

CBYD Monthly Ticket Report

For period: October, 2023

Total Inquiries (Tickets only)	22840	
Total Notifications	124255	
Ratio	5.44	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	202	28.86%
Member/Utility Owner	72	10.29%
Other	426	60.86%
Total	700	100.00
Inquiry Breakdown		
Routine	21454	
Emergency	1386	
Emergency Tickets by After Hours	394	
Free Forms	201	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	18185	78.73%
Member/Utility Owner	2185	9.57%
Other	2470	10.81%
Total	22840	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	1185	5.19%
Phone	3523	15.42%
Web	18132	79.39%
Total	22840	100.00

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	22840			214835	
Total Notifications	74133	70113	118254	131369	144513	136110	120335	129317	121885	124255			1170284	
Ratio	5.44	5.48	5.45	5.42	5.42	5.4	5.46	5.48	5.51	5.44			NA	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
User Class Registrations														
Caller Affiliation														
Contractor	120	114	217	196	228	156	172	189	169	202			1763	26.87%
Member/Utility Owner	25	29	51	84	95	61	51	72	62	72			602	9.18%
Other	117	134	388	614	709	512	436	441	419	426			4196	63.95%
Total	262	277	656	894	1032	729	659	702	650	700	0	0	6561	100
Inquiry Breakdown														
Routine	12251	11587	20297	23112	25352	24079	20710	22230	20838	21454			201910	94.0%
Emergency	1386	1204	1386	1141	1314	1108	1339	1371	1290	1386			12925	6.0%
Emergency Tickets by After Hours	372	370	359	331	318	345	476	403	414	394			3782	1.8%
Free Forms	124	87	175	274	276	207	178	263	205	201			1990	
User Class Volumes														
Caller Affiliation														
Contractor	10223	9416	16197	18687	20892	20190	17552	18765	17895	18185			168002	78.2%
Member/Utility Owner	1950	1987	2482	2256	2527	2190	2149	2356	1965	2185			22047	10.3%
Other	1464	1388	3004	3310	3247	2807	2348	2480	2268	2470			24786	11.5%
Total	13637	12791	21683	24253	26666	25187	22049	23601	22128	22840	0	0	214835	100
Inquiry Mediums														
Medium														
MobileWeb	692	701	1035	1330	1254	1369	1177	1299	1334	1185			11376	5.30%
Phone	1813	1754	3136	3773	4070	3706	3333	3587	3247	3523			31942	14.87%
Web	11132	10336	17512	19150	21342	20112	17539	18715	17546	18132			171516	79.84%
Total	13637	12791	21683	24253	26666	25187	22049	23601	22127	22840	0	0	214834	100