

CBYD Monthly Ticket Report

For period: August, 2024

Total Inquiries (Tickets only)	24925	
Total Notifications	134428	
Ratio	5.39	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	166	26.90%
Member/Utility Owner	48	7.78%
Other	403	65.32%
Total	617	100.00
Inquiry Breakdown		
Routine	23365	
Emergency	1560	
Emergency Tickets After Hours	505	
Free Forms	179	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	19841	78.73%
Member/Utility Owner	2306	9.25%
Other	2778	11.15%
Total	24925	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	1214	4.87%
Phone	3354	13.46%
Web	20357	81.67%
Total	24925	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	24295					170187	
Total Notifications	71513	75869	110214	134508	138035	124401	134330	134428					923298	
Ratio	5.4	5.52	5.4	5.37	5.39	5.41	5.41	5.39					5.41125	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
User Class Registrations														
Caller Affiliation														
Contractor	91	102	161	222	210	182	174	166					1308	25.29%
Member/Utility Owner	23	25	71	92	105	67	55	48					486	9.39%
Other	122	140	409	747	668	462	428	403					3379	65.32%
Total	236	267	641	1061	983	711	657	617	0	0	0	0	5173	100
Inquiry Breakdown														
Routine	11528	12455	19237	23885	24408	21651	23519	23365					160048	94.0%
Emergency	1716	1284	1175	1178	1191	1350	1315	1560					10769	6.3%
Emergency Tickets After Hours	503	357	385	336	332	446	387	505					3251	1.9%
Free Forms	112	114	235	309	212	192	257	179					1610	
User Class Volumes														
Caller Affiliation														
Contractor	9768	9978	15340	18989	19814	17901	19807	19841					131438	76.9%
Member/Utility Owner	2045	2045	2190	2282	2329	2143	2361	2306					17701	10.4%
Other	1431	1716	2882	3792	3456	2957	2666	2778					21678	12.7%
Total	13244	13739	20412	25063	25599	23001	24834	24925	0	0	0	0	170817	100
Inquiry Mediums														
Medium														
MobileWeb	893	687	1019	1262	1454	1185	1016	1214					8730	5.11%
Phone	1688	1705	2864	4084	3769	3499	3476	3354					24439	14.31%
Web	10663	11347	16529	19717	20376	18317	20342	20357					137648	80.58%
Total	13244	13739	20412	25063	25599	23001	24834	24925	0	0	0	0	170817	100