

6-Feb	543	40	583	93%	170	31%	47	59	81	KAW_R_1AGDR_40D_ATT071106	69
7-Feb	571	30	601	95%	265	46%	45	51	80	50	71 of 137
8-Feb	0		0		0						
9-Feb	0		0		0						
10-Feb	826	71	897	92%	387	47%	50	85	112	36	83
11-Feb	630	31	661	95%	221	35%	46	63	78	44	70
12-Feb	569	48	617	92%	263	46%	46	52	55	49	58
13-Feb	495	21	516	96%	217	44%	39	37	86	63	73
14-Feb	502	26	528	95%	248	49%	25	46	78	56	59
15-Feb	0		0		0						
16-Feb	0		0		0						
17-Feb	298	33	331	90%	109	37%	6	27	67	77	66
18-Feb	396	28	424	93%	113	29%	26	28	67	72	72
19-Feb	389	32	421	92%	100	26%	17	49	66	54	65
20-Feb	340	12	352	97%	108	32%	17	26	53	78	58
21-Feb	457	23	480	95%	193	42%	33	32	51	72	53
22-Feb	0		0		0						
23-Feb	0		0		0						
24-Feb	756	97	853	89%	328	43%	53	101	102	31	73
25-Feb	561	33	594	94%	214	38%	27	41	55	60	48
26-Feb	480	32	512	94%	139	29%	27	62	89	51	77
27-Feb	492	47	539	91%	135	27%	36	64	91	47	79
28-Feb	560	37	597	94%	211	38%	33	58	100	51	88
	0		0		0						
	0		0		0						
	0		0		0						
Total 2003 MTD	10,829	853	11,682	93%	4,153	38%	714	57	80	53	71
Total 2002 MTD	11,573	405	11,978	97%	5,682	49%	866	27	71		
Total 2003 QTD	25,429	2,315	27,744	92%	4,153	16%	714				
Total 2002 QTD	25,324	956	26,280	96%	5,682	22%	866				
Total 2003 YTD	25,429	2,315	27,744	92%	4,153	16%	714				
Total 2002 YTD	25,324	956	26,280	96%	5,682	22%	866				

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Mar-03		Goal 95%			Goal 38%		Walk Up CS Counter	Goal < 30 sec		Goal < 90 sec	Goal > 50%	Goal < 50%
Date	Number of Calls			Home Agents	Daily % Total	Seconds		Percent	Percent			
	Answered	Abandoned	Total			Avg Wait Before Answered		Avg Delay Before Abandoned	Answered Within 36 sec	Abandoned After 36 sec		
1-Mar	0		0	0								
2-Mar	0		0	0								
3-Mar	883	80	963	92%	281	32%	63	76	91	38	77	
4-Mar	672	78	750	90%	267	40%	45	96	130	34	76	
5-Mar	580	43	623	93%	201	35%	45	60	75	48	69	
6-Mar	543	38	581	93%	181	33%	32	94	95	33	78	
7-Mar	568	43	611	93%	196	35%	47	94	107	33	77	
8-Mar	0		0		0							
9-Mar	0		0		0							
10-Mar	866	88	954	91%	276	32%	70	89	92	32	73	
11-Mar	634	43	677	94%	223	35%	46	74	78	38	64	
12-Mar	557	57	614	91%	226	41%	47	74	85	44	77	
13-Mar	547	64	611	90%	134	24%	38	74	139	41	87	
14-Mar	558	52	610	91%	228	41%	42	62	120	46	86	
15-Mar	0		0		0							
16-Mar	0		0		0							

17-Mar	705	73	778	91%	280	40%	52	81	99	KAW_R_1AGDR_40D_ATT071106	36	79
18-Mar	580	39	619	94%	239	41%	45	55	81		50	72
19-Mar	551	49	600	92%	168	30%	39	55	79		51	75
20-Mar	514	39	553	93%	92	18%	47	55	107		51	78
21-Mar	502	44	546	92%	188	37%	57	47	114		61	85
22-Mar	0		0		0							
23-Mar	0		0		0							
24-Mar	771	60	831	93%	255	33%	56	72	97		39	72
25-Mar	574	61	635	90%	250	44%	45	83	121		35	88
26-Mar	567	98	665	85%	249	44%	45	150	137		22	90
27-Mar	528	71	599	88%	203	38%	45	86	115		38	74
28-Mar	652	86	738	88%	291	45%	52	111	104		35	77
29-Mar	0		0		0							
30-Mar	0		0		0							
31-Mar	775	176	951	81%	196	25%	54	153	122		15	88
Total 2003 MTD	13,127	1,382	14,509	90%	4,624	35%	1012	83	104		39	78
Total 2002 MTD	11,350	439	11,789	96%	4,713	42%	732	30	76			
Total 2003 QTD	38,556	3,697	42,253	91%	13,878	36%	2668					
Total 2002 QTD	36,674	1,395	38,069	96%	16,077	44%	2464					
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668					
Total 2002 YTD	36,674	1,395	38,069	96%	16,077	44%	2464					

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

First Quarter 2003	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec Seconds		Goal < 90 sec Seconds		Goal > 50%	Goal < 50%
	Number of Calls				Home	Daily		Avg Wait	Avg Delay	Percent	Percent		
	Answered	Abandoned	Total	%	Agents	% Total		Before Answered	Before Abandoned	Answered Within 36 sec	Abandoned After 36 sec.		
Jan													
Total	14.600	1.462	16.062	91%	5.101	35%	942	81	94	44	71		
Feb													
Total	10.829	853	11,682	93%	4.153	38%	714	57	80	53	71		
Mar													
Total	13.127	1.382	14.509	90%	4.624	35%	1012	83	104	39	78		

Total 38.556 3.697 42.253 91% 13.878 36% 2668 74 93 45

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Apr-03	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%
	Number of Calls		Total	%	Home	Daily		Seconds	Seconds	Percent	Percent
Date	Answered	Abandoned				Agents	% Total	Avg Wait	Avg Delay	Answered	Abandoned
						Before Answered	Before Abandoned	Within 36 sec	After 36 sec		
1-Apr	0		0	0							
2-Apr	0		0	0							
3-Apr	0		0	0							
4-Apr	0		0	0							
5-Apr	0		0	0							
6-Apr	0		0	0							
7-Apr	0		0	0							
8-Apr	0		0	0							
9-Apr	0		0	0							
10-Apr	0		0	0							
11-Apr	0		0	0							
12-Apr	0		0	0							
13-Apr	0		0	0							
14-Apr	0		0	0							
15-Apr	0		0	0							
16-Apr	0		0	0							
17-Apr	0		0	0							
18-Apr	0		0	0							
19-Apr	0		0	0							
20-Apr	0		0	0							
21-Apr	0		0	0							
22-Apr	0		0	0							
23-Apr	0		0	0							
24-Apr	0		0	0							
25-Apr	0		0	0							
26-Apr	0		0	0							
27-Apr	0		0	0							
28-Apr	0		0	0							
29-Apr	0		0	0							
30-Apr	0		0	0							

	0	0	0						
Total 2003 MTD	-	-	-	-	-	0	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	12,447	635	13,082	95%	4,905	39%	778	32	81
Total 2003 QTD	-	-	-	-	-	0			
Total 2002 QTD	12,447	635	13,082	95%	4,905	39%	778		
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668		
Total 2002 YTD	49,121	2,030	51,151	96%	20,982	43%	3242		

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

May-03	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%
	Number of Calls				Home	Daily		Avg Wait	Seconds	Avg Delay	Percent
Date	Answered	Abandoned	Total	%	Agents	% Total	Before Answered	Before Answered	Before Abandoned	Answered Within 36 sec	Abandoned After 36 sec
1-May	0		0		0						
2-May	0		0		0						
3-May	0		0		0						
4-May	0		0		0						
5-May	0		0		0						
6-May	0		0		0						
7-May	0		0		0						
8-May	0		0		0						
9-May	0		0		0						
10-May	0		0		0						
11-May	0		0		0						
12-May	0		0		0						
13-May	0		0		0						
14-May	0		0		0						
15-May	0		0		0						
16-May	0		0		0						
17-May	0		0		0						
18-May	0		0		0						
19-May	0		0		0						
20-May	0		0		0						
21-May	0		0		0						
22-May	0		0		0						
23-May	0		0		0						
24-May	0		0		0						
25-May	0		0		0						
26-May	0		0		0						
27-May	0		0		0						
28-May	0		0		0						
29-May	0		0		0						
30-May	0		0		0						
31-May	0		0		0						
Total 2003 MTD	-	-	-	-	-	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	12,890	588	13,478	96%	4,380	34%	760	33	76		
Total 2003 QTD	-	-	-	-	-	0					
Total 2002 QTD	25,337	1,223	26,560	95%	9,285	37%	1538				
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668				
Total 2002 YTD	62,011	2,618	64,629	96%	25,362	41%	4002				

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

KAW_R_1AGDR_40D_ATT_071106

Jun-03 Date	Number of Calls			Goal 95%	Goal 38%	Walk Up	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%	
	Answered	Abandoned	Total	%	Home Agents	Daily % Total	CS Counter	Seconds Avg Wait Before Answered	Seconds Avg Delay Before Abandoned	Percent Answered Within 36 sec	Percent Abandoned After 36 sec
1-Jun	0		0		0						
2-Jun	0		0		0						
3-Jun	0		0		0						
4-Jun	0		0		0						
5-Jun	0		0		0						
6-Jun	0		0		0						
7-Jun	0		0		0						
8-Jun	0		0		0						
9-Jun	0		0		0						
10-Jun	0		0		0						
11-Jun	0		0		0						
12-Jun	0		0		0						
13-Jun	0		0		0						
14-Jun	0		0		0						
15-Jun	0		0		0						
16-Jun	0		0		0						
17-Jun	0		0		0						
18-Jun	0		0		0						
19-Jun	0		0		0						
20-Jun	0		0		0						
21-Jun	0		0		0						
22-Jun	0		0		0						
23-Jun	0		0		0						
24-Jun	0		0		0						
25-Jun	0		0		0						
26-Jun	0		0		0						
27-Jun	0		0		0						
28-Jun	0		0		0						
29-Jun	0		0		0						
30-Jun	0		0		0						
Total 2003 MTD	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	12,275	899	13,174	93%	3,636	30%	761	62	84		
Total 2003 QTD	-	-	-		-		0				
Total 2002 QTD	37,612	2,122	39,734	95%	12,921	34%	2299				
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668				
Total 2002 YTD	74,286	3,517	77,803	95%	28,998	39%	4763				

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Second Quarter 2003 Apr Total	Number of Calls			Goal 95%	Goal 38%	Walk Up	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%	
	Answered	Abandoned	Total	%	Home Agents	Daily % Total	CS Counter	Seconds Avg Wait Before Answered	Seconds Avg Delay Before Abandoned	Percent Answered Within 36 sec	Percent Abandoned After 36 sec
	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

May										
Total	-	-	-	-	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Jun										
Total	-	-	-	-	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Second Quarter 2003

Total	-	-	-	-	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
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DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Jul-03	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%
	Number of Calls		Total	%	Home Agents	Daily % Total		Seconds	Seconds	Percent	Percent
Date	Answered	Abandoned								Avg Wait Before Answered	Avg Delay Before Abandoned
1-Jul	0		0		0						
2-Jul	0		0		0						
3-Jul	0		0		0						
4-Jul	0		0		0						
5-Jul	0		0		0						
6-Jul	0		0		0						
7-Jul	0		0		0						

8-Jul	0	0	0								
9-Jul	0	0	0								
10-Jul	0	0	0								
11-Jul	0	0	0								
12-Jul	0	0	0								
13-Jul	0	0	0								
14-Jul	0	0	0								
15-Jul	0	0	0								
16-Jul	0	0	0								
17-Jul	0	0	0								
18-Jul	0	0	0								
19-Jul	0	0	0								
20-Jul	0	0	0								
21-Jul	0	0	0								
22-Jul	0	0	0								
23-Jul	0	0	0								
24-Jul	0	0	0								
25-Jul	0	0	0								
26-Jul	0	0	0								
27-Jul	0	0	0								
28-Jul	0	0	0								
29-Jul	0	0	0								
30-Jul	0	0	0								
31-Jul	0	0	0								
Total 2003 MTD	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	14,512	1,303	15,815	92%	4,907	34%	919	66	86		
Total 2003 QTD	-	-	-		-		0				
Total 2002 QTD	14,512	1,303	15,815	92%	4,907	34%	919				
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668				
Total 2002 YTD	88,798	4,820	93,618	95%	33,905	38%	5682				

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Aug-03	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec Seconds		Goal < 90 sec	Goal > 50%	Goal < 50%
	Number of Calls		Total	%	Home Agents	Daily % Total		Avg Wait	Avg Delay	Percent Answered	Percent Abandoned	
Date	Answered	Abandoned								Before Answered	Before Abandoned	Within 36 sec
1-Aug	0	0	0		0							
2-Aug	0	0	0		0							
3-Aug	0	0	0		0							
4-Aug	0	0	0		0							
5-Aug	0	0	0		0							
6-Aug	0	0	0		0							
7-Aug	0	0	0		0							
8-Aug	0	0	0		0							
9-Aug	0	0	0		0							
10-Aug	0	0	0		0							
11-Aug	0	0	0		0							
12-Aug	0	0	0		0							
13-Aug	0	0	0		0							
14-Aug	0	0	0		0							
15-Aug	0	0	0		0							
16-Aug	0	0	0		0							
17-Aug	0	0	0		0							
18-Aug	0	0	0		0							

19-Aug	0	0	0							
20-Aug	0	0	0							
21-Aug	0	0	0							
22-Aug	0	0	0							
23-Aug	0	0	0							
24-Aug	0	0	0							
25-Aug	0	0	0							
26-Aug	0	0	0							
27-Aug	0	0	0							
28-Aug	0	0	0							
29-Aug	0	0	0							
30-Aug	0	0	0							
31-Aug	0	0	0							
Total 2003 MTD	-	-	-				0	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	16,834	1,871	18,705	90%	4,898	29%	1012	95	102	
Total 2003 QTD	-	-	-				0			
Total 2002 QTD	31,346	3,174	34,520	91%	9,805	31%	1931			
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668			
Total 2002 YTD	105,632	6,691	112,323	94%	38,803	37%	6694			

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Sep-03	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec Seconds		Goal > 50%	Goal < 50%
	Number of Calls			%	Home Agents	Daily % Total		Avg Wait Before Answered	Avg Delay Before Abandoned	Percent Answered Within 36 sec	Percent Abandoned After 36 sec
Date	Answered	Abandoned	Total	%	Agents	% Total					
1-Sep	0	0	0		0						
2-Sep	0	0	0		0						
3-Sep	0	0	0		0						
4-Sep	0	0	0		0						
5-Sep	0	0	0		0						
6-Sep	0	0	0		0						
7-Sep	0	0	0		0						
8-Sep	0	0	0		0						
9-Sep	0	0	0		0						
10-Sep	0	0	0		0						
11-Sep	0	0	0		0						
12-Sep	0	0	0		0						
13-Sep	0	0	0		0						
14-Sep	0	0	0		0						
15-Sep	0	0	0		0						
16-Sep	0	0	0		0						
17-Sep	0	0	0		0						
18-Sep	0	0	0		0						
19-Sep	0	0	0		0						
20-Sep	0	0	0		0						
21-Sep	0	0	0		0						
22-Sep	0	0	0		0						
23-Sep	0	0	0		0						
24-Sep	0	0	0		0						
25-Sep	0	0	0		0						
26-Sep	0	0	0		0						
27-Sep	0	0	0		0						
28-Sep	0	0	0		0						
29-Sep	0	0	0		0						

