

CBYD Monthly Ticket Report

For period: April, 2024

Total Inquiries (Tickets only)	25063	
Total Notifications	134508	
Ratio	5.37	
Note: Total inquiries does not include Free Form inquiries		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	222	20.92%
Member/Utility Owner	92	8.67%
Other	747	70.41%
Total	1061	100.00
Inquiry Breakdown		
Routine	23885	
Emergency	1178	
Emergency Tickets After Hours	336	
Free Forms	309	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	18989	78.73%
Member/Utility Owner	2282	9.11%
Other	3792	15.13%
Total	25063	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	1262	5.04%
Phone	4084	16.29%
Web	19717	78.67%
Total	25063	100.00

CBYD YTD Ticket Report

For period: January - December, 2024

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total	%
Total Inquiries (Tickets only)	13244	13739	20412	25063									72458	
Total Notifications	71513	75869	110214	134508									392104	
Ratio	5.4	5.52	5.4	5.37									5.4225	
Note: Total inquiries does not include Free Form inquiries														
User Class Registrations														
Caller Affiliation														
Contractor	91	102	161	222									576	26.12%
Member/Utility Owner	23	25	71	92									211	9.57%
Other	122	140	409	747									1418	64.31%
Total	236	267	641	1061	0	0	0	0	0	0	0	0	2205	100
Inquiry Breakdown														
Routine	11528	12455	19237	23885									67105	92.6%
Emergency	1716	1284	1175	1178									5353	7.4%
Emergency Tickets After Hours	503	357	385	336									1581	2.2%
Free Forms	112	114	235	309									770	
User Class Volumes														
Caller Affiliation														
Contractor	9768	9978	15340	18989									54075	74.6%
Member/Utility Owner	2045	2045	2190	2282									8562	11.8%
Other	1431	1716	2882	3792									9821	13.6%
Total	13244	13739	20412	25063	0	0	0	0	0	0	0	0	72458	100
Inquiry Mediums														
Medium														
MobileWeb	893	687	1019	1262									3861	5.33%
Phone	1688	1705	2864	4084									10341	14.27%
Web	10663	11347	16529	19717									58256	80.40%
Total	13244	13739	20412	25063	0	0	0	0	0	0	0	0	72458	100