

CBYD 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	18417	13868	247120	
Total Notifications	74133	70113	118254	131369	144513	136110	120335	129317	121885	124255	100411	74763	1345458	
Ratio	5.44	5.48	5.45	5.42	5.42	5.4	5.46	5.48	5.51	5.44	5.45	5.39	5.445	
<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	134	115	2012	27.89%
Member/Utility Owner	25	29	51	84	95	61	51	72	62	72	30	21	653	9.05%
Other	117	134	388	614	709	512	436	441	419	426	217	137	4550	63.06%
Total	262	277	656	894	1032	729	659	702	650	700	381	273	7215	100
Inquiry Breakdown														
Routine	12251	11587	20297	23112	25352	24079	20710	22230	20838	21454	17256	12413	231579	93.7%
Emergency	1386	1204	1386	1141	1314	1108	1339	1371	1290	1386	1161	1455	15541	6.3%
Emergency Tickets by After Hours	372	370	359	331	318	345	476	403	414	394	337	421	4540	1.8%
Free Forms	124	87	175	274	276	207	178	263	205	201	155	127	2272	
User Class Volumes														
Caller Affiliation														
Contractor	10223	9416	16197	18687	20892	20190	17552	18765	17895	18185	14602	10453	193057	78.1%
Member/Utility Owner	1950	1987	2482	2256	2527	2190	2149	2356	1965	2185	1966	1801	25814	10.4%
Other	1464	1388	3004	3310	3247	2807	2348	2480	2268	2470	1849	1614	28249	11.4%
Total	13637	12791	21683	24253	26666	25187	22049	23601	22128	22840	18417	13868	247120	100
Inquiry Mediums														
Medium														
MobileWeb	692	701	1035	1330	1254	1369	1177	1299	1334	1185	885	682	12943	5.24%
Phone	1813	1754	3136	3773	4070	3706	3333	3587	3247	3523	2577	1819	36338	14.70%
Web	11132	10336	17512	19150	21342	20112	17539	18715	17546	18132	14955	11367	197838	80.06%
Total	13637	12791	21683	24253	26666	25187	22049	23601	22127	22840	18417	13868	247119	100