30-Sep	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total 2003 MTD	-	-	-	-	-	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	12,368	1,183	13,551	91%	3,709	30%	700	76	99		
Total 2003 QTD	-	-	-	-	-	0	0				
Total 2002 QTD	43,714	4,357	48,071	91%	13,514	31%	2631				
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668				
Total 2002 YTD	118,000	7,874	125,874	94%	42,512	36%	7394				

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Third Quarter 2003	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%
	Number of Calls		Total	%	Home Agents	Daily % Total		Seconds	Seconds	Percent Answered	Percent Abandoned
	Answered	Abandoned								Avg Wait Before Answered	Avg Delay Before Abandoned
Jul											
Total	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Aug											
Total	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Sep											
Total	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Third Quarter 2003											
Total	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Oct-03	Number of Calls			Goal 95%	Goal 38%	Walk Up	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%	
	Answered	Abandoned	Total	%	Home Agents	Daily % Total	CS Counter	Avg Wait Before Answered	Seconds Avg Delay Before Abandoned	Percent Answered Within 36 sec	Percent Abandoned After 36 sec
1-Oct	0		0		0						
2-Oct	0		0		0						
3-Oct	0		0		0						
4-Oct	0		0		0						
5-Oct	0		0		0						
6-Oct	0		0		0						
7-Oct	0		0		0						
8-Oct	0		0		0						
9-Oct	0		0		0						
10-Oct	0		0		0						
11-Oct	0		0		0						
12-Oct	0		0		0						
13-Oct	0		0		0						
14-Oct	0		0		0						
15-Oct	0		0		0						
16-Oct	0		0		0						
17-Oct	0		0		0						
18-Oct	0		0		0						
19-Oct	0		0		0						
20-Oct	0		0		0						
21-Oct	0		0		0						
22-Oct	0		0		0						
23-Oct	0		0		0						
24-Oct	0		0		0						
25-Oct	0		0		0						
26-Oct	0		0		0						
27-Oct	0		0		0						
28-Oct	0		0		0						
29-Oct	0		0		0						
30-Oct	0		0		0						
31-Oct	0		0		0						
Total 2003 MTD	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	13,364	1,877	15,241	88%	3,481	26%	964	105	117		
Total 2003 QTD	-	-	-		-		0				
Total 2002 QTD	13,364	1,877	15,241	88%	3,481	26%	964				
Total 2003 YTD	38,556	3,697	42,253	91%	13,876	36%	2668				
Total 2002 YTD	131,364	9,751	141,115	93%	45,993	35%	8358				

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Nov-03	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%
	Number of Calls				Home	Daily		Seconds	Seconds	Percent	Percent
Date	Answered	Abandoned	Total	%	Agents	% Total	Avg Wait Before Answered	Avg Delay Before Abandoned	Answered Within 36 sec	Abandoned After 36 sec	
1-Nov	0		0		0						
2-Nov	0		0		0						
3-Nov	0		0		0						
4-Nov	0		0		0						
5-Nov	0		0		0						
6-Nov	0		0		0						
7-Nov	0		0		0						
8-Nov	0		0		0						
9-Nov	0		0		0						
10-Nov	0		0		0						
11-Nov	0		0		0						
12-Nov	0		0		0						
13-Nov	0		0		0						
14-Nov	0		0		0						
15-Nov	0		0		0						
16-Nov	0		0		0						
17-Nov	0		0		0						
18-Nov	0		0		0						
19-Nov	0		0		0						
20-Nov	0		0		0						
21-Nov	0		0		0						
22-Nov	0		0		0						
23-Nov	0		0		0						
24-Nov	0		0		0						
25-Nov	0		0		0						
26-Nov	0		0		0						
27-Nov	0		0		0						
28-Nov	0		0		0						
29-Nov	0		0		0						
30-Nov	0		0		0						
Total 2003 MTD	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	11,593	1,430	13,023	89%	3,475	30%	730	96	115		
Total 2003 QTD	-	-	-		-		0				
Total 2002 QTD	24,957	3,307	28,264	88%	6,956	28%	1694				
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668				
Total 2002 YTD	142,957	11,181	154,138	93%	49,468	35%	9088				

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Dec-03	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%
	Number of Calls				Home	Daily		Seconds	Seconds	Percent	Percent
Date	Answered	Abandoned	Total	%	Agents	% Total	Avg Wait Before Answered	Avg Delay Before Abandoned	Answered Within 36 sec	Abandoned After 36 sec	
1-Dec	0		0		0						
2-Dec	0		0		0						
3-Dec	0		0		0						
4-Dec	0		0		0						
5-Dec	0		0		0						
6-Dec	0		0		0						

7-Dec	0	0	0								
8-Dec	0	0	0								
9-Dec	0	0	0								
10-Dec	0	0	0								
11-Dec	0	0	0								
12-Dec	0	0	0								
13-Dec	0	0	0								
14-Dec	0	0	0								
15-Dec	0	0	0								
16-Dec	0	0	0								
17-Dec	0	0	0								
18-Dec	0	0	0								
19-Dec	0	0	0								
20-Dec	0	0	0								
21-Dec	0	0	0								
22-Dec	0	0	0								
23-Dec	0	0	0								
24-Dec	0	0	0								
25-Dec	0	0	0								
26-Dec	0	0	0								
27-Dec	0	0	0								
28-Dec	0	0	0								
29-Dec	0	0	0								
30-Dec	0	0	0								
31-Dec	0	0	0								
Total 2003 MTD	-	-	-	84%	4,199	35%	804	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total 2002 MTD	11,995	2,308	14,303	84%	4,199	35%	804	145	133		
Total 2003 QTD	-	-	-		-		0				
Total 2002 QTD	36,952	5,615	42,567	87%	11,155	30%	2498				
Total 2003 YTD	38,556	3,697	42,253	91%	13,878	36%	2668				
Total 2002 YTD	154,952	13,489	168,441	92%	53,667	35%	9892				

DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Fourth Quarter 2003	Goal 95%				Goal 38%		Walk Up CS Counter	Goal < 30 sec Seconds		Goal < 90 sec	Goal > 50%	Goal < 50%
	Number of Calls		Total	%	Home Agents	Daily % Total		Avg Wait Before Answered	Avg Delay Before Abandoned	Avg Delay Before Abandoned	Percent Answered Within 36 sec	Percent Abandoned After 36 sec
Oct Total	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Nov Total	-	-	-		-		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Dec	-	-	-	-	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total	-	-	-	-	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Fourth Quarter 2003

Total	-	-	-	-	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
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DAILY CALLS ANSWERED / HOME AGENTS / WALK IN CUSTOMERS REPORT

Year to Date 2003	Number of Calls		Goal 95%		Goal 38%		Walk Up CS Counter	Goal < 30 sec	Goal < 90 sec	Goal > 50%	Goal < 50%
	Answered	Abandoned	Total	%	Home Agents	Daily % Total		Seconds	Seconds	Percent Answered Within 36 sec	Percent Abandoned After 36 sec
								Avg Wait Before Answered	Avg Delay Before Abandoned		
Total	38,556	3,697	42,253	91%	13,878	36%	2668	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!



KENTUCKY-AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
OCTOBER 2003

Last Updated - 1/1/04 4:11 AM

[Update](#)

Customer Service					Operations Management				
Metric	Oct 2003	Goal	4 Month Avg	Trend	Metric	Oct 2003	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	86.62% 452	> 90%	87.67% 350	↓	Total # of Calls	324,913		310,211.25	↓
Survey Information % IN % Taken of IN	96.49% N/A N/A	> 90%	95.54% N/A N/A	↑	Avg Handle Time	6:01	< 5:00	5:39	↓
Avg % Ans within 30 sec	78.55%	> 80%	54.24%	↑	% First Call Effectiveness	92.15%		92.43%	↑
Avg % Abandon after 30 sec	2.54%	< 5.5%	6.77%	↑	% Contacts Closed >= 3 days	95.25%		91.35%	↓
Avg Speed of Answer (sec)	30.04	< 30	78.88	↑	Avg # Past Due S/Os	1,180	< 443	N/A	N/A
Max Queue Time in IVR	32:48	<	49:03	↑	Avg # Open U/Cs Call Center Field	96 42 3	< 222	N/A N/A N/A	N/A N/A N/A
% IVR Self-Serv Calls Offered	13.92%	> 15%	10.95%	↑	% of Bill Exceptions	3.77%	< 2%	N/A	N/A
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	1.12%	0%	N/A	N/A
Total Cust Imp S/O Past Due	0	0	N/A	N/A	Rev Adjustments # of Adjustments	(\$57,469.66) 1,288		N/A N/A	N/A N/A
# Payments in Suspense Customer Disputes	298 N/A		274.75 64.67	↓	Avg Daily Revenue	\$195,868.49		N/A	N/A
# Of Accounts on Hold	10,447		10,250.75	↓	Billed Revenue	\$2,546,290.33		N/A	N/A
PUC Complaints	0		N/A	N/A	Avg Daily A/R Days Outstanding	\$4,124,705.10 29.4		N/A N/A	N/A N/A
					Metric	Oct 2003	Budget	Q3 2003	Trend
					Charged Off % of Rev	\$0.00 0%		N/A N/A	N/A N/A

Business Support					Application/Technical				
Metric	Oct 2003	Goal	4 Month Avg	Trend	Metric	Oct 2003	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		N/A	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		N/A	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	0	< 100	60	↑	Peak AS/400 Response Time Occurred At 13:30:00 on 2003-10-14	3.25	< 0.5	99.9	↑
Customer Care IRs/Work Orders Completed	21	> 100	97.75	↓	# 15 min intervals > 60% CPU Util	89	< 268	565.75	↑
Customer Care IRs/Work Orders Outstanding	146	< 320	233.25	↑	CPU Utilization %	20.40%		34.69%	↑
Total Number of Service Calls	N/A		N/A	N/A	DASD Utilization %	69.78%	< 70%	68.68%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	25.13%	< 70%	26.5%	↑
Average Handle Time	N/A	< 5:00	N/A	N/A	Peak Network Util% (Hershey)	114.34%	< 99%	135.29%	↑
Speed of Answer	N/A	< 20	N/A	N/A	Network Utilization % (Haddon Heights)	24.56%	< 70%	20.24%	↓
Percent Abandoned After 30 Seconds	N/A	< 5%	N/A	N/A	Peak Network Util% (Haddon Ht)	99.38%	< 99%	102.21%	↑
Service Calls Created	4,329		2,744	↓					
Service Calls Completed	4,394		4,144.5	↑					
Service Calls Outstanding	N/A		N/A	N/A					
Service Calls Created (Alton)	1,083	< 900	873	↓					
Service Calls Completed (Alton)	1,104	> 800	1,233	↓					
Service Calls Outstanding (Alton)	N/A	< 400	N/A	N/A					





KENTUCKY-AMERICAN WATER COMPANY
 MONTHLY CUSTOMER CARE SCORECARD
 NOVEMBER 2003

Last Updated - 2/1/04 4.10 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Nov 2003	Goal	4 Month Avg	Trend	Metric	Nov 2003	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	83.89% 553	> 90%	87.10% 379	↓ ↑	Total # of Calls	292,159		319,613	↑
Survey Information % IN % Taken of IN	96.85% N/A N/A	> 90%	95.77% N/A N/A	↑ N/A N/A	Avg Handle Time	5:52	< 5:00	5:44	↓
Avg % Ans within 30 sec	80.1%	> 80%	61.49%	↑	% First Call Effectiveness	91.48%		92.01%	↑
Avg % Abandon after 30 sec	2.37%	< 5.5%	5.63%	↑	% Contacts Closed >= 3 days	97.11%		97.88%	↑
Avg Speed of Answer (sec)	27.25	< 30	63.93	↑	Avg # Past Due S/Os	1,246	< 443	1,180	↓
Max Queue Time in IVR	40:17	<	49:03	↑	Avg # Open U/Cs Call Center Field	194 99 3	< 222	96 42 3	↓ ↓ ↔
% IVR Self-Serv Calls Offered	16.93%	> 15%	11.76%	↑	% of Bill Exceptions	4%	< 2%	3.77%	↓
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	4.29%	0%	1.12%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	\$60,515.40 1,292		(\$57,469.66) 1,288	↑ ↓
# Payments in Suspense Customer Disputes	53 N/A		264.75 73	↑ N/A	Avg Daily Revenue	\$306,760.95		\$195,868.49	↑
# Of Accounts on Hold	8,712		10,608.75	↑	Billed Revenue	\$6,135,219.04		\$2,546,290.33	↑
PUC Complaints	2		0	↓	Avg Daily A/R Days Outstanding	\$5,816,047.88 26.5		\$4,124,705.10 29.4	↓ ↑
					Metric	Nov 2003	Budget	Q3 2003	Trend
					Charged Off % of Rev	\$30.46 0%		N/A N/A	N/A N/A

Business Support					Application/Technical				
Metric	Nov 2003	Goal	4 Month Avg	Trend	Metric	Nov 2003	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		N/A	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		N/A	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	0	< 100	22.5	↑	Peak AS/400 Response Time Occurred At 20:15:00 on 2003-11-22	2.67	< 0.5	99.9	↑
Customer Care IRs/Work Orders Completed	11	> 100	61	↓	# 15 min intervals > 60% CPU Util	81	< 268	410.25	↑
Customer Care IRs/Work Orders Outstanding	134	< 320	197.25	↑	CPU Utilization %	18.29%		30.52%	↑
Total Number of Service Calls	N/A		N/A	N/A	DASD Utilization %	71.52%	< 70%	66.61%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	23.89%	< 70%	27.07%	↑
Average Handle Time	N/A	< 5:00	N/A	N/A	Peak Network Util% (Hershey)	80.66%	< 99%	135.29%	↑
Speed of Answer	N/A	< 20	N/A	N/A	Network Utilization % (Haddon Heights)	24.04%	< 70%	20.43%	↓
Percent Abandoned After 30 Seconds	N/A	< 5%	N/A	N/A	Peak Network Util% (Haddon Ht)	93.74%	< 99%	102.21%	↑
Service Calls Created	3,243		3,272.33	↑					
Service Calls Completed	3,260		4,227.67	↓					
Service Calls Outstanding	698		N/A	N/A					
Service Calls Created (Alton)	772	< 900	943	↑					
Service Calls Completed (Alton)	786	> 800	1,190	↓					
Service Calls Outstanding (Alton)	136	< 400	N/A	N/A					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
 DECEMBER 2003

