

CBYD Monthly Ticket Report

For period: March, 2024

Total Inquiries (Tickets only)	20412	
Total Notifications	110214	
Ratio	5.4	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	161	25.12%
Member/Utility Owner	71	11.08%
Other	409	63.81%
Total	641	100.00
Inquiry Breakdown		
Routine	19237	
Emergency	1175	
Emergency Tickets After Hours	385	
Free Forms	235	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	15340	78.73%
Member/Utility Owner	2190	10.73%
Other	2882	14.12%
Total	20412	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	1019	4.99%
Phone	2864	14.03%
Web	16529	80.98%
Total	20412	100.00

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	20412										47395	
Total Notifications	71513	75869	110214										257596	
Ratio	5.4	5.52	5.4										5.44	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
User Class Registrations														
Caller Affiliation														
Contractor	91	102	161										354	30.94%
Member/Utility Owner	23	25	71										119	10.40%
Other	122	140	409										671	58.65%
Total	236	267	641	0	0	0	0	0	0	0	0	0	1144	100
Inquiry Breakdown														
Routine	11528	12455	19237										43220	91.2%
Emergency	1716	1284	1175										4175	8.8%
Emergency Tickets After Hours	503	357	385										1245	2.6%
Free Forms	112	114	235										461	
User Class Volumes														
Caller Affiliation														
Contractor	9768	9978	15340										35086	74.0%
Member/Utility Owner	2045	2045	2190										6280	13.3%
Other	1431	1716	2882										6029	12.7%
Total	13244	13739	20412	0	0	0	0	0	0	0	0	0	47395	100
Inquiry Mediums														
Medium														
MobileWeb	893	687	1019										2599	5.48%
Phone	1688	1705	2864										6257	13.20%
Web	10663	11347	16529										38539	81.31%
Total	13244	13739	20412	0	0	0	0	0	0	0	0	0	47395	100