LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-F002

SUBJECT

Call Center-Abandonment Rate

REQUEST

What was the call abandonment rate?

RESPONSE

The call abandonment rate for the period of September 18, 2022 to November 1, 2022 was 13.20%.