Last Updated - 2/26/04 4:05 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Dec 2003	Goal	4 Month Avg	Trend	Metric	Dec 2003	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	86.07% 222	> 90%	85.68% 445.25	↑ ↓	Total # of Calls	324,359		316,447.5	↓
Survey Information % IN % Taken of IN	N/A N/A	> 90%	96.13% N/A	N/A N/A	Avg Handle Time	5:31	< 5:00	5:52	↑
Avg % Ans within 30 sec	77.35%	> 80%	66.65%	↑	% First Call Effectiveness	91.62%		91.64%	↑
Avg % Abandon after 30 sec	2.84%	< 5.5%	5.20%	↑	% Contacts Closed >= 3 days	95.53%		97.32%	↑
Avg Speed of Answer (sec)	29.92	< 30	57.46	↑	Avg # Past Due S/Os	3,160	< 443	1,213	↓
Max Queue Time in IVR	40:39	<	49:03	↑	Avg # Open U/Cs Call Center Field	126 71 13	< 221	145 70.5 3	↑ ↓ ↓
% IVR Self-Serv Calls Offered	18.44%	> 15%	13.21%	↑	% of Bill Exceptions	3.89%	< 2%	3.93%	↑
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	1.39%	0%	3.31%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$80,961.50) 3,193		\$1,522.87 1,290	↓ ↓
# Payments in Suspense Customer Disputes	N/A N/A		192 77	N/A N/A	Avg Daily Revenue	\$232,048.92		\$263,076.04	↓
# Of Accounts on Hold	10,058		10,556.75	↑	Billed Revenue	\$5,337,125.06		\$4,340,754.68	↑
PUC Complaints	2		1	↓	Avg Daily A/R Days Outstanding	\$4,006,920.33 24.1		\$4,970,376.49 26.4	↑ ↑
					Metric	Dec 2003	Budget	Q3 2003	Trend
					Charged Off % of Rev	\$115,704.02 2.17%		N/A N/A	N/A N/A

Business Support					Application/Technical				
Metric	Dec 2003	Goal	4 Month Avg	Trend	Metric	Dec 2003	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		N/A	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		N/A	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	365	< 100	0.75	↓	Peak AS/400 Response Time Occurred At 04:30:00 on 2003-12-13	4.18	< 0.5	99.9	↑
Customer Care IRs/Work Orders Completed	368	> 100	31	↑	# 15 min intervals > 60% CPU Util	162	< 268	221	↑
Customer Care IRs/Work Orders Outstanding	395	< 320	164.5	↓	CPU Utilization %	21.79%		24.26%	↑
Total Number of Service Calls	3,186		N/A	N/A	DASD Utilization %	77.02%	< 70%	68.58%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	27.96%	< 70%	27.19%	↓
Average Handle Time	4:00	< 5:00	N/A	N/A	Peak Network Util% (Hershey)	115.61%	< 99%	135.29%	↑
Speed of Answer	71	< 20	N/A	N/A	Network Utilization % (Haddon Heights)	19.74%	< 70%	21.5%	↑
Percent Abandoned After 30 Seconds	10.1%	< 5%	N/A	N/A	Peak Network Util% (Haddon Ht)	113.99%	< 99%	102.21%	↓
Service Calls Created	3,331		3,265	↓					
Service Calls Completed	3,364		3,985.75	↓					
Service Calls Outstanding	658		698	↑					
Service Calls Created (Alton)	861	< 900	900.25	↑					
Service Calls Completed (Alton)	839	> 800	1,089	↓					
Service Calls Outstanding (Alton)	134	< 400	136	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
JANUARY 2004

Last Updated - 4/1/04 4:07 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Jan 2004	Goal	4 Month Avg	Trend	Metric	Jan 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	86.52% 539	> 90%	85.41% 407.5	↑ ↑	Total # of Calls	381,586		318,110.25	↓
Survey Information % IN % Taken of IN	94.97% N/A N/A	> 90%	96.46% N/A N/A	↓ N/A N/A	Avg Handle Time	5:28	< 5:00	5:47	↑
Avg % Ans within 30 sec	72.04%	> 80%	75.38%	↓	% First Call Effectiveness	93.34%		91.63%	↓
Avg % Abandon after 30 sec	4.51%	< 5.5%	3.08%	↓	% Contacts Closed >= 3 days	95.88%		96.01%	↑
Avg Speed of Answer (sec)	46.18	< 30	34.57	↓	Avg # Past Due S/Os	996	< 442	1,862	↑
Max Queue Time in IVR	193:55	<	25:19	↓	Avg # Open U/Cs Call Center Field	219 145 12	< 221	138.67 70.67 6.33	↓ ↓ ↓
% IVR Self-Serv Calls Offered	18.70%	> 15%	15.45%	↑	% of Bill Exceptions	3.86%	< 2%	3.91%	↑
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	6.49%	0%	2.53%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$88,348.05) 2,043		(\$25,971.92) 1,924.33	↓ ↓
# Payments in Suspense Customer Disputes	N/A N/A		179.33 N/A	N/A N/A	Avg Daily Revenue	\$263,694.62		\$250,332.76	↑
# Of Accounts on Hold	12,617		10,276.75	↓	Billed Revenue	\$5,801,281.57		\$4,672,878.14	↑
PJC Complaints	8		1.33	↓	Avg Daily A/R Days Outstanding	\$4,736,065.59 25.1		\$4,649,224.44 26	↓ ↑
					Metric	Jan 2004	Budget	Q4 2003	Trend
					Charged Off % of Rev	\$49,247.23 0.85%		\$115,734.48 0.83%	↑ ↓

Business Support					Application/Technical				
Metric	Jan 2004	Goal	4 Month Avg	Trend	Metric	Jan 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		N/A	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		N/A	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	448	< 100	365.5	↓	Peak AS/400 Response Time Occurred At 06:00:00 on 2004-01-07	7.49	< 0.5	4.18	↓
Customer Care IRs/Work Orders Completed	423	> 100	381	↑	# 15 min intervals > 60% CPU Util	132	< 268	97	↓
Customer Care IRs/Work Orders Outstanding	443	< 320	410.25	↓	CPU Utilization %	21.2%		19.39%	↓
Total Number of Service Calls	3,918		3,186	↓	DASD Utilization %	76.49%	< 70%	71.42%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	26.46%	< 70%	26.06%	↓
Average Handle Time	5:00	< 5:00	4:24	↓	Peak Network Util% (Hershey)	111.28%	< 99%	121.41%	↑
Speed of Answer	71	< 20	71	↔	Network Utilization % (Haddon Heights)	20.95%	< 70%	22.07%	↑
Percent Abandoned After 30 Seconds	11.7%	< 5%	10.1%	↓	Peak Network Util% (Haddon Ht)	97.14%	< 99%	113.99%	↑
Service Calls Created	3,904		3,490	↓					
Service Calls Completed	3,788		3,962	↓					
Service Calls Outstanding	814		678	↓					
Service Calls Created (Alton)	924	< 900	944.5	↑					
Service Calls Completed (Alton)	942	> 800	1,042.75	↓					
Service Calls Outstanding (Alton)	149	< 400	135	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
FEBRUARY 2004

Last Updated - 5/1/04 4:10 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Feb 2004	Goal	4 Month Avg	Trend	Metric	Feb 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	88.36% 543	> 90%	85.71% 441.5	↑	Total # of Calls	334,297		330,754.25	↓
Survey Information % IN % Taken of IN	96.16% N/A N/A	> 90%	95.99% N/A N/A	↑ N/A N/A	Avg Handle Time	5:41	< 5:00	5:42	↑
Avg % Ans within 30 sec	85.44%	> 80%	76.79%	↑	% First Call Effectiveness	93.96%		92.25%	↓
Avg % Abandon after 30 sec	2.25%	< 5.5%	3.13%	↑	% Contacts Closed >= 3 days	96.84%		95.99%	↓
Avg Speed of Answer (sec)	24.65	< 30	33.88	↑	Avg # Past Due S/Os	832	< 442	1,645.5	↑
Max Queue Time in IVR	63:32	<	26:50	↓	Avg # Open U/Cs Call Center Field	274 131 55	< 221	158.75 89.25 7.75	↓ ↓ ↓
% IVR Self-Serv Calls Offered	20.08%	> 15%	17.07%	↑	% of Bill Exceptions	4.36%	< 2%	3.9%	↓
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	4.66%	0%	3.67%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	\$58,655.40 4,691		(\$41,565.95) 1,954	↑ ↓
# Payments in Suspense Customer Disputes	123 32		175.5 N/A	↑ N/A	Avg Daily Revenue	\$268,700.08		\$254,101.49	↑
# Of Accounts on Hold	10,934		10,458.5	↓	Billed Revenue	\$5,374,001.59		\$4,954,979.00	↑
PUC Complaints	4		3	↓	Avg Daily A/R Days Outstanding	\$4,055,945.86 21.1		\$4,670,934.72 25.7	↑ ↑
					Metric	Feb 2004	Budget	Q4 2003	Trend
					Charged Off % of Rev	\$47,464.56 0.88%		\$115,734.48 0.83%	↑ ↓

Business Support					Application/Technical				
Metric	Feb 2004	Goal	4 Month Avg	Trend	Metric	Feb 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		N/A	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		N/A	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	422	< 100	406.5	↓	Peak AS/400 Response Time Occurred At 06:00:00 on 2004-02-28	3.04	< 0.5	7.49	↑
Customer Care IRs/Work Orders Completed	450	> 100	395	↑	# 15 min intervals > 60% CPU Util	113	< 268	116	↑
Customer Care IRs/Work Orders Outstanding	444	< 320	430.75	↓	CPU Utilization %	20.74%		20.44%	↓
Total Number of Service Calls	3,143		3,552	↑	DASD Utilization %	76.64%	< 70%	73.82%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	15.23%	< 70%	25.96%	↑
Average Handle Time	5:00	< 5:00	4:39	↓	Peak Network Util% (Hershey)	105.25%	< 99%	115.61%	↑
Speed of Answer	88	< 20	71	↓	Network Utilization % (Haddon Heights)	12.32%	< 70%	22.23%	↑
Percent Abandoned After 30 Seconds	21.2%	< 5%	10.9%	↓	Peak Network Util% (Haddon Ht)	96.40%	< 99%	113.99%	↑
Service Calls Created	3,518		3,701.75	↑					
Service Calls Completed	3,516		3,701.5	↓					
Service Calls Outstanding	887		723.33	↓					
Service Calls Created (Alton)	802	< 900	910	↑					
Service Calls Completed (Alton)	800	> 800	917.75	↓					
Service Calls Outstanding (Alton)	166	< 400	139.67	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
MARCH 2004

Last Updated - 6/1/04 4:13 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Mar 2004	Goal	4 Month Avg	Trend	Metric	Mar 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	88.83% 1,087	> 90%	86.1% 464.25	↑ ↑	Total # of Calls	386,062		333,100.25	↓
Survey Information % IN	97.09% N/A	> 90%	95.92% N/A	↑ N/A	Avg Handle Time	5:50	< 5:00	5:37	↓
% Taken of IN	N/A		N/A	N/A	% First Call Effectiveness	93.55%		92.75%	↓
Avg % Ans within 30 sec	80.79%	> 80%	78.50%	↑	% Contacts Closed >= 3 days	95.67%		96.05%	↑
Avg % Abandon after 30 sec	2.08%	< 5.5%	3.07%	↑	Avg # Past Due S/Os	991	< 398	1,558.5	↑
Avg Speed of Answer (sec)	25.49	< 30	32.56	↑	Avg # Open U/Cs Call Center	206 97	< 199	203.25 111.5	↓ ↑
Max Queue Time in IVR	27:25	<	30:01	↑	Field	14		20.75	↑
% IVR Self-Serv Calls Offered	18.39%	> 15%	18.6%	↓	% of Bill Exceptions	4.43%	< 2%	4.03%	↓
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	0.75%	0%	4.21%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$123,272.57) 5,739		(\$12,534.69) 2,804.75	↓ ↓
# Payments in Suspense Customer Disputes	N/A 33		88 32	N/A ↓	Avg Daily Revenue	\$255,304.09		\$266,442.67	↓
# Of Accounts on Hold	12,410		10,580.25	↓	Billed Revenue	\$5,871,994.11		\$5,661,906.82	↑
PUC Complaints	7		4	↓	Avg Daily A/R Days Outstanding	\$3,950,220.06 21.6		\$4,653,744.92 24.4	↑ ↑
					Metric	Mar 2004	Budget	Q4 2003	Trend
					Charged Off % of Rev	(\$51.00) -0%		\$115,734.48 0.83%	↑ ↑

Business Support					Application/Technical				
Metric	Mar 2004	Goal	4 Month Avg	Trend	Metric	Mar 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	29		N/A	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	22		N/A	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	580	< 100	411.67	↓	Peak AS/400 Response Time Occurred At 03:45:00 on 2004-03-07	18.13	< 0.5	7.49	↓
Customer Care IRs/Work Orders Completed	535	> 100	413	↑	# 15 min intervals > 60% CPU Util	167	< 268	122	↓
Customer Care IRs/Work Orders Outstanding	494	< 320	433.17	↓	CPU Utilization %	26.03%		20.52%	↓
Total Number of Service Calls	3,595		3,415.67	↓	DASD Utilization %	77.45%	< 70%	75.42%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	0%	< 70%	23.54%	↑
Average Handle Time	5:00	< 5:00	4:41	↓	Peak Network Util% (Hershey)	0%	< 99%	115.61%	↑
Speed of Answer	96	< 20	76.67	↓	Network Utilization % (Haddon Heights)	0%	< 70%	19.26%	↑
Percent Abandoned After 30 Seconds	20.9%	< 5%	14.33%	↓	Peak Network Util% (Haddon Ht)	0%	< 99%	113.99%	↑
Service Calls Created	4,241		3,499	↓					
Service Calls Completed	4,276		3,482	↑					
Service Calls Outstanding	930		764.25	↓					
Service Calls Created (Alton)	1,026	< 900	839.75	↓					
Service Calls Completed (Alton)	1,066	> 800	841.75	↑					
Service Calls Outstanding (Alton)	150	< 400	146.25	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
APRIL 2004

Last Updated - 7/1/04 4:30 AM

Update

Customer Service					Operations Management				
Metric	Apr 2004	Goal	4 Month Avg	Trend	Metric	Apr 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	89.7% 1,644	> 90%	87.39% 597.75	↑	Total # of Calls	357,242		356,576	↓
Survey Information % IN	96.39% N/A	> 90%	95.07% N/A	↑	Avg Handle Time	5:46	< 5:00	5:38	↓
% Taken of IN	N/A		N/A	N/A	% First Call Effectiveness	93.88%		93.16%	↓
Avg % Ans within 30 sec	84.46%	> 80%	78.8%	↑	% Contacts Closed >= 3 days	95.81%		95.84%	↑
Avg % Abandon after 30 sec	1.8%	< 5.5%	2.94%	↑	Avg # Past Due S/Os	1,314	< 398	1,494.75	↑
Avg Speed of Answer (sec)	21.81	< 30	31.72	↑	Avg # Open U/Cs Call Center	196 94	< 199	206.25 111	↑ ↑
Max Queue Time in IVR	27:20	<	30:08	↑	Field	20		23.5	↑
% IVR Self-Serv Calls Offered	17.08%	> 15%	18.88%	↓	% of Bill Exceptions	3.56%	< 2%	4.14%	↑
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	1.04%	0%	3.30%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$106,062.05) 2,198		(\$58,481.68) 3,916.5	↓ ↑
# Payments in Suspense Customer Disputes	N/A 45		123 32.5	N/A ↓	Avg Daily Revenue	\$251,100.68		\$254,368.21	↓
# Of Accounts on Hold	11,491		11,504.75	↑	Billed Revenue	\$5,524,214.94		\$5,596,100.58	↓
PUC Complaints	4		5.25	↑	Avg Daily A/R Days Outstanding	\$3,840,597.43 21.4		\$4,187,287.96 23	↑ ↑
					Metric	Apr 2004	Budget	Q1 2004	Trend
					Charged Off % of Rev	\$93,371.85 1.69%		\$96,660.79 0.57%	↑ ↓

