

CBYD Monthly Ticket Report

For period: July, 2024

Total Inquiries (Tickets only)	24834	
Total Notifications	134330	
Ratio	5.41	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	174	26.48%
Member/Utility Owner	55	8.37%
Other	428	65.14%
Total	657	100.00
Inquiry Breakdown		
Routine	23519	
Emergency	1315	
Emergency Tickets After Hours	387	
Free Forms	257	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	19807	78.73%
Member/Utility Owner	2361	9.51%
Other	2666	10.74%
Total	24834	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	1016	4.09%
Phone	3476	14.00%
Web	20342	81.91%
Total	24834	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	25063	25599	23001	24834						145892	
Total Notifications	71513	75869	110214	134508	138035	124401	134330						788870	
Ratio	5.4	5.52	5.4	5.37	5.39	5.41	5.41						5.414286	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
User Class Registrations														
Caller Affiliation														
Contractor	91	102	161	222	210	182	174						1142	25.07%
Member/Utility Owner	23	25	71	92	105	67	55						438	9.61%
Other	122	140	409	747	668	462	428						2976	65.32%
Total	236	267	641	1061	983	711	657	0	0	0	0	0	4556	100
Inquiry Breakdown														
Routine	11528	12455	19237	23885	24408	21651	23519						136683	93.7%
Emergency	1716	1284	1175	1178	1191	1350	1315						9209	6.3%
Emergency Tickets After Hours	503	357	385	336	332	446	387						2746	1.9%
Free Forms	112	114	235	309	212	192	257						1431	
User Class Volumes														
Caller Affiliation														
Contractor	9768	9978	15340	18989	19814	17901	19807						111597	76.5%
Member/Utility Owner	2045	2045	2190	2282	2329	2143	2361						15395	10.6%
Other	1431	1716	2882	3792	3456	2957	2666						18900	13.0%
Total	13244	13739	20412	25063	25599	23001	24834	0	0	0	0	0	145892	100
Inquiry Mediums														
Medium														
MobileWeb	893	687	1019	1262	1454	1185	1016						7516	5.15%
Phone	1688	1705	2864	4084	3769	3499	3476						21085	14.45%
Web	10663	11347	16529	19717	20376	18317	20342						117291	80.40%
Total	13244	13739	20412	25063	25599	23001	24834	0	0	0	0	0	145892	100