

Received 6/7/2018

Responded 17/7/2018

### Request

1. Does your Local Authority have an online customer account (MyAccount)?
2. If yes to question 1, the number of households in your borough?
3. If yes to question 1, how many people in total have registered (to date) for a MyAccount?
4. If yes to question 1, a full list of services within MyAccount **and** the percentage take up of those services (or number of registered users).

### Response

1. Yes
2. 45,374
3. See below
4. See below

Form / Service name	Number of Form Fills	Number of form fills (By logged in users)	% of form fills by logged in users
Bins – Order a new bin or box	1355 (Self Service)	592	44%
Bins – Report Missed Collection	3126 (Self Service)	740	24%
Bins – Report a Missed Clinical Collection	23 (Self Service)	19	83%
Bins – When is my bin day?	N/A	N/A	N/A
Bulky Waste	507 (Self Service)	505	100%
Edit Customer Profile	2489 (Self Service)	2489	100%
Forgotten Garden Waste Reference	N/A	N/A	N/A
Garden Waste – New Subscription	370 (Self Service)	370	100%

MyAlerts - Subscribe	114 (Self Service)	114	100%
MyAlerts - Unsubscribe	218 (Self Service)	0	0%
Pest Control	146 (Self Service)	65	45%
Renew Garden Waste (Email linkable and Web Direct merged)	5916 (Self Service)	57	1%
Street Naming and Numbering – Address Confirmation	2 (Self Service)	1	50%
Street Naming and Numbering – House Name Change	5 (Self Service)	1	20%
Street Naming and Numbering – Registration of New Addresses	2 (Self Service)	1	50%