Business Support					Application/Technical				
Metric	Apr 2004	Goal	4 Month Avg	Trend	Metric	Apr 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	82		29	↓	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	55		22	↓	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	526	< 100	453.75	↓	Peak AS/400 Response Time Occurred At 10:45:00 on 2004-04-28	2.12	< 0.5	18.13	↑
Customer Care IRs/Work Orders Completed	478	> 100	444	↑	# 15 min intervals > 60% CPU Util	231	< 268	143.5	↓
Customer Care IRs/Work Orders Outstanding	560	< 320	444	↓	CPU Utilization %	24.79%		22.42%	↓
Total Number of Service Calls	4,161		3,460.5	↓	DASD Utilization %	76.64%	< 70%	76.9%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	18.97%	N/A
Average Handle Time	5:00	< 5:00	4:53	↓	Peak Network Util% (Hershey)	N/A	< 99%	115.61%	N/A
Speed of Answer	100	< 20	81.5	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	14.59%	N/A
Percent Abandoned After 30 Seconds	19.3%	< 5%	15.98%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	113.99%	N/A
Service Calls Created	4,331		3,748.5	↓					
Service Calls Completed	4,317		3,736	↑					
Service Calls Outstanding	1,055		822.25	↓					
Service Calls Created (Alton)	895	< 900	903.25	↑					
Service Calls Completed (Alton)	869	> 800	911.75	↓					
Service Calls Outstanding (Alton)	193	< 400	149.75	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
MAY 2004

Last Updated - 8/1/04 4:13 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	May 2004	Goal	4 Month Avg	Trend	Metric	May 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	91.46% 1,896	> 90%	88.24% 953.25	↑ ↑	Total # of Calls	328,221		364,796.75	↑
Survey Information % IN % Taken of IN	96.93% N/A N/A	> 90%	96.14% N/A N/A	↑ N/A N/A	Avg Handle Time	5:34	< 5:00	5:41	↑
Avg % Ans within 30 sec	88.68%	> 80%	80.55%	↑	% First Call Effectiveness	93.61%		93.68%	↑
Avg % Abandon after 30 sec	1.17%	< 5.5%	2.68%	↑	% Contacts Closed >= 3 days	96.59%		96.08%	↓
Avg Speed of Answer (sec)	15.09	< 30	29.62	↑	Avg # Past Due S/Os	1,222	< 398	1,033.25	↓
Max Queue Time In IVR	27:49	<	31:07	↑	Avg # Open U/Cs Call Center Field	208 73 30	< 199	223.75 116.75 25.25	↑ ↑ ↓
% IVR Self-Serv Calls Offered	16.86%	> 15%	18.54%	↓	% of Bill Exceptions	3.9%	< 2%	4.06%	↑
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	0.79%	0%	3.25%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$63,815.84) 2,181		(\$64,756.82) 3,667.75	↑ ↑
# Payments In Suspense Customer Disputes	N/A 28		123 36.67	N/A ↑	Avg Daily Revenue	\$256,229.03		\$259,442.44	↓
# Of Accounts on Hold	111,388		11,863	↓	Billed Revenue	\$5,380,809.63		\$5,642,873.05	↓
PUC Complaints	6		5.75	↓	Avg Daily A/R Days Outstanding	\$4,369,434.04 23.8		\$4,145,707.24 22.3	↓ ↓
					Metric	May 2004	Budget	Q1 2004	Trend
					Charged Off % of Rev	\$65,263.36 1.21%		\$96,660.79 0.57%	↑ ↓

Business Support					Application/Technical				
Metric	May 2004	Goal	4 Month Avg	Trend	Metric	May 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	54		55.5	↑	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	41		38.5	↓	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	428	< 100	494	↑	Peak AS/400 Response Time Occurred At 06:00:00 on 2004-05-01	4.85	< 0.5	18.13	↑
Customer Care IRs/Work Orders Completed	453	> 100	471.5	↓	# 15 min intervals > 60% CPU Util	190	< 268	160.75	↓
Customer Care IRs/Work Orders Outstanding	522	< 320	485.25	↓	CPU Utilization %	21.48%		23.19%	↑
Total Number of Service Calls	4,805		3,704.25	↓	DASD Utilization %	67.57%	< 70%	76.80%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	15.21%	N/A
Average Handle Time	5:00	< 5:00	5:03	↑	Peak Network Util% (Hershey)	N/A	< 99%	111.28%	N/A
Speed of Answer	105	< 20	88.75	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	12.49%	N/A
Percent Abandoned After 30 Seconds	18.8%	< 5%	18.28%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	97.14%	N/A
Service Calls Created	3,549		3,998.5	↑					
Service Calls Completed	3,735		3,974.25	↓					
Service Calls Outstanding	949		921.5	↓					
Service Calls Created (Alton)	794	< 900	911.75	↑					
Service Calls Completed (Alton)	823	> 800	919.25	↓					
Service Calls Outstanding (Alton)	174	< 400	164.5	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
 JUNE 2004

Last Updated - 9/1/04 4:54 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Jun 2004	Goal	4 Month Avg	Trend	Metric	Jun 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	92.7% 1,594	> 90%	89.7% 1,292.5	↑ ↑	Total # of Calls	382,462		351,455.5	↓
Survey Information % IN % Taken of IN	97.55% N/A N/A	> 90%	96.68% N/A N/A	↑ N/A N/A	Avg Handle Time	5:19	< 5:00	5:43	↑
Avg % Ans within 30 sec	82.28%	> 80%	84.7%	↓	% First Call Effectiveness	94.29%		93.75%	↓
Avg % Abandon after 30 sec	2.02%	< 5.5%	1.83%	↓	% Contacts Closed >= 3 days	96.86%		96.22%	↓
Avg Speed of Answer (sec)	22.76	< 30	21.86	↓	Avg # Past Due S/Os	919	< 399	1,089.75	↑
Max Queue Time in IVR	30:54	<	29:08	↓	Avg # Open U/Cs Call Center Field	247 78 39	< 200	221 98.75 29.75	↓ ↑ ↓
% IVR Self-Serv Calls Offered	17.52%	> 15%	18.1%	↓	% of Bill Exceptions	5.19%	< 2%	4.07%	↓
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	1.34%	0%	1.82%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$93,115.92) 1,590		(\$58,623.76) 3,702.25	↓ ↑
# Payments in Suspense Customer Disputes	N/A 37		123 34.5	N/A ↓	Avg Daily Revenue	\$280,569.86		\$257,570.00	↑
# Of Accounts on Hold	8,973		36,555.75	↑	Billed Revenue	\$6,172,536.98		\$5,537,755.07	↑
PUC Complaints	1		5.25	↑	Avg Daily A/R Days Outstanding	\$4,073,272.79 20.3		\$4,054,049.35 22	↓ ↑
					Metric	Jun 2004	Budget	Q1 2004	Trend
					Charged Off % of Rev	\$59,261.77 0.96%		\$96,660.79 0.57%	↑ ↓

Business Support					Application/Technical				
Metric	Jun 2004	Goal	4 Month Avg	Trend	Metric	Jun 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	86		55	↓	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	58		39.33	↓	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	547	< 100	489	↓	Peak AS/400 Response Time Occurred At 23:00:00 on 2004-06-19	8.44	< 0.5	18.13	↑
Customer Care IRs/Work Orders Completed	551	> 100	479	↑	# 15 min intervals > 60% CPU Util	174	< 268	175.25	↑
Customer Care IRs/Work Orders Outstanding	546	< 320	505	↓	CPU Utilization %	26.82%		23.29%	↓
Total Number of Service Calls	3,493		3,926	↑	DASD Utilization %	68.87%	< 70%	74.58%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	8.75%	N/A
Average Handle Time	5:00	< 5:00	5:14	↑	Peak Network Util% (Hershey)	N/A	< 99%	105.25%	N/A
Speed of Answer	82	< 20	97.25	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	6.97%	N/A
Percent Abandoned After 30 Seconds	17.6%	< 5%	20.05%	↑	Peak Network Util% (Haddon Ht)	N/A	< 99%	96.40%	N/A
Service Calls Created	3,997		3,909.75	↓					
Service Calls Completed	4,146		3,961	↑					
Service Calls Outstanding	867		955.25	↑					
Service Calls Created (Alton)	861	< 900	879.25	↑					
Service Calls Completed (Alton)	873	> 800	889.5	↓					
Service Calls Outstanding (Alton)	163	< 400	170.75	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
JULY 2004

Last Updated - 10/1/04 4:59 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Jul 2004	Goal	4 Month Avg	Trend	Metric	Jul 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	91.58% 1,785	> 90%	90.72% 1,555.25	↑	Total # of Calls	415,693		363,496.75	↓
Survey Information % IN	96.84% 80.43%	> 90%	96.99% N/A	↓	Avg Handle Time	5:21	< 5:00	5:37	↑
% Taken of IN	16.01%		N/A	N/A	% First Call Effectiveness	93.91%		93.82%	↓
Avg % Ans within 30 sec	71.65%	> 80%	83.90%	↓	% Contacts Closed >= 3 days	96.39%		96.15%	↓
Avg % Abandon after 30 sec	3.4%	< 5.5%	1.79%	↓	Avg # Past Due S/Os	1,291	< 400	1,111.5	↓
Avg Speed of Answer (sec)	39.50	< 30	21.47	↓	Avg # Open U/Cs Call Center	254 82	< 200	214.25 85.5	↓ ↑
Max Queue Time in IVR	50:24	<	28:22	↓	Field	31		25.75	↓
% IVR Self-Serv Calls Offered	17.5%	> 15%	17.49%	↑	% of Bill Exceptions	5.59%	< 2%	4.30%	↓
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	1.26%	0%	0.99%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$248,124.09) 2,720		(\$96,566.60) 2,927	↓ ↑
# Payments in Suspense Customer Disputes	N/A 55		N/A 35.75	N/A ↓	Avg Daily Revenue	\$264,830.99		\$260,790.41	↑
# Of Accounts on Hold	10,896		36,065.5	↑	Billed Revenue	\$5,826,281.73		\$5,737,388.92	↑
PUC Complaints	2		4.5	↑	Avg Daily A/R Days Outstanding	\$3,945,471.75 20.8		\$4,058,381.08 21.7	↑ ↑
					Metric	Jul 2004	Budget	Q2 2004	Trend
					Charged Off % of Rev	\$127,023.04 2.18%		\$217,896.98 1.28%	↑ ↓

Business Support					Application/Technical				
Metric	Jul 2004	Goal	4 Month Avg	Trend	Metric	Jul 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	43		62.75	↑	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	36		44	↑	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	477	< 100	520.25	↑	Peak AS/400 Response Time Occurred At 06:30:00 on 2004-07-25	4.47	< 0.5	18.13	↑
Customer Care IRs/Work Orders Completed	476	> 100	504.25	↓	# 15 min intervals > 60% CPU Util	192	< 268	190.5	↓
Customer Care IRs/Work Orders Outstanding	550	< 320	530.5	↓	CPU Utilization %	24.98%		24.76%	↓
Total Number of Service Calls	5,062		4,013.5	↓	DASD Utilization %	70.81%	< 70%	72.7%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	0%	N/A
Average Handle Time	5:00	< 5:00	5:19	↑	Peak Network Util% (Hershey)	N/A	< 99%	0%	N/A
Speed of Answer	195	< 20	95.75	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	0%	N/A
Percent Abandoned After 30 Seconds	24.7%	< 5%	19.15%	↓	Peak Network Util% (Haddon HI)	N/A	< 99%	0%	N/A
Service Calls Created	3,777		4,029.5	↑					
Service Calls Completed	3,880		4,118.5	↓					
Service Calls Outstanding	860		950.25	↑					
Service Calls Created (Alton)	786	< 900	894	↑					
Service Calls Completed (Alton)	797	> 800	907.75	↓					
Service Calls Outstanding (Alton)	164	< 400	170	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
AUGUST 2004

Last Updated - 11/1/04 5:05 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Aug 2004	Goal	4 Month Avg	Trend	Metric	Aug 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	91.44% 1,905	> 90%	91.38% 1,729.75	↑ ↑	Total # of Calls	383,040		370,904.5	↓
Survey Information % IN	97.1% 83.35%	> 90%	96.92% 80.43%	↑ ↑	Avg Handle Time	5:22	< 5:00	5:30	↑
% Taken of IN	14.35%		16.01%	↓	% First Call Effectiveness	93.71%		93.93%	↑
Avg % Ans within 30 sec	86.35%	> 80%	81.36%	↑	% Contacts Closed >= 3 days	94.94%		96.39%	↑
Avg % Abandon after 30 sec	1.37%	< 5.5%	2.16%	↑	Avg # Past Due S/Os	944	< 400	1,186.5	↑
Avg Speed of Answer (sec)	16.91	< 30	25.36	↑	Avg # Open U/Cs Call Center	257 52	< 200	226.25 81.75	↓ ↑
Max Queue Time in IVR	34:55	<	34:07	↓	Field	42		30	↓
% IVR Self-Serv Calls Offered	18.76%	> 15%	17.26%	↑	% of Bill Exceptions	5.92%	< 2%	4.6%	↓
% Correspondence Response < 3 days	100%	100%	100%	↔	% Est. Readings	0.87%	0%	1.12%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$82,977.06) 1,414		(\$127,779.48) 2,172.25	↑ ↑
# Payments in Suspense Customer Disputes	N/A 70		N/A 41.25	N/A ↓	Avg Daily Revenue	\$286,552.82		\$263,262.57	↑
# Of Accounts on Hold	11,333		35,687	↑	Billed Revenue	\$6,304,162.00		\$5,725,960.82	↑
PUC Complaints	2		3.25	↑	Avg Daily A/R Days Outstanding	\$4,181,089.47 20.4		\$4,057,194.00 21.5	↓ ↑
					Metric	Aug 2004	Budget	Q2 2004	Trend
					Charged Off % of Rev	\$36,904.60 0.59%		\$217,896.98 1.28%	↑ ↑

Business Support					Application/Technical				
Metric	Aug 2004	Goal	4 Month Avg	Trend	Metric	Aug 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	46		66.25	↑	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	32		47.5	↑	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	482	< 100	494.5	↑	Peak AS/400 Response Time Occurred At 01:00:00 on 2004-08-22	2.81	< 0.5	8.44	↑
Customer Care IRs/Work Orders Completed	532	> 100	489.5	↑	# 15 min intervals > 60% CPU Util	244	< 268	196.75	↓
Customer Care IRs/Work Orders Outstanding	512	< 320	544.5	↑	CPU Utilization %	27.03%		24.51%	↓
Total Number of Service Calls	4,050		4,380.25	↑	DASD Utilization %	72.07%	< 70%	71.04%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	5:11	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	96	< 20	120.5	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	11.6%	< 5%	20.1%	↑	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,082		3,913.5	↓					
Service Calls Completed	4,109		4,019.5	↑					
Service Calls Outstanding	929		932.75	↑					
Service Calls Created (Alton)	828	< 900	834	↑					
Service Calls Completed (Alton)	869	> 800	840.5	↑					
Service Calls Outstanding (Alton)	142	< 400	173.5	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
SEPTEMBER 2004

