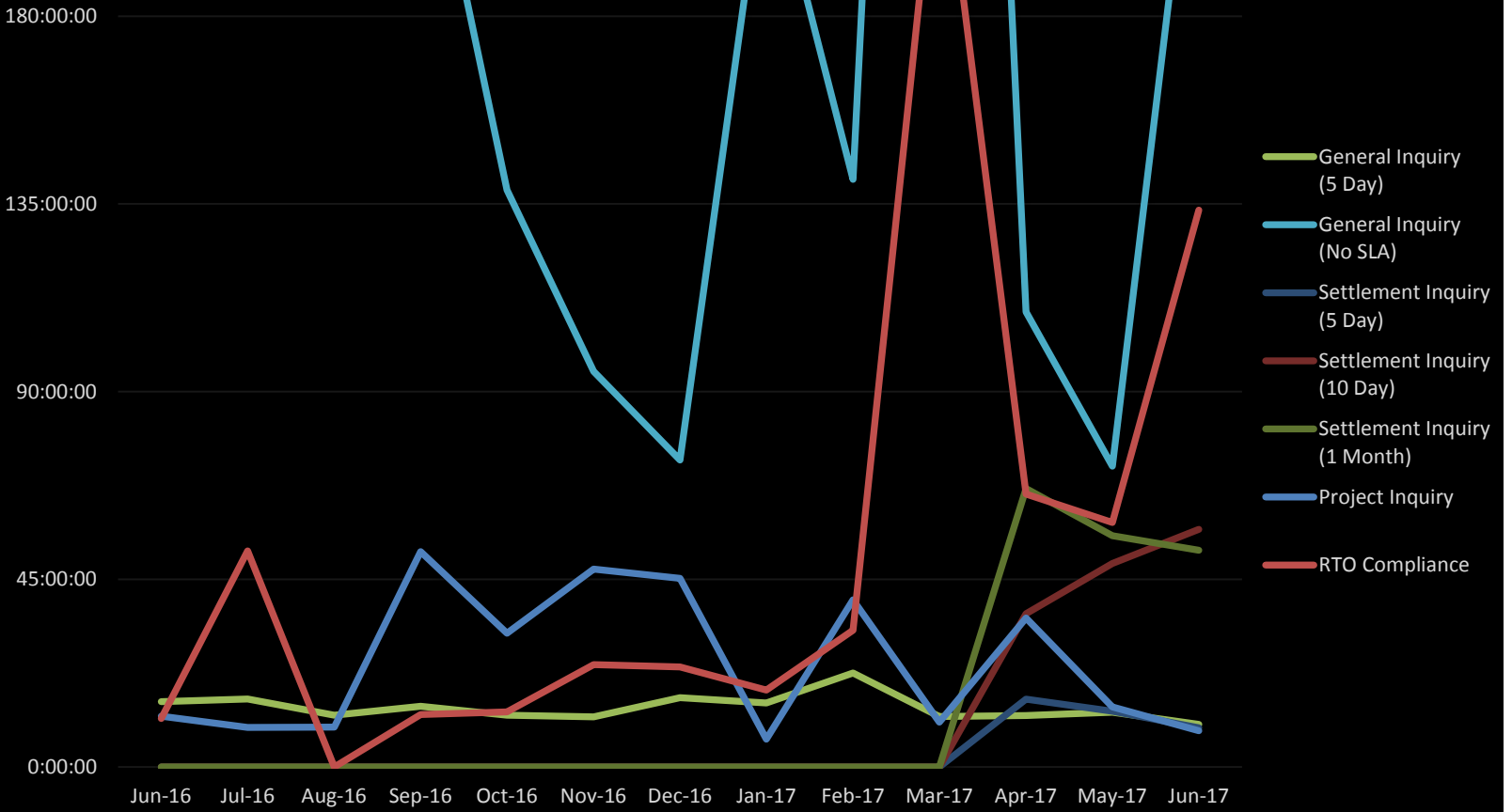


	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
General Inquiry	269	254	271	260	303	259	270	336	330	280	258	242	213
Settlement Inquiry	45	114	113	226	89	79	49	115	61	51	17	73	177
Settlement Dispute	23	17	18	16	15	13	19	27	16	14	18	19	18
RTO Compliance	5	1	0	2	4	1	4	7	2	9	0	2	4
Project Inquiries	45	114	113	226	89	79	49	115	61	51	17	73	177
Z2 Inquiries & Disputes								5	13	15	1	1	1

