

Damages Without Ticket Numbers

Source	January	February	March	April	May	June	July	August	September	October	November	December
Voice	12	14	17	41	53	65	60	69				
Portal Ticket				3	3	2	4					
Remote	2	1	1		1	3	3					
2017 Total	5	7	14	28	47	36	26	44	18	24	16	8
2018 Total	3	1	9	21	39	51	36	54	37	42	31	6
2019 Total	6	6	7	24	27	60	27	40	41	31	25	10
2020 Total	7	0	12	27	52	50	60	56	57	46	44	22
2021 Total	14	15	18	44	57	70	67	69				
Total Monthly Volume	4,202	3,168	12,068	20,795	21,555	22,236	20,131	21,212				
%	0.33%	0.47%	0.10%	0.13%	0.24%	0.22%	0.30%	0.26%				

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