

CBYD YTD Ticket Report

For period: January - December, 2022	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Total	%
Total Inquiries (Tickets only)	10884	11516	22246	24981	25103	25803	23281	26044	25403	23061	19497	14804	252623	
Total Notifications	60192	63353	120034	135234	136720	140941	127775	142648	139057	126865	107698	80900	1381417	
Ratio	5.53	5.5	5.4	5.41	5.45	5.46	5.49	5.48	5.47	5.5	5.52	5.46	5.47	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
User Class Registrations														
Caller Affiliation														
Contractor	74	98	206	264	234	209	194	230	213	190	149	95	2156	27.14%
Member/Utility Owner	15	15	56	104	96	83	59	61	72	61	37	22	681	8.57%
Other	76	100	484	798	822	650	506	501	472	363	230	106	5108	64.29%
Total	165	213	746	1166	1152	942	759	792	757	614	416	223	7945	100
Inquiry Breakdown														
Routine	9401	10188	20948	23795	23808	24480	21958	24585	24107	21755	18074	12971	236070	93.4%
Emergency	1483	1328	1298	1186	1295	1323	1323	1459	1296	1306	1423	1833	16553	6.6%
Emergency Tickets by After Hours	250	399	386	318	373	332	403	390	368	342	388	595	4544	1.8%
Free Forms	106	100	196	214	196	241	206	237	204	225	143	161	2229	
User Class Volumes														
Caller Affiliation														
Contractor	8015	8487	16701	19310	19474	20592	18367	20823	19841	18288	15138	11435	196471	77.8%
Member/Utility Owner	1786	1797	2498	2368	2259	2185	2054	2282	2488	2058	2070	2128	25973	10.3%
Other	1083	1232	3047	3303	3370	3026	2860	2939	3074	2715	2289	1241	30179	11.9%
Total	10884	11516	22246	24981	25103	25803	23281	26044	25403	23061	19497	14804	252623	100
Inquiry Mediums														
Medium														
MobileWeb	569	563	888	1026	1040	857	916	1195	1028	779	772	635	10268	4.06%
Phone	1374	1492	3685	4337	4380	4345	3535	4062	3764	3411	2749	1867	39001	15.44%
Web	8941	9461	17673	19618	19683	20601	18830	20787	20611	18871	15976	12302	203354	80.50%
Total	10884	11516	22246	24981	25103	25803	23281	26044	25403	23061	19497	14804	252623	100