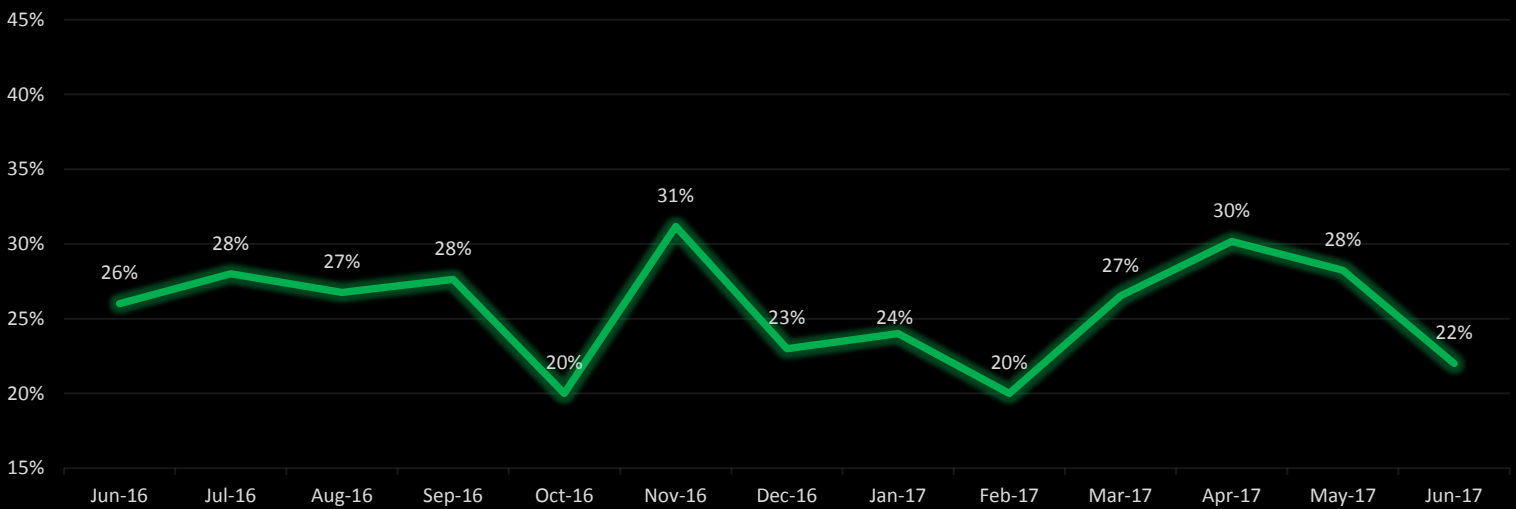
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)



