Smart Meter Texas Help Desk

8/1 - 8/31	August MTD
Total Calls	**1057**
Total Tickets	**962**
Status Calls	**74**
User Types	
TDSP	**0**
Third Party	**25**
REP	**10**
Residential	**873**
Non-Residential (Business)	**54**
Ticket Types	
Web Site Access Issues (Sub Category Total)	**153**
Registration Issues (Sub Category Total)	**472**
Third Party Issues (Sub Category Total)	**22**
Information	**157**
HAN Provisioning	**4**
Usage Reports	**81**
TDSP Defects Reported	**0**
Disconnects / Erroneous	**72**
Friends and Family	**0**
On Demand Read	**1**
Web Site Access Issues (Sub Category)	
Mobility Issues	**0**
Email / Browser Errors	**14**
Username or Password Invalid / Account Locked	**66**
Unable to use forgot password functionality	**57**
Website Down	**16**
Registration Issues (Sub Category)	
Not Receiving Initial Temp Password	**142**
Meter Not Found	**60**
ROR Validation	**19**
User unable to find ESI ID / Meter Number	**3**
UI Issues	**0**
Typo Errors	**234**
Move-in / out, switch or meter addition	**14**
Third Party Issues (Sub Category)	
Registration Assistance	**3**
Third Party Agreement	**2**
FTP Integration	**5**
API Integration	**2**
On Behalf of Vendor Request	**0**
Front End Usability	**0**
General Information	**10**