LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-F003

SUBJECT

Call Center- Average Speed

REQUEST

What was the average speed of answer?

RESPONSE

The average speed of answer from September 18, 2022 through November 1, 2022 was 1 minute and 49 seconds.