Last Updated - 11/30/04 4:46 AM

Update

Customer Service					Operations Management				
Metric	Sep 2004	Goal	4 Month Avg	Trend	Metric	Sep 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	91.78% 1,501	> 90%	91.76% 1,795	↑ ↓	Total # of Calls	354,884		377,354	↑
Survey Information % IN	97.23%	> 90%	97.05%	↑	Avg Handle Time	5:16	< 5:00	5:24	↑
% Taken of IN	73.53% 22.4%		81.73% 15.27%	↑ ↓	% First Call Effectiveness	93.38%		93.89%	↑
Avg % Ans within 30 sec	84.59%	> 80%	81.88%	↑	% Contacts Closed >= 3 days	96.28%		96.19%	↓
Avg % Abandon after 30 sec	1.69%	< 5.5%	2.05%	↑	Avg # Past Due S/Os	1,010	< 400	1,094	↑
Avg Speed of Answer (sec)	21.5	< 30	24.07	↑	Avg # Open U/Cs Call Center Field	288 80 46	< 200	241.5 71.25 35.5	↓ ↓ ↓
Max Queue Time in IVR	83:04	<	31:50	↓	% of Bill Exceptions	4.97%	< 2%	5.18%	↑
% IVR Self-Serv Calls Offered	18.47%	> 15%	17.68%	↑	% Est. Readings	1%	0%	1.07%	↑
% Correspondence Response < 3 days	93.67%	100%	100%	↓	Rev Adjustments # of Adjustments	(\$94,582.98) 1,559		(\$122,008.23) 1,976.25	↑ ↑
Total Cust Imp S/O Past Due	0	0	0	↔	Avg Daily Revenue	\$267,064.63		\$272,227.48	↓
# Payments in Suspense Customer Disputes	N/A 50		N/A 47.5	N/A ↓	Billed Revenue	\$5,875,421.92		\$5,920,947.58	↓
# Of Accounts on Hold	11,025		35,647.5	↑	Avg Daily A/R Days Outstanding	\$4,673,526.53 24.4		\$4,142,317.01 21.3	↓ ↓
PUC Complaints	4		2.75	↓					
					Metric	Sep 2004	Budget	Q2 2004	Trend
					Charged Off % of Rev	\$91,839.50 1.56%		\$217,896.98 1.28%	↑ ↓

Business Support					Application/Technical				
Metric	Sep 2004	Goal	4 Month Avg	Trend	Metric	Sep 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	64		57.25	↓	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	52		41.75	↓	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	376	< 100	483.5	↑	Peak AS/400 Response Time Occurred At 12:45:00 on 2004-09-26	44.13	< 0.5	8.44	↓
Customer Care IRs/Work Orders Completed	413	> 100	503	↓	# 15 min intervals > 60% CPU Util	199	< 268	200	↑
Customer Care IRs/Work Orders Outstanding	479	< 320	532.5	↑	CPU Utilization %	27.41%		25.07%	↓
Total Number of Service Calls	4,173		4,352.5	↑	DASD Utilization %	70.02%	< 70%	69.87%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	4:00	< 5:00	5:08	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	109	< 20	119.5	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	12.47%	< 5%	18.18%	↑	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	3,207		3,851.25	↑					
Service Calls Completed	3,202		3,967.5	↓					
Service Calls Outstanding	1,011		901.25	↓					
Service Calls Created (Alton)	564	< 900	817.25	↑					
Service Calls Completed (Alton)	567	> 800	840.5	↓					
Service Calls Outstanding (Alton)	167	< 400	160.75	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
 OCTOBER 2004

Last Updated - 12/31/04 4:43 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Oct 2004	Goal	4 Month Avg	Trend	Metric	Oct 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	91.71% 2,054	> 90%	91.86% 1,696.25	↓ ↑	Total # of Calls	374,990		384,019.75	↑
Survey Information % IN	97.27%	> 90%	97.13%	↑	Avg Handle Time	5:19	< 5:00	5:20	↑
% Taken of IN	79.40% 18.1%		79.20% 17.46%	↑ ↑	% First Call Effectiveness	93.54%		93.85%	↑
Avg % Ans within 30 sec	82.85%	> 80%	81.01%	↑	% Contacts Closed >= 3 days	96.57%		96.11%	↓
Avg % Abandon after 30 sec	1.26%	< 5.5%	2.16%	↑	Avg # Past Due S/Os	1,114	< 401	1,041	↓
Avg Speed of Answer (sec)	17.32	< 30	25.45	↑	Avg # Open U/Cs Call Center	231 51	< 200	261.5 73	↑ ↑
Max Queue Time in IVR	29:49	<	29:57	↑	Field	30		39.5	↑
% IVR Self-Serv Calls Offered	20.12%	> 15%	18.04%	↑	% of Bill Exceptions	4.8%	< 2%	5.43%	↑
% Correspondence Response < 3 days	78.61%	100%	98.44%	↓	% Est. Readings	1.04%	0%	1.12%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$214,158.22) 1,625		(\$129,700.01) 1,820.75	↓ ↑
# Payments in Suspense Customer Disputes	N/A 55		N/A 53	N/A ↓	Avg Daily Revenue	\$276,900.40		\$274,754.58	↑
# Of Accounts on Hold	11,422		10,556.75	↓	Billed Revenue	\$5,814,908.50		\$6,044,600.66	↓
PUC Complaints	3		2.25	↓	Avg Daily A/R Days Outstanding	\$3,979,569.65 20.1		\$4,218,340.14 21.4	↑ ↑
					Metric	Oct 2004	Budget	Q3 2004	Trend
					Charged Off % of Rev	\$57,277.86 0.99%		\$255,767.14 1.42%	↑ ↑

Business Support					Application/Technical				
Metric	Oct 2004	Goal	4 Month Avg	Trend	Metric	Oct 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	107		59.75	↓	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	58		44.5	↓	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	482	< 100	470.5	↓	Peak AS/400 Response Time Occurred At 08:00:00 on 2004-10-17	4.89	< 0.5	44.13	↑
Customer Care IRs/Work Orders Completed	590	> 100	493	↑	# 15 min intervals > 60% CPU Util	263	< 268	202.25	↓
Customer Care IRs/Work Orders Outstanding	422	< 320	521.75	↑	CPU Utilization %	25.67%		26.53%	↑
Total Number of Service Calls	5,485		4,194.5	↓	DASD Utilization %	70.15%	< 70%	70.48%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	4:00	< 5:00	4:54	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	157	< 20	120.5	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	17.6%	< 5%	16.59%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,043		3,765.75	↓					
Service Calls Completed	4,115		3,834.25	↑					
Service Calls Outstanding	1,030		916.75	↓					
Service Calls Created (Alton)	709	< 900	759.75	↑					
Service Calls Completed (Alton)	708	> 800	776.5	↓					
Service Calls Outstanding (Alton)	173	< 400	159	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
NOVEMBER 2004

Last Updated - 2/1/05 4:56 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Nov 2004	Goal	4 Month Avg	Trend	Metric	Nov 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	91.9% 900	> 90%	91.63% 1,811.25	↑ ↓	Total # of Calls	360,112		382,151.75	↑
Survey Information % IN	96.10%	> 90%	97.10%	↓	Avg Handle Time	5:18	< 5:00	5:20	↑
% Taken of IN	74.36% 18.04%		79.26% 17.64%	↓ ↑	% First Call Effectiveness	94.09%		93.65%	↓
Avg % Ans within 30 sec	83.01%	> 80%	81.13%	↑	% Contacts Closed >= 3 days	96.68%		96.03%	↓
Avg % Abandon after 30 sec	1.43%	< 5.5%	1.98%	↑	Avg # Past Due S/Os	1,714	< 400	1,089.75	↓
Avg Speed of Answer (sec)	19.18	< 30	24.15	↑	Avg # Open U/Cs Call Center	255 39	< 200	257.5 66.25	↑ ↑
Max Queue Time in IVR	25:47	<	29:40	↑	Field	26		37.25	↑
% IVR Self-Serv Calls Offered	20.41%	> 15%	18.68%	↑	% of Bill Exceptions	4.41%	< 2%	5.33%	↑
% Correspondence Response < 3 days	81.57%	100%	93.07%	↓	% Est. Readings	1.1%	0%	1.04%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$17,158.47) 1,547		(\$159,960.59) 1,829.5	↑ ↑
# Payments in Suspense Customer Disputes	N/A 77		N/A 57.5	N/A ↓	Avg Daily Revenue	\$235,751.19		\$273,802.00	↓
# Of Accounts on Hold	16,498		11,169	↓	Billed Revenue	\$5,186,526.11		\$5,955,193.54	↓
PUC Complaints	6		2.75	↓	Avg Daily A/R Days Outstanding	\$3,506,647.99 20.8		\$4,194,914.35 21.4	↑ ↑
					Metric	Nov 2004	Budget	Q3 2004	Trend
					Charged Off % of Rev	\$51,561.14 0.99%		\$255,767.14 1.42%	↑ ↑

Business Support					Application/Technical				
Metric	Nov 2004	Goal	4 Month Avg	Trend	Metric	Nov 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		65	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		44.5	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	491	< 100	454.25	↓	Peak AS/400 Response Time Occurred At 05:15:00 on 2004-11-14	4.73	< 0.5	44.13	↑
Customer Care IRs/Work Orders Completed	481	> 100	502.75	↓	# 15 min intervals > 60% CPU Util	211	< 268	224.5	↑
Customer Care IRs/Work Orders Outstanding	440	< 320	490.75	↑	CPU Utilization %	23.5%		26.24%	↑
Total Number of Service Calls	4,123		4,692.5	↑	DASD Utilization %	70.44%	< 70%	70.77%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	4:44	↓	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	89	< 20	139.25	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	11.74%	< 5%	16.59%	↑	Peak Network Util% (Haddon HI)	N/A	< 99%	N/A	N/A
Service Calls Created	3,919		3,777.25	↓					
Service Calls Completed	3,950		3,826.5	↑					
Service Calls Outstanding	1,116		957.5	↓					
Service Calls Created (Alton)	899	< 900	721.75	↓					
Service Calls Completed (Alton)	854	> 800	735.25	↑					
Service Calls Outstanding (Alton)	239	< 400	161.5	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
DECEMBER 2004

Last Updated - 3/1/05 4:16 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant

Customer Service					Operations Management				
Metric	Dec 2004	Goal	4 Month Avg	Trend	Metric	Dec 2004	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	90.24% 396	> 90%	91.71% 1,590	↓ ↓	Total # of Calls	348,959		368,256.5	↑
Survey Information % IN	96.7%	> 90%	96.95%	↓	Avg Handle Time	5:13	< 5:00	5:19	↑
% Taken of IN	75.08% 19.28%		77.76% 18.21%	↑	% First Call Effectiveness	93.53%		93.68%	↑
Avg % Ans within 30 sec	84.93%	> 80%	84.22%	↑	% Contacts Closed >= 3 days	95.71%		96.09%	↑
Avg % Abandon after 30 sec	1.52%	< 5.5%	1.43%	↓	Avg # Past Due S/Os	978	< 402	1,195.5	↑
Avg Speed of Answer (sec)	16.42	< 30	18.68	↑	Avg # Open U/Cs Call Center	289 23	< 201	257.75 55.5	↓ ↑
Max Queue Time in IVR	28:59	<	23:31	↓	Field	26		36	↑
% IVR Self-Serv Calls Offered	20.39%	> 15%	19.44%	↑	% of Bill Exceptions	4.76%	< 2%	5.05%	↑
% Correspondence Response < 3 days	100%	100%	88.48%	↑	% Est. Readings	3.6%	0%	1%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	Rev Adjustments # of Adjustments	(\$41,141.95) 1,913		(\$102,219.18) 1,536.25	↑ ↓
# Payments in Suspense Customer Disputes	N/A N/A		N/A 63	N/A N/A	Avg Daily Revenue	\$283,230.35		\$266,448.49	↑
# Of Accounts on Hold	622		12,569.5	↑	Billed Revenue	\$6,514,298.15		\$5,795,254.63	↑
PUC Complaints	5		3.75	↓	Avg Daily A/R Days Outstanding	\$4,696,993.64 23.2		\$4,085,208.41 21.4	↓ ↓
					Metric	Dec 2004	Budget	Q3 2004	Trend
					Charged Off % of Rev	\$59,927.64 0.92%		\$255,767.14 1.42%	↑ ↑

Business Support					Application/Technical				
Metric	Dec 2004	Goal	4 Month Avg	Trend	Metric	Dec 2004	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	16		72.33	↑	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	11		47.33	↑	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	421	< 100	457.75	↑	Peak AS/400 Response Time Occurred At 21:15:00 on 2004-12-28	3.61	< 0.5	44 13	↑
Customer Care IRs/Work Orders Completed	489	> 100	504	↓	# 15 min Intervals > 60% CPU Util	149	< 268	229.25	↑
Customer Care IRs/Work Orders Outstanding	368	< 320	463.25	↑	CPU Utilization %	22.32%		25.9%	↑
Total Number of Service Calls	4,609		4,457.75	↓	DASD Utilization %	70.17%	< 70%	70.68%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	4:00	< 5:00	4:39	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	126	< 20	112.75	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	24.03%	< 5%	13.35%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,156		3,812.75	↓					
Service Calls Completed	4,305		3,844	↑					
Service Calls Outstanding	1,071		1,021.5	↓					
Service Calls Created (Alton)	735	< 900	750	↑					
Service Calls Completed (Alton)	805	> 800	749.5	↑					
Service Calls Outstanding (Alton)	184	< 400	180.25	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
JANUARY 2005

Last Updated - 4/1/05 4:54 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant **Scorecard Calculations**

Customer Service					Operations Management				
Metric	Jan 2005	Goal	4 Month Avg	Trend	Metric	Jan 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	89.6% 655	> 90%	91.43% 1,212.75	↓ ↓	Total # of Calls	375,682		359,736.25	↓
Survey Information % IN	92.37%	> 90%	96.86%	↓	Avg Handle Time	5:14	< 5:00	5:16	↑
% Taken of IN	63.10%		75.86%	↓	% First Call Effectiveness	93.48%		93.64%	↑
	36.66%		19.38%	↑	% Contacts Closed >= 3 days	95.30%		96.36%	↑
Avg % Ans within 30 sec	76.85%	> 80%	83.82%	↓	Avg # Past Due S/Os	1,439	< 406	1,204	↓
Avg % Abandon after 30 sec	2.52%	< 5.5%	1.47%	↓	Avg # Open U/Cs Call Center	368	< 203	265.75	↓
Avg Speed of Answer (sec)	28.04	< 30	18.62	↓	Field	39		48.25	↑
Max Queue Time in IVR	102:59	<	26:12	↓		0		32	↑
% IVR Self-Serv Calls Offered	21.28%	> 15%	19.85%	↑	% of Bill Exceptions	4.38%	< 2%	4.74%	↑
% Correspondence Response < 3 days	N/A	100%	85.2%	N/A	% Unscheduled Est. Readings	1.02%	0%	1.73%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	N/A		N/A	N/A
# Payments in Suspense Customer Disputes	N/A N/A		N/A 60.67	N/A N/A	Rev Adjustments # of Adjustments	(\$74,398.27) 3,280		(\$91,760.40) 1,661	↑ ↓
# Of Accounts on Hold	10,941		9,891.75	↓	AW Avg Daily Revenue	N/A		N/A	N/A
PUC Complaints	3		4.5	↑	AW Billed Revenue	N/A		N/A	N/A
					AW Avg Daily A/R Days Outstanding	N/A N/A		N/A N/A	N/A N/A
					O&M Avg Daily Revenue	N/A		N/A	N/A
					O&M Billed Revenue	N/A		N/A	N/A
					O&M Avg Daily A/R Days Outstanding	N/A N/A		N/A N/A	N/A N/A
					Metric	Jan 2005	Budget	Q4 2004	Trend
					AW Charged Off % of Rev	N/A N/A		N/A N/A	N/A N/A
					O&M Charged Off % of Rev	N/A N/A		N/A N/A	N/A N/A

