

## CBYD Monthly Ticket Report

For period: February, 2024

Total Inquiries (Tickets only)	13739	
Total Notifications	75869	
Ratio	5.52	
<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	102	38.20%
Member/Utility Owner	25	9.36%
Other	140	52.43%
<b>Total</b>	<b>267</b>	<b>100.00</b>
<b>Inquiry Breakdown</b>		
Routine	12455	
Emergency	1284	
Emergency Tickets After Hours	357	
Free Forms	114	
<b>User Class Volumes</b>		
<b>Caller Affiliation</b>	<b>Qty</b>	<b>%</b>
Contractor	9978	78.73%
Member/Utility Owner	2045	14.88%
Other	1716	12.49%
<b>Total</b>	<b>13739</b>	<b>100.00</b>
<b>Inquiry Mediums</b>		
<b>Medium</b>	<b>Qty</b>	<b>%</b>
MobileWeb	687	5.00%
Phone	1705	12.41%
Web	11347	82.59%
<b>Total</b>	<b>13739</b>	<b>100.00</b>

## CBYD YTD Ticket Report

For period: January - December, 2024

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total	%
Total Inquiries (Tickets only)	13244	13739											26983	
Total Notifications	71513	75869											147382	
Ratio	5.4	5.52											5.46	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
<b>User Class Registrations</b>														
<b>Caller Affiliation</b>														
Contractor	91	102											193	38.37%
Member/Utility Owner	23	25											48	9.54%
Other	122	140											262	52.09%
<b>Total</b>	<b>236</b>	<b>267</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>503</b>	<b>100</b>
<b>Inquiry Breakdown</b>														
Routine	11528	12455											23983	88.9%
Emergency	1716	1284											3000	11.1%
Emergency Tickets After Hours	503	357											860	3.2%
Free Forms	112	114											226	
<b>User Class Volumes</b>														
<b>Caller Affiliation</b>														
Contractor	9768	9978											19746	73.2%
Member/Utility Owner	2045	2045											4090	15.2%
Other	1431	1716											3147	11.7%
<b>Total</b>	<b>13244</b>	<b>13739</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26983</b>	<b>100</b>
<b>Inquiry Mediums</b>														
<b>Medium</b>														
MobileWeb	893	687											1580	5.86%
Phone	1688	1705											3393	12.57%
Web	10663	11347											22010	81.57%
<b>Total</b>	<b>13244</b>	<b>13739</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26983</b>	<b>100</b>