First Call Resolution

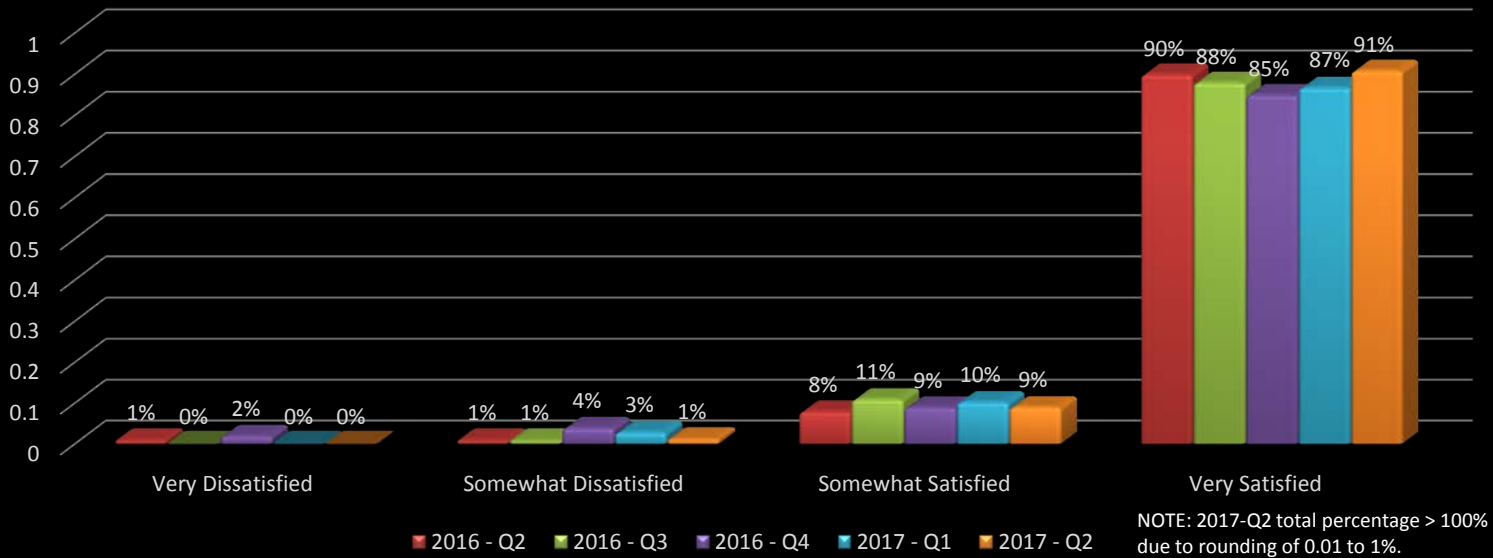


Quarterly Request Management System Metrics

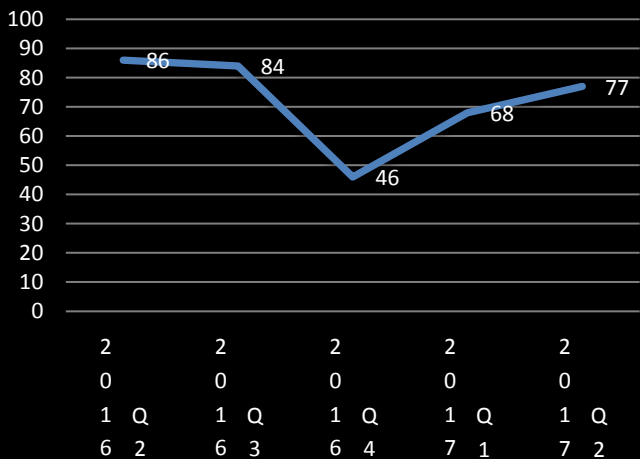
RMS Quarterly Satisfaction Survey Results

