| Smart Meter Texas Help Desk | |
|---|---|
| **6/1 - 6/30** | **June MTD** |
| **Total Calls** | **717** |
| **Total Tickets** | **508** |
| **Status Calls** | **209** |
| **User Types** | |
| TDSP | **3** |
| Third Party | **26** |
| REP | **8** |
| Residential | **458** |
| Non-Residential (Business) | **13** |
| **Ticket Types** | |
| Web Site Access Issues (Sub Category Total) | **111** |
| Registration Issues (Sub Category Total) | **226** |
| Third Party Issues (Sub Category Total) | **25** |
| Information | **49** |
| HAN Provisioning | **3** |
| Usage Reports | **58** |
| TDSP Defects Reported | **0** |
| Disconnects / Erroneous | **33** |
| Friends and Family | **0** |
| On Demand Read | **3** |
| **Web Site Access Issues (Sub Category)** | |
| Mobility Issues | **1** |
| Email / Browser Errors | **14** |
| Username or Password Invalid / Account Locked | **42** |
| Unable to use forgot password functionality | **50** |
| Website Down | **4** |
| **Registration Issues (Sub Category)** | |
| Not Receiving Initial Temp Password | **40** |
| Meter Not Found | **49** |
| ROR Validation | **24** |
| User unable to find ESI ID / Meter Number | **4** |
| UI Issues | **0** |
| Typo Errors | **96** |
| Move-in / out, switch or meter addition | **13** |
| **Third Party Issues (Sub Category)** | |
| Registration Assistance | **8** |
| Third Party Agreement | **1** |
| FTP Integration | **7** |
| API Integration | **1** |
| On Behalf of Vendor Request | **0** |
| Front End Usability | **2** |
| General Information | **6** |