

## CBYD Monthly Ticket Report

For period: September, 2023

Total Inquiries (Tickets only)	22128	
Total Notifications	121885	
Ratio	5.51	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
<b>User Class Registrations</b>		
<b>Caller Affiliation</b>	<b>Qty</b>	<b>%</b>
Contractor	169	26.00%
Member/Utility Owner	62	9.54%
Other	419	64.46%
<b>Total</b>	<b>650</b>	<b>100.00</b>
<b>Inquiry Breakdown</b>		
Routine	20838	
Emergency	1290	
Emergency Tickets by After Hours	414	
Free Forms	205	
<b>User Class Volumes</b>		
<b>Caller Affiliation</b>	<b>Qty</b>	<b>%</b>
Contractor	17895	78.73%
Member/Utility Owner	1965	8.88%
Other	2268	10.25%
<b>Total</b>	<b>22128</b>	<b>100.00</b>
<b>Inquiry Mediums</b>		
<b>Medium</b>	<b>Qty</b>	<b>%</b>
MobileWeb	1334	6.03%
Phone	3247	14.67%
Web	17546	79.30%
<b>Total</b>	<b>22127</b>	<b>100.00</b>

## CBYD YTD Ticket Report

For period: January - December, 2023

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total	%
Total Inquiries (Tickets only)	13637	12791	21683	24253	26666	25187	22049	23601	22128				191995	
Total Notifications	74133	70113	118254	131369	144513	136110	120335	129317	121885				1046029	
Ratio	5.44	5.48	5.45	5.42	5.42	5.4	5.46	5.48	5.51				NA	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
<b>User Class Registrations</b>														
<b>Caller Affiliation</b>														
Contractor	120	114	217	196	228	156	172	189	169				1561	26.63%
Member/Utility Owner	25	29	51	84	95	61	51	72	62				530	9.04%
Other	117	134	388	614	709	512	436	441	419				3770	64.32%
<b>Total</b>	<b>262</b>	<b>277</b>	<b>656</b>	<b>894</b>	<b>1032</b>	<b>729</b>	<b>659</b>	<b>702</b>	<b>650</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5861</b>	<b>100</b>
<b>Inquiry Breakdown</b>														
Routine	12251	11587	20297	23112	25352	24079	20710	22230	20838				180456	94.0%
Emergency	1386	1204	1386	1141	1314	1108	1339	1371	1290				11539	6.0%
Emergency Tickets by After Hours	372	370	359	331	318	345	476	403	414				3388	1.8%
Free Forms	124	87	175	274	276	207	178	263	205				1789	
<b>User Class Volumes</b>														
<b>Caller Affiliation</b>														
Contractor	10223	9416	16197	18687	20892	20190	17552	18765	17895				149817	78.0%
Member/Utility Owner	1950	1987	2482	2256	2527	2190	2149	2356	1965				19862	10.3%
Other	1464	1388	3004	3310	3247	2807	2348	2480	2268				22316	11.6%
<b>Total</b>	<b>13637</b>	<b>12791</b>	<b>21683</b>	<b>24253</b>	<b>26666</b>	<b>25187</b>	<b>22049</b>	<b>23601</b>	<b>22128</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>191995</b>	<b>100</b>
<b>Inquiry Mediums</b>														
<b>Medium</b>														
MobileWeb	692	701	1035	1330	1254	1369	1177	1299	1334				10191	5.31%
Phone	1813	1754	3136	3773	4070	3706	3333	3587	3247				28419	14.80%
Web	11132	10336	17512	19150	21342	20112	17539	18715	17546				153384	79.89%
<b>Total</b>	<b>13637</b>	<b>12791</b>	<b>21683</b>	<b>24253</b>	<b>26666</b>	<b>25187</b>	<b>22049</b>	<b>23601</b>	<b>22127</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>191994</b>	<b>100</b>