Smart Meter Texas Help Desk

7/1 - 7/31	July MTD
Total Calls	**1009**
Total Tickets	**824**
Status Calls	**185**
User Types	
TDSP	**5**
Third Party	**29**
REP	**22**
Residential	**730**
Non-Residential (Business)	**38**
Ticket Types	
Web Site Access Issues (Sub Category Total)	**188**
Registration Issues (Sub Category Total)	**369**
Third Party Issues (Sub Category Total)	**27**
Information	**107**
HAN Provisioning	**3**
Usage Reports	**90**
TDSP Defects Reported	**0**
Disconnects / Erroneous	**35**
Friends and Family	**2**
On Demand Read	**3**
Web Site Access Issues (Sub Category)	
Mobility Issues	**1**
Email / Browser Errors	**18**
Username or Password Invalid / Account Locked	**91**
Unable to use forgot password functionality	**60**
Website Down	**18**
Registration Issues (Sub Category)	
Not Receiving Initial Temp Password	**92**
Meter Not Found	**69**
ROR Validation	**13**
User unable to find ESI ID / Meter Number	**5**
UI Issues	**0**
Typo Errors	**181**
Move-in / out, switch or meter addition	**9**
Third Party Issues (Sub Category)	
Registration Assistance	**6**
Third Party Agreement	**2**
FTP Integration	**6**
API Integration	**1**
On Behalf of Vendor Request	**0**
Front End Usability	**4**
General Information	**8**