Q2 2016 - Q2 2017

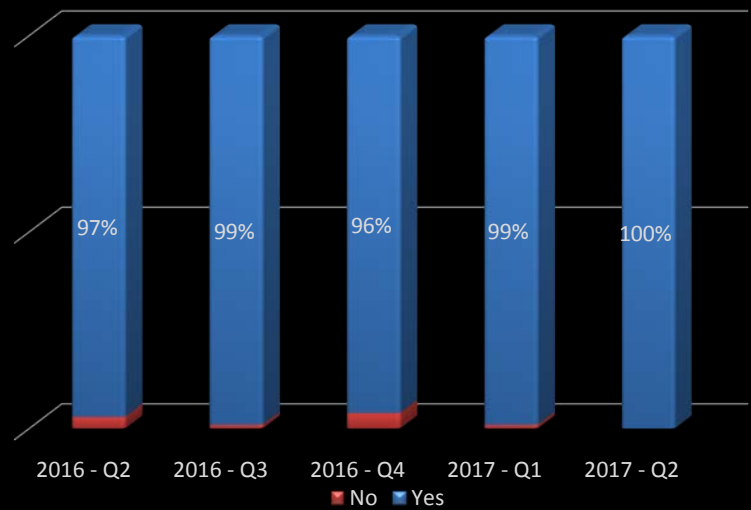
Satisfaction with RMS



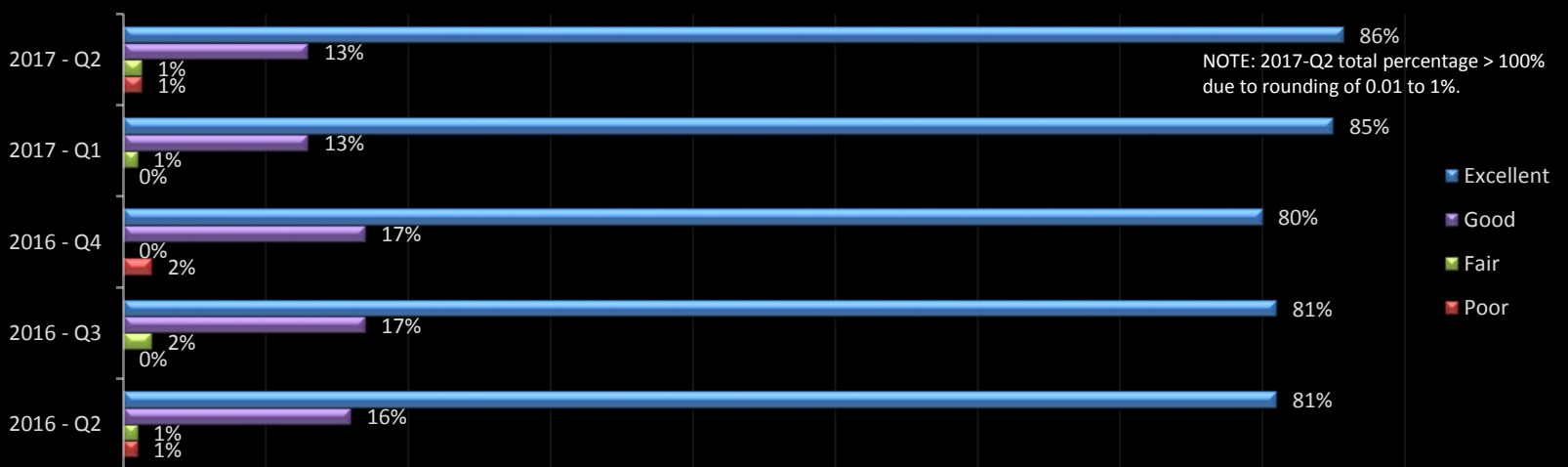
Number of Respondents



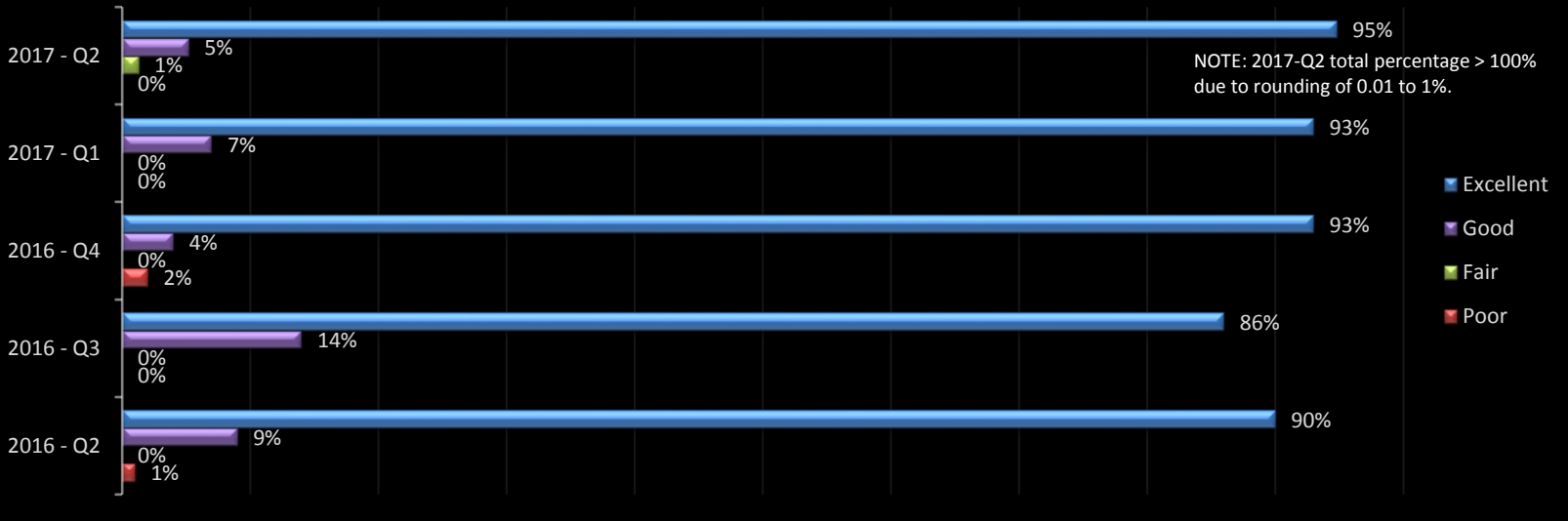
Request Resolved?