Business Support					Application/Technical				
Metric	Jan 2005	Goal	4 Month Avg	Trend	Metric	Jan 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		62.33	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		40.33	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	510	< 100	442.5	↓	Peak AS/400 Response Time Occurred At 22:00:00 on 2005-01-09	26.05	< 0.5	44.13	↑
Customer Care IRs/Work Orders Completed	554	> 100	493.25	↑	# 15 min intervals > 60% CPU Util	214	< 268	205.5	↓
Customer Care IRs/Work Orders Outstanding	346	< 320	427.25	↑	CPU Utilization %	22.44%		24.68%	↑
Total Number of Service Calls	5,691		4,597.5	↓	DASD Utilization %	71.86%	< 70%	70.2%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	4:34	↓	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	90	< 20	120.25	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	43.41%	< 5%	16.46%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,707		3,831.25	↓					
Service Calls Completed	4,710		3,893	↑					
Service Calls Outstanding	1,167		1,057	↓					
Service Calls Created (Alton)	802	< 900	726.75	↓					
Service Calls Completed (Alton)	821	> 800	733.5	↑					
Service Calls Outstanding (Alton)	180	< 400	190.75	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
 FEBRUARY 2005

Last Updated - 5/2/05 4:45 AM
Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant Scorecard Calculations

Customer Service					Operations Management				
Metric	Feb 2005	Goal	4 Month Avg	Trend	Metric	Feb 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	90.78% 225	> 90%	90.84% 1,001.25	↓ ↓	Total # of Calls	350,218		364,935.75	↑
Survey Information % IN	97.1% 73.98%	> 90%	95.65% 73.26%	↑ ↑	Avg Handle Time	5:15	< 5:00	5:16	↑
% Taken of IN	20.04%		22.94%	↓	% First Call Effectiveness	89.18%		93.74%	↑
Avg % Ans within 30 sec	72.05%	> 80%	81.89%	↓	% Contacts Closed >= 3 days	89.97%		96.28%	↑
Avg % Abandon after 30 sec	2.22%	< 5.5%	1.68%	↓	Avg # Past Due S/Os	1,726	< 406	1,311.25	↓
Avg Speed of Answer (sec)	28.69	< 30	20.25	↓	Avg # Open U/Cs Call Center	415 143	< 203	285.75 38	↓ ↓
Max Queue Time in IVR	23:48	<	46:54	↑	Field	0		20.5	↑
% IVR Self-Serv Calls Offered	24.35%	> 15%	20.56%	↑	% of Bill Exceptions	3.89%	< 2%	4.59%	↑
% Correspondence Response < 3 days	N/A	100%	81.29%	N/A	% Unscheduled Est. Readings	0.89%	0%	1.72%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	N/A		N/A	N/A
# Payments in Suspense Customer Disputes	N/A N/A		N/A 66	N/A N/A	Rev Adjustments # of Adjustments	(\$92,341.94) 3,257		(\$86,714.23) 2,091.25	↓ ↓
# Of Accounts on Hold	11,472		9,870.75	↓	AW Avg Daily Revenue	N/A		N/A	N/A
PUC Complaints	1		4.25	↑	AW Billed Revenue	N/A		N/A	N/A
					AW Avg Daily A/R Days Outstanding	N/A N/A		N/A N/A	N/A N/A
					O&M Avg Daily Revenue	N/A		N/A	N/A
					O&M Billed Revenue	N/A		N/A	N/A
					O&M Avg Daily A/R Days Outstanding	N/A N/A		N/A N/A	N/A N/A
					Metric	Feb 2005	Budget	Q4 2004	Trend
					AW Charged Off % of Rev	N/A N/A		N/A N/A	N/A N/A
					O&M Charged Off % of Rev	N/A N/A		N/A N/A	N/A N/A

Business Support					Application/Technical				
Metric	Feb 2005	Goal	4 Month Avg	Trend	Metric	Feb 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		61.5	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		34.5	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	454	< 100	476	↑	Peak AS/400 Response Time Occurred At 22:30:00 on 2005-02-19	3.87	< 0.5	26.05	↑
Customer Care IRs/Work Orders Completed	465	> 100	528.5	↓	# 15 min intervals > 60% CPU Util	313	< 268	209.25	↓
Customer Care IRs/Work Orders Outstanding	349	< 320	394	↑	CPU Utilization %	25.99%		23.48%	↓
Total Number of Service Calls	4,766		4,977	↑	DASD Utilization %	73.87%	< 70%	70.66%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	4:36	↓	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	81	< 20	115.5	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	38.52%	< 5%	24.2%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,104		4,206.25	↑					
Service Calls Completed	4,262		4,270	↓					
Service Calls Outstanding	1,101		1,096	↓					
Service Calls Created (Alton)	755	< 900	786.25	↑					
Service Calls Completed (Alton)	791	> 800	797	↓					
Service Calls Outstanding (Alton)	154	< 400	194	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
MARCH 2005

Last Updated - 6/1/05 4:12 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant **Scorecard Calculations**

Customer Service					Operations Management				
Metric	Mar 2005	Goal	4 Month Avg	Trend	Metric	Mar 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	89.28% 441	> 90%	90.56% 544	↓ ↓	Total # of Calls	388,105		358,742.75	↓
Survey Information % IN % Taken of IN	97.55% 84.32% 18.57%	> 90%	95.49% 71.40% 23.79%	↑ ↑ ↓	Avg Handle Time	5:13	< 5:00	5:15	↑
Avg % Ans within 30 sec	78.03%	> 80%	79.32%	↓	% First Call Effectiveness	92.2%		93.73%	↑
Avg % Abandon after 30 sec	1.98%	< 5.5%	1.92%	↓	% Contacts Closed >= 3 days	86.62%		94.93%	↑
Avg Speed of Answer (sec)	25.02	< 30	23.02	↓	Avg # Past Due S/Os	1,931	< 407	1,464.25	↓
Max Queue Time in IVR	18:24	<	45:23	↑	Avg # Open U/Cs Call Center Field	360 64 0	< 203	331.75 61 13	↓ ↓ ↑
% IVR Self-Serv Calls Offered	21.16%	> 15%	21.6%	↓	% of Bill Exceptions	6%	< 2%	4.36%	↓
% Correspondence Response < 3 days	N/A	100%	83.74%	N/A	% Unscheduled Est. Readings	0.94%	0%	1.68%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		N/A	N/A
# Payments in Suspense Customer Disputes	112 102		N/A 77	N/A ↓	Rev Adjustments # of Adjustments	(\$4,527.44) 4,374		(\$56,260.16) 2,499.25	↑ ↓
# Of Accounts on Hold	12,681		9,883.25	↓	AW Avg Daily Revenue	\$116,598.63		N/A	N/A
PUC Complaints	5		3.75	↓	AW Billed Revenue	\$2,098,775.27		N/A	N/A
					AW Avg Daily A/R Days Outstanding	\$2,055,725.99 24.6		N/A N/A	N/A N/A
					O&M Avg Daily Revenue	\$74,153.62		N/A	N/A
					O&M Billed Revenue	\$1,334,765.18		N/A	N/A
					O&M Avg Daily A/R Days Outstanding	\$1,302,414.24 24.5		N/A N/A	N/A N/A
					Metric	Mar 2005	Budget	Q4 2004	Trend
					AW Charged Off % of Rev	\$42,755.23 2.04%		N/A N/A	N/A N/A
					O&M Charged Off % of Rev	\$27,470.73 2.06%		N/A N/A	N/A N/A

Business Support					Application/Technical				
Metric	Mar 2005	Goal	4 Month Avg	Trend	Metric	Mar 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	56		16	↓	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	62		11	↓	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	529	< 100	469	↓	Peak AS/400 Response Time Occurred At 13:45:00 on 2005-03-22	4.18	< 0.5	26.05	↑
Customer Care IRs/Work Orders Completed	581	> 100	497.25	↑	# 15 min intervals > 60% CPU Util	454	< 268	221.75	↓
Customer Care IRs/Work Orders Outstanding	356	< 320	375.75	↑	CPU Utilization %	27.49%		23.5%	↓
Total Number of Service Calls	4,661		4,797.25	↑	DASD Utilization %	75.16%	< 70%	71.55%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	4:44	↓	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	110	< 20	96.5	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	32.42%	< 5%	29.42%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,951		4,221.5	↓					
Service Calls Completed	5,019		4,306.75	↑					
Service Calls Outstanding	1,145		1,113.75	↓					
Service Calls Created (Alton)	818	< 900	797.75	↓					
Service Calls Completed (Alton)	828	> 800	817.75	↑					
Service Calls Outstanding (Alton)	171	< 400	189.25	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
APRIL 2005

Last Updated - 7/1/05 4:13 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant Scorecard Calculations

Customer Service					Operations Management				
Metric	Apr 2005	Goal	4 Month Avg	Trend	Metric	Apr 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	87.56% 422	> 90%	89.90% 429.25	↓ ↓	Total # of Calls	397,482		365,741	↓
Survey Information % IN % Taken of IN	96.08% 76.2% 21.07%	> 90%	95.88% 74.06% 23.93%	↑ ↑ ↓	Avg Handle Time	5:16	< 5:00	5:14	↓
Avg % Ans within 30 sec	53.7%	> 80%	78.02%	↓	% First Call Effectiveness	96.23%		93.22%	↓
Avg % Abandon after 30 sec	5.71%	< 5.5%	2.06%	↓	% Contacts Closed >= 3 days	88.3%		92.01%	↑
Avg Speed of Answer (sec)	65.87	< 30	24.55	↓	Avg # Past Due S/Os	1,468	< 408	1,518.5	↑
Max Queue Time in IVR	56:20	<	43:32	↓	Avg # Open U/Cs Call Center Field	353 76 0	< 204	358 67.25 6.5	↑ ↓ ↑
% IVR Self-Serv Calls Offered	19.54%	> 15%	21.77%	↓	% of Bill Exceptions	3.34%	< 2%	4.76%	↑
% Correspondence Response < 3 days	N/A	100%	100%	N/A	% Unscheduled Est. Readings	1.06%	0%	1.63%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔
# Payments in Suspend Customer Disputes	128 65		112 102	↓ ↑	Rev Adjustments # of Adjustments	(\$639,959.52) 1,228,575		(\$53,102.40) 3,206	↓ ↓
# Of Accounts on Hold	11,350		8,929	↓	AW Avg Daily Revenue	\$144,990.40		\$116,598.63	↑
PUC Complaints	7		3.5	↓	AW Billed Revenue	\$3,044,798.44		\$2,098,775.27	↑
					AW Avg Daily A/R Days Outstanding	\$1,952,388.86 18.8		\$2,055,725.99 24.6	↑ ↑
					O&M Avg Daily Revenue	\$113,300.10		\$74,153.62	↑
					O&M Billed Revenue	\$2,379,302.17		\$1,334,765.18	↑
					O&M Avg Daily A/R Days Outstanding	\$1,517,292.51 18.7		\$1,302,414.24 24.5	↓ ↑
					Metric	Apr 2005	Budget	Q1 2005	Trend
					AW Charged Off % of Rev	\$33,098.99 1.09%		\$42,755.23 2.04%	↑ ↑
					O&M Charged Off % of Rev	\$25,482.68 1.07%		\$27,470.73 2.06%	↑ ↑

Business Support					Application/Technical				
Metric	Apr 2005	Goal	4 Month Avg	Trend	Metric	Apr 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	82		36	↓	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	60		36.5	↓	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	470	< 100	478.5	↑	Peak AS/400 Response Time Occurred At 16:30:00 on 2005-04-25	3.65	< 0.5	26.05	↑
Customer Care IRs/Work Orders Completed	497	> 100	522.25	↓	# 15 min intervals > 60% CPU Util	494	< 268	282.5	↓
Customer Care IRs/Work Orders Outstanding	359	< 320	354.75	↓	CPU Utilization %	28.01%		24.52%	↓
Total Number of Service Calls	5,876		4,931.75	↓	DASD Utilization %	76.88%	< 70%	72.74%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	4:50	↓	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	154	< 20	101.75	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	20.05%	< 5%	34.6%	↑	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,766		4,479.5	↓					
Service Calls Completed	5,072		4,574	↑					
Service Calls Outstanding	936		1,121	↑					
Service Calls Created (Alton)	782	< 900	777.5	↓					
Service Calls Completed (Alton)	800	> 800	811.25	↓					
Service Calls Outstanding (Alton)	155	< 400	172.25	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
MAY 2005

Last Updated - 8/1/05 4:55 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant <u>Scorecard Calculations</u>									
Customer Service					Operations Management				
Metric	May 2005	Goal	4 Month Avg	Trend	Metric	May 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	86.09% 444	> 90%	89.13% 435.75	↓ ↑	Total # of Calls	413,636		377,871.75	↓
Survey Information % IN % Taken of IN	97.23% 74.1% 19.48%	> 90%	95.79% 74.51% 23.91%	↑ ↓ ↓	Avg Handle Time	5:18	< 5:00	5:14	↓
Avg % Ans within 30 sec	78.69%	> 80%	70.08%	↑	% First Call Effectiveness	94.55%		93.28%	↓
Avg % Abandon after 30 sec	2.21%	< 5.5%	3.17%	↑	% Contacts Closed >= 3 days	92.59%		89.70%	↓
Avg Speed of Answer (sec)	27.22	< 30	37.17	↑	Avg # Past Due S/Os	2,011	< 409	1,641	↓
Max Queue Time in IVR	68:41	<	44:51	↓	Avg # Open U/Cs Call Center Field	369 45 0	< 204	374 80.5 0	↑ ↑ ↔
% IVR Self-Serv Calls Offered	21.58%	> 15%	21.50%	↑	% of Bill Exceptions	3.73%	< 2%	4.38%	↑
% Correspondence Response < 3 days	N/A	100%	N/A	N/A	% Unscheduled Est. Readings	1.14%	0%	0.98%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔
# Payments In Suspense Customer Disputes	180 37		120 83.5	↓ ↑	Rev Adjustments # of Adjustments	(\$25,252.20) 144,005		(\$202,806.79) 309,871.5	↑ ↑
# Of Accounts on Hold	9,978		11,611	↑	AW Avg Daily Revenue	\$166,700.50		\$131,886.51	↑
PUC Complaints	0		4	↑	AW Billed Revenue	\$3,667,410.94		\$2,571,786.86	↑
					AW Avg Daily A/R Days Outstanding	\$2,305,976.16 19.3		\$2,004,057.42 21.2	↓ ↑
					O&M Avg Daily Revenue	\$100,452.12		\$95,232.50	↑
					O&M Billed Revenue	\$2,209,946.64		\$1,857,033.68	↑
					O&M Avg Daily A/R Days Outstanding	\$1,461,111.87 20.3		\$1,409,853.38 20.7	↓ ↑
Metric	May 2005	Budget	Q1 2005	Trend					
AW Charged Off % of Rev	\$25,463.93 0.69%		\$42,755.23 2.04%	↑ ↑					
O&M Charged Off % of Rev	\$18,088.07 0.82%		\$27,470.73 2.06%	↑ ↑					

