Smart Meter Texas Help Desk	
5/1 - 5/31	**May MTD**
Total Calls	**468**
Total Tickets	**328**
User Types	
TDSP	**7**
Third Party	**25**
REP	**11**
Residential	**266**
Non-Residential (Business)	**19**
Ticket Types	
Web Site Access Issues (Sub Category Total)	**59**
Registration Issues (Sub Category Total)	**153**
Third Party Issues (Sub Category Total)	**23**
Information	**37**
HAN Provisioning	**3**
Usage Reports	**26**
TDSP Defects Reported	**0**
Disconnects / Erroneous	**25**
Friends and Family	**0**
On Demand Read	**2**
Web Site Access Issues (Sub Category)	
Mobility Issues	**1**
Email / Browser Errors	**1**
Username or Password Invalid / Account Locked	**28**
Unable to use forgot password functionality	**28**
Website Down	**1**
Registration Issues (Sub Category)	
Not Receiving Initial Temp Password	**25**
Meter Not Found	**20**
ROR Validation	**15**
User unable to find ESI ID / Meter Number	**5**
UI Issues	**0**
Typo Errors	**76**
Move-in / out, switch or meter addition	**12**
Third Party Issues (Sub Category)	
Registration Assistance	**11**
Third Party Agreement	**0**
FTP Integration	**4**
API Integration	**0**
On Behalf of Vendor Request	**0**
Front End Usability	**2**
General Information	**6**