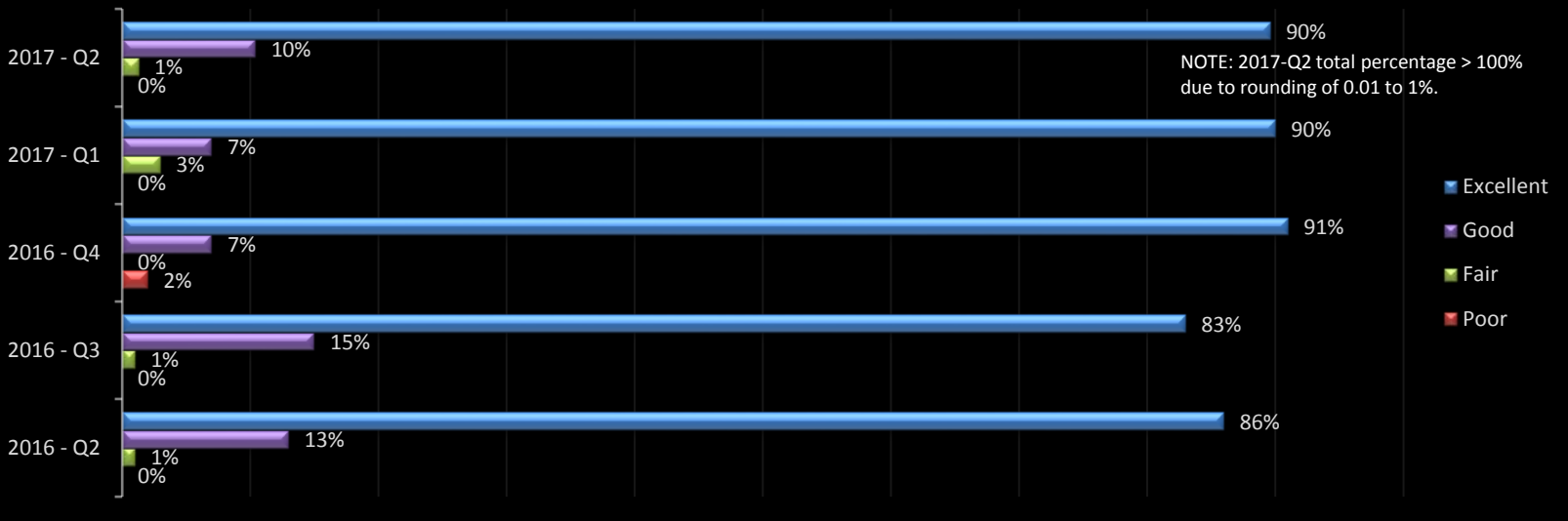
Understanding Needs



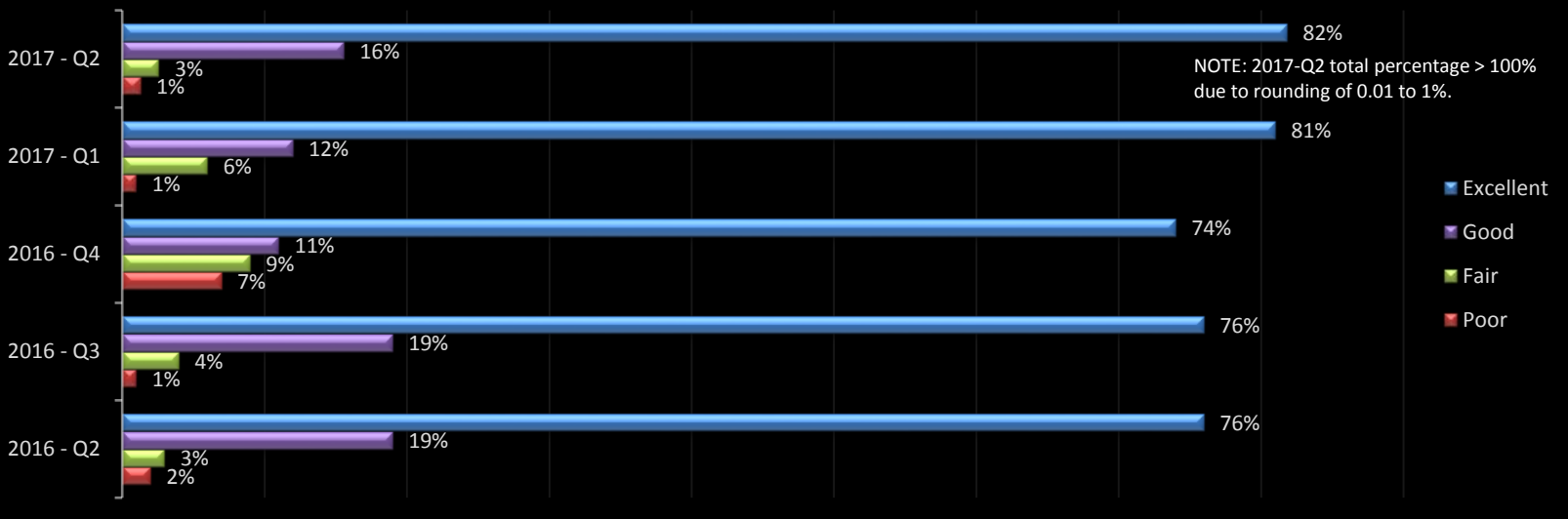