Business Support					Application/Technical				
Metric	May 2005	Goal	4 Month Avg	Trend	Metric	May 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	16		69	↑	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	16		61	↑	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	416	< 100	490.75	↑	Peak AS/400 Response Time Occurred At 10:30:00 on 2005-05-06	6.72	< 0.5	26.05	↑
Customer Care IRs/Work Orders Completed	496	> 100	524.25	↓	# 15 min intervals > 60% CPU Util	516	< 268	368.75	↓
Customer Care IRs/Work Orders Outstanding	342	< 320	352.5	↑	CPU Utilization %	27.73%		25.96%	↓
Total Number of Service Calls	4,025		5,248.5	↑	DASD Utilization %	78.45%	< 70%	74.44%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	4:00	< 5:00	4:53	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	107	< 20	108.75	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	10.37%	< 5%	33.6%	↑	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,406		4,632	↑					
Service Calls Completed	4,570		4,765.75	↓					
Service Calls Outstanding	868		1,087.25	↑					
Service Calls Created (Alton)	699	< 900	789.25	↑					
Service Calls Completed (Alton)	719	> 800	810	↓					
Service Calls Outstanding (Alton)	152	< 400	165	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
 JUNE 2005

Last Updated - 9/1/05 4:59 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant Scorecard Calculations

Customer Service					Operations Management				
Metric	Jun 2005	Goal	4 Month Avg	Trend	Metric	Jun 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	87.14% 344	> 90%	88.23% 383	↓ ↓	Total # of Calls	453,225		387,360.25	↓
Survey Information % IN % Taken of IN	97.18% 76.12% 17.2%	> 90%	96.94% 77.09% 19.87%	↑ ↓ ↓	Avg Handle Time	5:27	< 5:00	5:15	↓
Avg % Ans within 30 sec	78%	> 80%	70.76%	↑	% First Call Effectiveness	94.08%		93.55%	↓
Avg % Abandon after 30 sec	2.40%	< 5.5%	3.07%	↑	% Contacts Closed >= 3 days	92.77%		89.17%	↓
Avg Speed of Answer (sec)	29.15	< 30	36.70	↑	Avg # Past Due S/Os	1,019	< 410	1,784	↑
Max Queue Time in IVR	85:25	<	36:17	↓	Avg # Open U/Cs Call Center Field	437 82 0	< 205	374.25 82 0	↓ ↔ ↔
% IVR Self-Serv Calls Offered	20.13%	> 15%	21.58%	↓	% of Bill Exceptions	5.08%	< 2%	4.22%	↓
% Correspondence Response < 3 days	N/A	100%	N/A	N/A	% Unscheduled Est. Readings	1.29%	0%	1.01%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔
# Payments in Suspense Customer Disputes	156 40		140 68	↓ ↑	Rev Adjustments # of Adjustments	\$59,148.14 5,221		(\$190,520.28) 345,052.75	↑ ↑
# Of Accounts on Hold	11,366		11,370.25	↑	AW Avg Daily Revenue	\$193,297.75		\$144,442.37	↑
PUC Complaints	3		3.25	↑	AW Billed Revenue	\$4,252,550.52		\$2,936,994.88	↑
					AW Avg Daily A/R Days Outstanding	\$2,428,831.70 17.5		\$2,104,697.00 20.3	↓ ↑
					O&M Avg Daily Revenue	\$106,477.53		\$97,114.98	↑
					O&M Billed Revenue	\$2,342,505.75		\$1,974,671.33	↑
					O&M Avg Daily A/R Days Outstanding	\$1,403,147.78 18.4		\$1,426,939.54 20.5	↑ ↑
					Metric	Jun 2005	Budget	Q1 2005	Trend
					AW Charged Off % of Rev	\$32,590.97 0.77%		\$42,755.23 2.04%	↑ ↑
					O&M Charged Off % of Rev	\$22,256.30 0.95%		\$27,470.73 2.06%	↑ ↑

Business Support					Application/Technical				
Metric	Jun 2005	Goal	4 Month Avg	Trend	Metric	Jun 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	53		51.33	↓	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	38		46	↑	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	492	< 100	467.25	↓	Peak AS/400 Response Time Occurred At 05:00:00 on 2005-06-06	5.34	< 0.5	6.72	↑
Customer Care IRs/Work Orders Completed	553	> 100	509.75	↑	# 15 min intervals > 60% CPU Util	527	< 268	444.25	↓
Customer Care IRs/Work Orders Outstanding	334	< 320	351.5	↑	CPU Utilization %	29.08%		27.33%	↓
Total Number of Service Calls	4,297		4,832	↑	DASD Utilization %	80.39%	< 70%	76.14%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	4:00	< 5:00	4:51	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	145	< 20	113	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	19.25%	< 5%	25.34%	↑	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,652		4,556.75	↓					
Service Calls Completed	4,736		4,730.75	↑					
Service Calls Outstanding	934		1,012.5	↑					
Service Calls Created (Alton)	750	< 900	763.5	↑					
Service Calls Completed (Alton)	760	> 800	784.5	↓					
Service Calls Outstanding (Alton)	156	< 400	158	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
JULY 2005

Last Updated - 10/1/05 4:13 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant Scorecard Calculations

Customer Service					Operations Management				
Metric	Jul 2005	Goal	4 Month Avg	Trend	Metric	Jul 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	86.44% 564	> 90%	87.52% 412.75	↓ ↑	Total # of Calls	419,229		413,112	↓
Survey Information % IN % Taken of IN	N/A N/A N/A	> 90%	96.93% 77.79% 19.46%	N/A N/A N/A	Avg Handle Time	5:29	< 5:00	5:19	↓
Avg % Ans within 30 sec	76.66%	> 80%	72.52%	↑	% First Call Effectiveness	93.31%		94.24%	↑
Avg % Abandon after 30 sec	2.53%	< 5.5%	3.06%	↑	% Contacts Closed >= 3 days	92.71%		89.84%	↓
Avg Speed of Answer (sec)	40.66	< 30	36.24	↓	Avg # Past Due S/Os	1,685	< 411	1,607.25	↓
Max Queue Time in IVR	78:23	<	51:41	↓	Avg # Open U/Cs Call Center Field	486 95 0	< 206	379.75 66.75 0	↓ ↓ ↔
% IVR Self-Serv Calls Offered	18.94%	> 15%	20.59%	↓	% of Bill Exceptions	5.47%	< 2%	4.52%	↓
% Correspondence Response < 3 days	67.98%	100%	N/A	N/A	% Unscheduled Est. Readings	1.21%	0%	1.11%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔
# Payments in Suspense Customer Disputes	176 65		144 61	↓ ↓	Rev Adjustments # of Adjustments	\$142,686.85 5,230		(\$152,647.76) 345,543.75	↑ ↑
# Of Accounts on Hold	14,825		11,343.75	↓	AW Avg Daily Revenue	\$234,771.13		\$157,391.99	↑
PUC Complaints	5		3.75	↓	AW Billed Revenue	\$4,930,193.80		\$3,265,883.79	↑
					AW Avg Daily A/R Days Outstanding	\$3,340,459.27 19.9		\$2,185,730.68 19.4	↓ ↓
					O&M Avg Daily Revenue	\$126,163.24		\$99,596.62	↑
					O&M Billed Revenue	\$2,649,428.09		\$2,066,629.94	↑
					O&M Avg Daily A/R Days Outstanding	\$1,762,056.49 19.5		\$1,420,991.60 19.9	↓ ↑
					Metric	Jul 2005	Budget	Q2 2005	Trend
					AW Charged Off % of Rev	\$42,809.37 0.87%		\$91,153.89 0.83%	↑ ↓
					O&M Charged Off % of Rev	\$27,339.19 1.03%		\$65,827.05 0.95%	↑ ↓

Business Support					Application/Technical				
Metric	Jul 2005	Goal	4 Month Avg	Trend	Metric	Jul 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		51.75	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		44	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	412	< 100	476.75	↑	Peak AS/400 Response Time Occurred At 17:15:00 on 2005-07-25	13.81	< 0.5	6.72	↓
Customer Care IRs/Work Orders Completed	421	> 100	531.75	↓	# 15 min intervals > 60% CPU Util	642	< 268	497.75	↓
Customer Care IRs/Work Orders Outstanding	347	< 320	347.75	↑	CPU Utilization %	28.73%		28.07%	↓
Total Number of Service Calls	5,506		4,714.75	↓	DASD Utilization %	81.66%	< 70%	77.71%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	4:00	< 5:00	4:41	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	177	< 20	129	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	20.95%	< 5%	20.52%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,237		4,693.75	↑					
Service Calls Completed	4,428		4,849.25	↓					
Service Calls Outstanding	895		970.75	↑					
Service Calls Created (Alton)	746	< 900	762.25	↑					
Service Calls Completed (Alton)	763	> 800	776.75	↓					
Service Calls Outstanding (Alton)	162	< 400	158.5	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
AUGUST 2005

Last Updated - 11/1/05 4:14 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant **Scorecard Calculations**

Customer Service					Operations Management				
Metric	Aug 2005	Goal	4 Month Avg	Trend	Metric	Aug 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	87.48% 291	> 90%	86.83% 443.5	↑ ↓	Total # of Calls	434,410		420,893	↓
Survey Information % IN	N/A	> 90%	96.7% 75.42%	N/A N/A	Avg Handle Time	5:58	< 5:00	5:23	↓
% Taken of IN	N/A		19.79%	N/A	% First Call Effectiveness	94.26%		94.36%	↑
Avg % Ans within 30 sec	45.68%	> 80%	72.31%	↓	% Contacts Closed >= 3 days	94.03%		91.68%	↓
Avg % Abandon after 30 sec	3.2%	< 5.5%	3.17%	↓	Avg # Past Due S/Os	1,094	< 413	1,545.75	↑
Avg Speed of Answer (sec)	88.67	< 30	39.97	↓	Avg # Open U/Cs Call Center	472 53	< 206	411.25 74.5	↓ ↑
Max Queue Time in IVR	87:47	<	66:41	↓	Field	0		0	↔
% IVR Self-Serv Calls Offered	14.09%	> 15%	20.05%	↓	% of Bill Exceptions	6.64%	< 2%	4.39%	↓
% Correspondence Response < 3 days	53.77%	100%	67.98%	↓	% Unscheduled Est. Readings	1.08%	0%	1.18%	↑
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔
# Payments in Suspense Customer Disputes	131 60		160 51.75	↑ ↓	Rev Adjustments # of Adjustments	(\$40,799.83) 5,773		(\$115,844.18) 345,757.75	↑ ↑
# Of Accounts on Hold	16,644		11,879.75	↓	AW Avg Daily Revenue	\$206,121.80		\$184,825.04	↑
PUC Complaints	6		3.75	↓	AW Billed Revenue	\$4,740,801.31		\$3,973,738.42	↑
					AW Avg Daily A/R Days Outstanding	\$2,716,058.72 18.4		\$2,506,914.00 18.9	↓ ↑
					O&M Avg Daily Revenue	\$104,714.45		\$111,409.10	↓
					O&M Billed Revenue	\$2,408,432.45		\$2,395,295.66	↑
					O&M Avg Daily A/R Days Outstanding	\$1,420,070.96 18.9		\$1,535,902.16 19.3	↑ ↑
					Metric	Aug 2005	Budget	Q2 2005	Trend
					AW Charged Off % of Rev	\$42,577.68 0.9%		\$91,153.89 0.83%	↑ ↓
					O&M Charged Off % of Rev	\$28,251.81 1.17%		\$65,827.05 0.95%	↑ ↓

Business Support					Application/Technical				
Metric	Aug 2005	Goal	4 Month Avg	Trend	Metric	Aug 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		50.33	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		38	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	490	< 100	447.5	↓	Peak AS/400 Response Time Occurred At 23:15:00 on 2005-08-11	9.99	< 0.5	13.81	↑
Customer Care IRs/Work Orders Completed	528	> 100	491.75	↑	# 15 min intervals > 60% CPU Util	870	< 268	544.75	↓
Customer Care IRs/Work Orders Outstanding	344	< 320	345.5	↑	CPU Utilization %	36.32%		28.39%	↓
Total Number of Service Calls	4,911		4,926	↑	DASD Utilization %	82.05%	< 70%	79.36%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	4:29	↓	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	140	< 20	145.75	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	14.19%	< 5%	17.66%	↑	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	5,526		4,515.25	↓					
Service Calls Completed	5,633		4,701.5	↑					
Service Calls Outstanding	918		908.25	↓					
Service Calls Created (Alton)	959	< 900	744.25	↓					
Service Calls Completed (Alton)	979	> 800	760.5	↑					
Service Calls Outstanding (Alton)	147	< 400	156.25	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
SEPTEMBER 2005

Last Updated - 12/1/05 5:03 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant Scorecard Calculations

Customer Service					Operations Management				
Metric	Sep 2005	Goal	4 Month Avg	Trend	Metric	Sep 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	82.16% 216	> 90%	86.77% 410.75	↓ ↓	Total # of Calls	400,042		430,125	↑
Survey Information % IN	N/A	> 90%	97.21%	N/A	Avg Handle Time	5:55	< 5:00	5:33	↓
% Taken of IN	N/A		74.77%	N/A	% First Call Effectiveness	95.64%		93.97%	↓
Avg % Ans within 30 sec	55.87%	> 80%	69.22%	↓	% Contacts Closed >= 3 days	93.73%		93.08%	↓
Avg % Abandon after 30 sec	4.92%	< 5.5%	2.6%	↓	Avg # Past Due S/Os	2,517	< 414	1,452.25	↓
Avg Speed of Answer (sec)	69.19	< 30	47.37	↓	Avg # Open U/Cs Call Center	501 56	< 207	441 68.75	↓ ↑
Max Queue Time in IVR	49:04	<	80:04	↑	Field	0		0	↔
% IVR Self-Serv Calls Offered	3.95%	> 15%	18.67%	↓	% of Bill Exceptions	4.87%	< 2%	5.24%	↑
% Correspondence Response < 3 days	58.03%	100%	59.67%	↓	% Unscheduled Est. Readings	1.22%	0%	1.18%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔
# Payments in Suspense Customer Disputes	N/A N/A		160.75 50.5	N/A N/A	Rev Adjustments # of Adjustments	\$55,974.78 5,879		\$33,945.74 40,057.25	↑ ↑
# Of Accounts on Hold	21,594		13,203.25	↓	AW Avg Daily Revenue	\$230,176.89		\$199,897.23	↑
PUC Complaints	4		3.5	↓	AW Billed Revenue	\$5,063,891.50		\$4,397,739.14	↑
					AW Avg Daily A/R Days Outstanding	\$3,094,238.11 18.8		\$2,697,831.46 18.8	↓ ↔
					O&M Avg Daily Revenue	\$123,869.57		\$109,208.10	↑
					O&M Billed Revenue	\$2,725,130.59		\$2,402,578.23	↑
					O&M Avg Daily A/R Days Outstanding	\$1,606,911.96 18.1		\$1,511,596.78 19.3	↓ ↑
					Metric	Sep 2005	Budget	Q2 2005	Trend
					AW Charged Off % of Rev	\$37,996.87 0.75%		\$91,153.89 0.83%	↑ ↑
					O&M Charged Off % of Rev	\$23,016.65 0.84%		\$65,827.05 0.95%	↑ ↑

