

Three months of COCT service request data from 01/05/2019 to 31/07/2019 were analysed to identify Service Request (SR) trends applicable for the Electricity department. Table 1 below provides details of the dataset relevant to this study.

Table 1: Service Request Dataset Details

Dataset time period	01/05/2019 to 31/07/2019
Total no. SR	271306
Total no. Electricity SR	88635
Total valid Electricity SR (with location data)	58302
Total invalid Electricity SR (with no location data)	30333

There was a total of 88635 service requests for the Electricity department during this three-month period, however it should be noted that 30333 (~34%) of these requests included no location data. From the remaining 58302 remaining service requests that included location data, the following were observed:

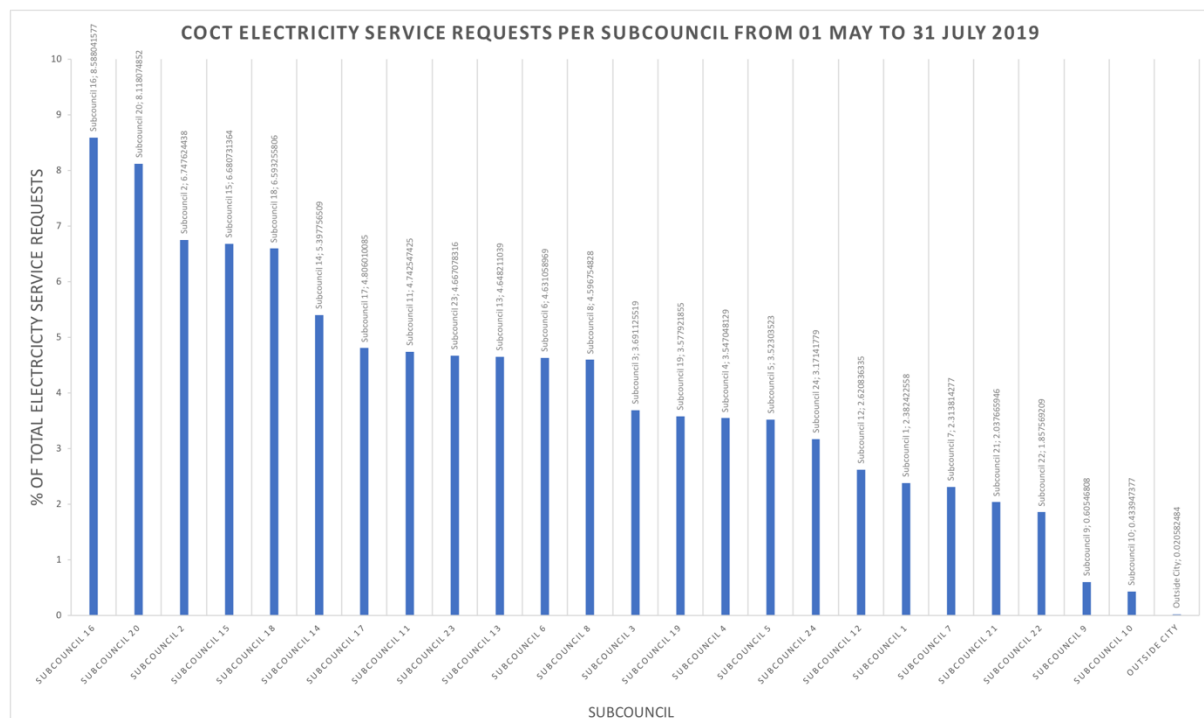


Figure 1: COCT Electricity Service Requests Per Subcouncil