Professional Attitude



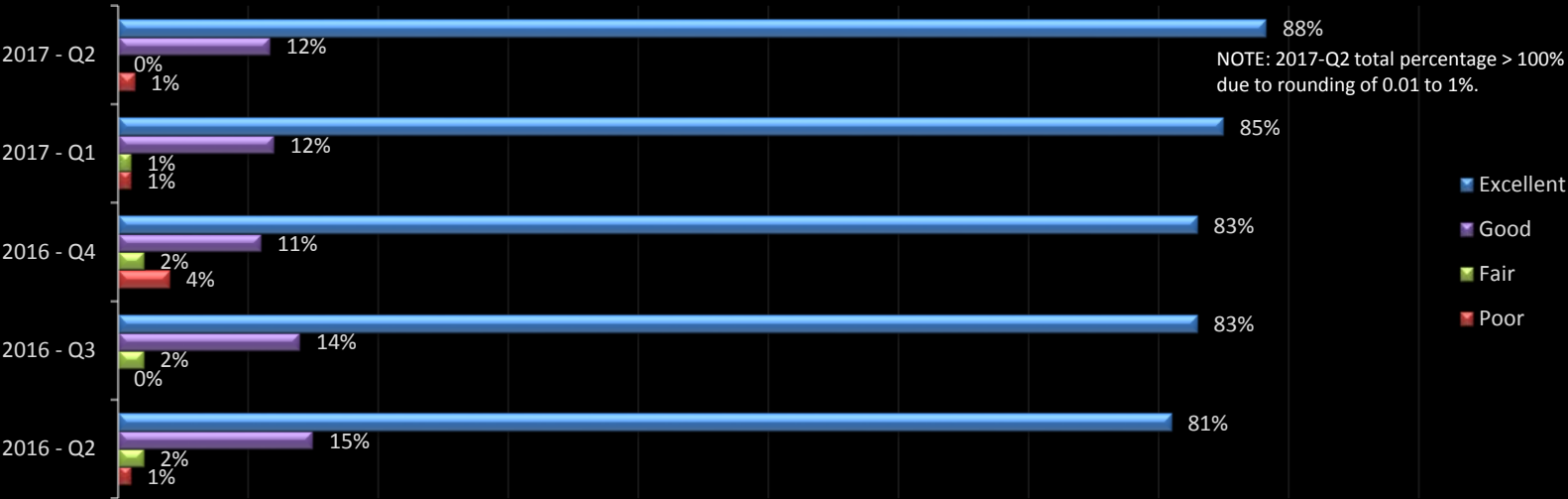
Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