Business Support					Application/Technical				
Metric	Sep 2005	Goal	4 Month Avg	Trend	Metric	Sep 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		34.5	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		27	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	495	< 100	452.5	↓	Peak AS/400 Response Time Occurred At 02:45:00 on 2005-09-07	4.31	< 0.5	13.81	↑
Customer Care IRs/Work Orders Completed	555	> 100	499.5	↑	# 15 min intervals > 60% CPU Util	694	< 268	638.75	↓
Customer Care IRs/Work Orders Outstanding	319	< 320	341.75	↑	CPU Utilization %	32.62%		30.48%	↓
Total Number of Service Calls	4,582		4,684.75	↑	DASD Utilization %	83.75%	< 70%	80.64%	↓
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	4:26	↓	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	76	< 20	142.25	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	7.61%	< 5%	16.19%	↑	Peak Network Util% (Haddon HI)	N/A	< 99%	N/A	N/A
Service Calls Created	4,597		4,705.25	↑					
Service Calls Completed	4,789		4,841.75	↓					
Service Calls Outstanding	841		903.75	↑					
Service Calls Created (Alton)	751	< 900	788.5	↑					
Service Calls Completed (Alton)	759	> 800	805.25	↓					
Service Calls Outstanding (Alton)	149	< 400	154.25	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
OCTOBER 2005

Last Updated - 1/2/06 4:13 AM

[Update](#)

Legend: Goal Met/Goal Not Met					↑ Positive Trend	↓ Negative Trend	↔ Constant	Scorecard Calculations				
Customer Service					Operations Management							
Metric	Oct 2005	Goal	4 Month Avg	Trend	Metric	Oct 2005	Goal	4 Month Avg	Trend			
Quality Monitoring # of calls evaluated	82.14% 406	> 90%	85.84% 353.75	↓ ↑	Total # of Calls	403,177		426,726.5	↑			
Survey Information % IN % Taken of IN	N/A N/A N/A	> 90%	97.18% 76.12% 17.2%	N/A N/A N/A	Avg Handle Time	6:06	< 5:00	5:42	↓			
Avg % Ans within 30 sec	72.03%	> 80%	63.79%	↑	% First Call Effectiveness	92.60%		94.31%	↑			
Avg % Abandon after 30 sec	2.92%	< 5.5%	3.26%	↑	% Contacts Closed >= 3 days	95.57%		93.38%	↓			
Avg Speed of Answer (sec)	39.52	< 30	57.30	↑	Avg # Past Due S/Os	1,249	< 414	1,578.75	↑			
Max Queue Time in IVR	75:44	<	74:35	↓	Avg # Open U/Cs Call Center Field	692 194 0	< 207	474 71.5 0	↓ ↓ ↔			
% IVR Self-Serv Calls Offered	7.40%	> 15%	14.51%	↓	% of Bill Exceptions	4.54%	< 2%	5.53%	↑			
% Correspondence Response < 3 days	60.97%	100%	59.08%	↑	% Unscheduled Est. Readings	1.54%	0%	1.2%	↓			
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔			
# Payments in Suspense Customer Disputes	N/A N/A		154.33 55	N/A N/A	Rev Adjustments # of Adjustments	(\$55,907.79) 5,195		\$54,252.48 5,525.75	↓ ↑			
# Of Accounts on Hold	32,363		16,107.25	↓	AW Avg Daily Revenue	\$212,059.56		\$215,766.33	↓			
PUC Complaints	6		4.5	↓	AW Billed Revenue	\$4,453,250.70		\$4,746,859.28	↓			
					AW Avg Daily A/R Days Outstanding	\$2,850,886.65 18.8		\$2,894,896.95 18.7	↑ ↓			
					O&M Avg Daily Revenue	\$114,747.60		\$115,062.46	↓			
					O&M Billed Revenue	\$2,409,699.55		\$2,531,374.22	↓			
					O&M Avg Daily A/R Days Outstanding	\$1,485,097.10 18.1		\$1,548,046.80 18.8	↑ ↑			
					Metric	Oct 2005	Budget	Q3 2005	Trend			
					AW Charged Off % of Rev	\$47,025.86 1.06%		\$123,383.92 0.84%	↑ ↓			
					O&M Charged Off % of Rev	\$25,701.69 1.07%		\$78,607.65 1.01%	↑ ↓			

Business Support					Application/Technical				
Metric	Oct 2005	Goal	4 Month Avg	Trend	Metric	Oct 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		53	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		38	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	425	< 100	472.25	↑	Peak AS/400 Response Time Occurred At 06:30:00 on 2005-10-30	14.88	< 0.5	13.81	↓
Customer Care IRs/Work Orders Completed	490	> 100	514.25	↓	# 15 min intervals > 60% CPU Util	808	< 268	683.25	↓
Customer Care IRs/Work Orders Outstanding	305	< 320	336	↑	CPU Utilization %	36.04%		31.70%	↓
Total Number of Service Calls	3,498		4,824	↑	DASD Utilization %	81.49%	< 70%	81.96%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	3:00	< 5:00	4:29	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	67	< 20	134.5	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	6.77%	< 5%	15.5%	↑	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,925		4,753	↓					
Service Calls Completed	4,931		4,896.5	↑					
Service Calls Outstanding	954		897	↓					
Service Calls Created (Alton)	790	< 900	801.5	↑					
Service Calls Completed (Alton)	815	> 800	815.25	↓					
Service Calls Outstanding (Alton)	143	< 400	153.5	↑					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
NOVEMBER 2005

Last Updated - 2/1/06 4:13 AM

Update

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant **Scorecard Calculations**

Customer Service					Operations Management				
Metric	Nov 2005	Goal	4 Month Avg	Trend	Metric	Nov 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	N/A N/A	> 90%	N/A N/A	N/A N/A	Total # of Calls	N/A		N/A	N/A
Survey Information % IN % Taken of IN	N/A N/A N/A	> 90%	N/A N/A N/A	N/A N/A N/A	Avg Handle Time	N/A	< 5:00	N/A	N/A
Avg % Ans within 30 sec	N/A	> 80%	N/A	N/A	% First Call Effectiveness	89.44%		94.11%	↑
Avg % Abandon after 30 sec	N/A	< 5.5%	N/A	N/A	% Contacts Closed >= 3 days	92.63%		94.09%	↑
Avg Speed of Answer (sec)	N/A	< 30	N/A	N/A	Avg # Past Due S/Os	1,785	< 415	1,636.25	↓
Max Queue Time in IVR	N/A	<	N/A	N/A	Avg # Open U/Cs Call Center Field	605 166 7	< 207	537.75 99.5 0	↓ ↓ ↓
% IVR Self-Serv Calls Offered	N/A	> 15%	N/A	N/A	% of Bill Exceptions	4.59%	< 2%	5.39%	↑
% Correspondence Response < 3 days	N/A	100%	N/A	N/A	% Unscheduled Est. Readings	2.04%	0%	1.26%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔
# Payments in Suspense Customer Disputes	N/A N/A		153.5 62.5	N/A N/A	Rev Adjustments # of Adjustments	\$38,269.34 5,555		\$25,488.50 5,519.25	↑ ↓
# Of Accounts on Hold	N/A		N/A	N/A	AW Avg Daily Revenue	\$175,398.23		\$220,553.30	↓
PUC Complaints	6		5.25	↓	AW Billed Revenue	\$3,858,761.03		\$4,797,034.33	↓
					AW Avg Daily A/R Days Outstanding	\$2,519,054.07 20.1		\$3,000,410.69 19	↑ ↓
					O&M Avg Daily Revenue	\$110,326.58		\$117,157.36	↓
					O&M Billed Revenue	\$2,427,184.87		\$2,548,172.67	↓
					O&M Avg Daily A/R Days Outstanding	\$1,510,586.87 19.1		\$1,568,534.13 18.7	↑ ↓
					Metric	Nov 2005	Budget	Q3 2005	Trend
					AW Charged Off % of Rev	\$36,904.76 0.96%		\$123,383.92 0.84%	↑ ↓
					O&M Charged Off % of Rev	\$19,104.11 0.79%		\$78,607.65 1.01%	↑ ↑

Business Support					Application/Technical				
Metric	Nov 2005	Goal	4 Month Avg	Trend	Metric	Nov 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		N/A	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		N/A	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	452	< 100	455.5	↑	Peak AS/400 Response Time Occurred At 16:30:00 on 2005-11-07	4.22	< 0.5	14.88	↑
Customer Care IRs/Work Orders Completed	478	> 100	498.5	↓	# 15 min intervals > 60% CPU Util	675	< 268	753.5	↑
Customer Care IRs/Work Orders Outstanding	311	< 320	328.75	↑	CPU Utilization %	30.31%		33.41%	↑
Total Number of Service Calls	3,322		4,624.25	↑	DASD Utilization %	81.19%	< 70%	82.23%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	3:00	< 5:00	4:15	↑	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	102	< 20	115	↑	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	14.64%	< 5%	12.38%	↓	Peak Network Util% (Haddon Ht)	N/A	< 99%	N/A	N/A
Service Calls Created	4,557		4,821.25	↑					
Service Calls Completed	4,687		4,945.25	↓					
Service Calls Outstanding	929		902	↓					
Service Calls Created (Alton)	755	< 900	811.5	↑					
Service Calls Completed (Alton)	771	> 800	829	↓					
Service Calls Outstanding (Alton)	151	< 400	150.25	↓					





KENTUCKY AMERICAN WATER COMPANY
MONTHLY CUSTOMER CARE SCORECARD
DECEMBER 2005

Last Updated - 3/1/06 4:38 AM

[Update](#)

Legend: Goal Met/Goal Not Met ↑ Positive Trend ↓ Negative Trend ↔ Constant **Scorecard Calculations**

Customer Service					Operations Management				
Metric	Dec 2005	Goal	4 Month Avg	Trend	Metric	Dec 2005	Goal	4 Month Avg	Trend
Quality Monitoring # of calls evaluated	N/A N/A	> 90%	N/A N/A	N/A N/A	Total # of Calls	N/A		N/A	N/A
Survey Information % IN	N/A N/A	> 90%	N/A N/A	N/A N/A	Avg Handle Time	N/A	< 5:00	N/A	N/A
% Taken of IN	N/A		N/A	N/A	% First Call Effectiveness	89.7%		93.57%	↑
Avg % Ans within 30 sec	N/A	> 80%	N/A	N/A	% Contacts Closed >= 3 days	93.31%		93.96%	↑
Avg % Abandon after 30 sec	N/A	< 5.5%	N/A	N/A	Avg # Past Due S/Os	1,995	< 83	1,661.25	↓
Avg Speed of Answer (sec)	N/A	< 30	N/A	N/A	Avg # Open U/Cs Call Center	575 127	< 42	567.5 117.25	↓ ↓
Max Queue Time in IVR	N/A	<	N/A	N/A	Field	7		1.75	↓
% IVR Self-Serv Calls Offered	N/A	> 15%	N/A	N/A	% of Bill Exceptions	4.31%	< 2%	5.17%	↑
% Correspondence Response < 3 days	N/A	100%	N/A	N/A	% Unscheduled Est. Readings	3.26%	0%	1.47%	↓
Total Cust Imp S/O Past Due	0	0	0	↔	% Scheduled Est. Readings	0%		0%	↔
# Payments in Suspense Customer Disputes	N/A N/A		131 60	N/A N/A	Rev Adjustments # of Adjustments	(\$6,408.53) 5,251		(\$615.88) 5,600.5	↓ ↑
# Of Accounts on Hold	N/A		N/A	N/A	AW Avg Daily Revenue	\$169,500.88		\$205,871.64	↓
PUC Complaints	8		5.5	↓	AW Billed Revenue	\$3,729,019.34		\$4,529,176.14	↓
					AW Avg Daily A/R Days Outstanding	\$2,289,754.95 18.9		\$2,795,059.39 19	↑ ↑
					O&M Avg Daily Revenue	\$108,043.77		\$113,300.54	↓
					O&M Billed Revenue	\$2,376,963.01		\$2,492,611.86	↓
					O&M Avg Daily A/R Days Outstanding	\$1,473,794.13 19		\$1,505,666.72 18.6	↑ ↓
					Metric	Dec 2005	Budget	Q3 2005	Trend
					AW Charged Off % of Rev	\$41,269.87 1.11%		\$123,383.92 0.84%	↑ ↓
					O&M Charged Off % of Rev	\$18,635.09 0.78%		\$78,607.65 1.01%	↑ ↑

Business Support					Application/Technical				
Metric	Dec 2005	Goal	4 Month Avg	Trend	Metric	Dec 2005	Goal	4 Month Avg	Trend
ORCOM SI's outstanding	N/A		N/A	N/A	E-CIS Availability	100%	99%	100%	↔
ORCOM SVI's outstanding	N/A		N/A	N/A	Lost Productive Time (Hrs)	In Prog			N/A
Customer Care IRs/Work Orders Created	16	< 100	465.5	↑	Peak AS/400 Response Time Occurred At 00:30:00 on 2005-12-11	3.81	< 0.5	14.88	↑
Customer Care IRs/Work Orders Completed	22	> 100	512.75	↓	# 15 min Intervals > 60% CPU Util	447	< 268	761.75	↑
Customer Care IRs/Work Orders Outstanding	2	< 320	319.75	↑	CPU Utilization %	27.1%		33.84%	↑
Total Number of Service Calls	5,168		4,078.25	↓	DASD Utilization %	82.01%	< 70%	82.12%	↑
Percent Calls Answered Less Than 30 Seconds	N/A	> 80%	N/A	N/A	Network Utilization % (Hershey)	N/A	< 70%	N/A	N/A
Average Handle Time	5:00	< 5:00	4:03	↓	Peak Network Util% (Hershey)	N/A	< 99%	N/A	N/A
Speed of Answer	158	< 20	96.25	↓	Network Utilization % (Haddon Heights)	N/A	< 70%	N/A	N/A
Percent Abandoned After 30 Seconds	15.24%	< 5%	10.80%	↓	Peak Network Util% (Haddon HI)	N/A	< 99%	N/A	N/A
Service Calls Created	3,394		4,901.25	↑					
Service Calls Completed	3,785		5,010	↓					
Service Calls Outstanding	753		910.5	↑					
Service Calls Created (Alton)	589	< 900	813.75	↑					
Service Calls Completed (Alton)	606	> 800	831	↓					
Service Calls Outstanding (Alton)	150	< 400	147.5	↓					

