

CBYD Monthly Ticket Report

For period: December, 2025		
Total Inquiries (Tickets only)	13047	
Total Notifications	68713	
Ratio	5.27	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	75	38.46%
Member/Utility Owner	34	17.44%
Other	86	44.10%
Total	195	100.00
Inquiry Breakdown		
Routine	11557	
Emergency	1490	
Emergency Tickets by After Hours Service	67	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	9639	78.73%
Member/Utility Owner	2227	17.07%
Other	1181	9.05%
Total	13047	100.00
Inquiry Mediums		
Medium	Qty	%
Phone	1367	10.48%
Web	11680	89.52%
Total	13047	100.00

CBYD YTD Ticket Report

For period: January - December, 2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Total	%
Total Inquiries (Tickets only)	13916	11398	23076	26608	23993	23247	24678	22124	24519	24250	17037	13047	247893	
Total Notifications	74740	61666	121487	141417	127888	124327	133554	118845	130283	130705	92615	68713	1326240	
Ratio	5.37	5.41	5.26	5.31	5.33	5.35	5.41	5.37	5.31	5.39	5.44	5.27	NA	
User Class Registrations														
Caller Affiliation														
Contractor	113	115	168	247	195	165	194	209	171	181	125	75	1958	28.41%
Member/Utility Owner	24	37	116	158	150	114	114	75	113	95	47	34	1077	15.62%
Other	82	57	426	631	535	407	390	343	384	328	189	86	3858	55.97%
Total	219	209	710	1036	880	686	698	627	668	604	361	195	6893	100
Inquiry Breakdown														
Routine	12323	10155	21750	25547	22852	22124	23253	21005	23421	23025	15851	11557	232863	93.9%
Emergency	1593	1243	1326	1061	1141	1123	1425	1119	1098	1225	1186	1490	15030	6.1%
Emergency Tickets by After Hours Service	83	64	75	51	67	56	76	60	49	53	77	67	778	0.3%
User Class Volumes														
Caller Affiliation														
Contractor	10149	8395	17133	19835	18024	17586	18513	16629	18874	18752	13196	9639	186725	69.4%
Member/Utility Owner	23434	2034	3068	3342	3033	3003	3009	3246	3065	3131	2176	2227	54768	20.4%
Other	1333	969	2875	3431	2936	2658	3156	2249	2580	2367	1665	1181	27400	10.2%
Total	34916	11398	23076	26608	23993	23247	24678	22124	24519	24250	17037	13047	268893	100
Inquiry Mediums														
Medium														
Phone	1624	1205	3028	3923	3447	3476	3533	2939	3380	2868	1869	1367	32659	13.17%
Web	12292	10193	20048	22685	20546	19771	21145	19185	21139	21382	15168	11680	215234	86.83%
Total	13916	11398	23076	26608	23993	23247	24678	22124	24519	24250	17037	13047	247893	100