



Performance Excellence Program

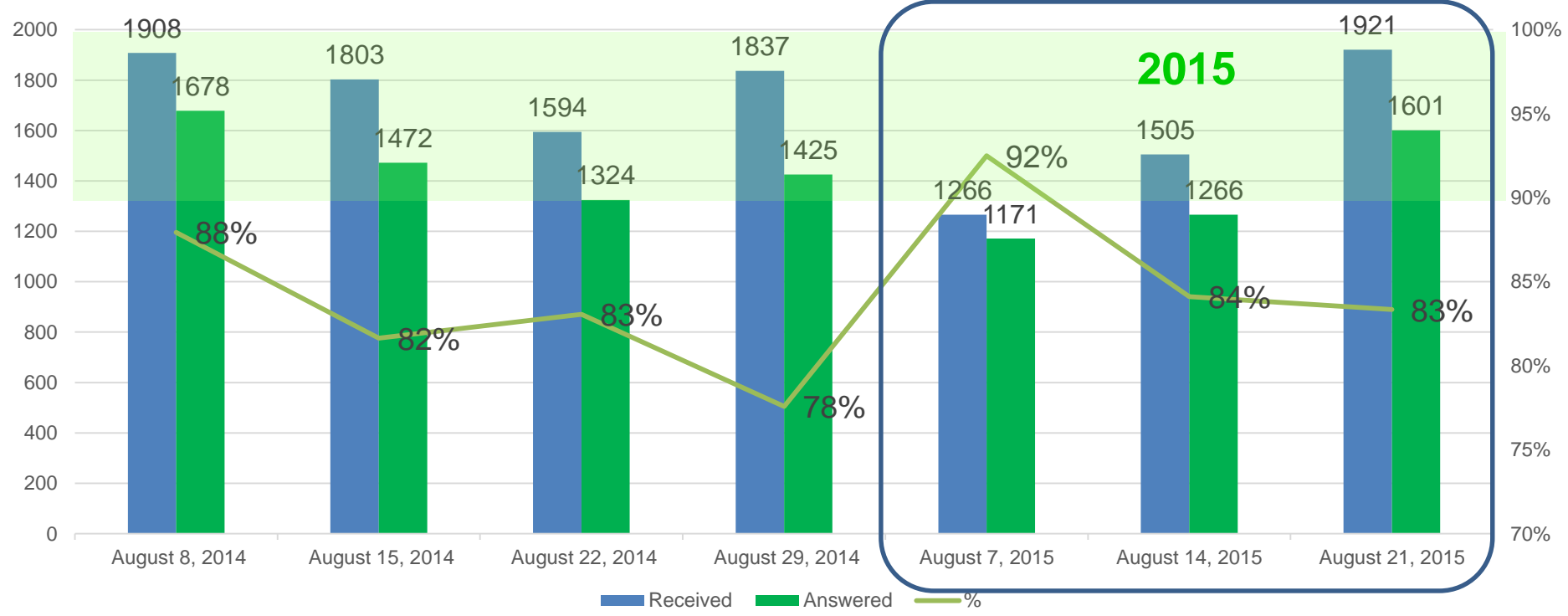
Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
 Week Ending August 21, 2015 - **83%**



Call Center Call Service August
 August Comparison - 2014/15 - 2015/16



kpi
 Answer 90% of the calls and support requests coming in to the Customer Care Center.

21% more calls were received this year than last year and 21% more were answered this year. More calls were answered this year during the same week than received last year.