

CBYD Monthly Ticket Report

For period: September, 2024

| | | |
|---|--------------|---------------|
| Total Inquiries (Tickets only) | 23174 | |
| Total Notifications | 124379 | |
| Ratio | 5.37 | |
| <i>Note: Total inquiries does not include Free Form inquiries</i> | | |
| User Class Registrations | | |
| Caller Affiliation | Qty | % |
| Contractor | 190 | 26.50% |
| Member/Utility Owner | 67 | 9.34% |
| Other | 460 | 64.16% |
| Total | 717 | 100.00 |
| Inquiry Breakdown | | |
| Routine | 22065 | |
| Emergency | 1109 | |
| Emergency Tickets After Hours | 292 | |
| Free Forms | 114 | |
| User Class Volumes | | |
| Caller Affiliation | Qty | % |
| Contractor | 18260 | 78.73% |
| Member/Utility Owner | 2197 | 9.53% |
| Other | 2593 | 11.25% |
| Total | 23050 | 100.00 |
| Inquiry Mediums | | |
| Medium | Qty | % |
| MobileWeb | 723 | 3.12% |
| Phone | 3447 | 14.87% |
| Web | 19004 | 82.01% |
| Total | 23174 | 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 | 23174 | | | | 193361 | |
| Total Notifications | 71513 | 75869 | 110214 | 134508 | 138035 | 124401 | 134330 | 134428 | 124379 | | | | 1047677 | |
| Ratio | 5.4 | 5.52 | 5.4 | 5.37 | 5.39 | 5.41 | 5.41 | 5.39 | 5.37 | | | | 5.406667 | |
| <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 | 190 | | | | 1498 | 25.43% |
| Member/Utility Owner | 23 | 25 | 71 | 92 | 105 | 67 | 55 | 48 | 67 | | | | 553 | 9.39% |
| Other | 122 | 140 | 409 | 747 | 668 | 462 | 428 | 403 | 460 | | | | 3839 | 65.18% |
| Total | 236 | 267 | 641 | 1061 | 983 | 711 | 657 | 617 | 717 | 0 | 0 | 0 | 5890 | 100 |
| Inquiry Breakdown | | | | | | | | | | | | | | |
| Routine | 11528 | 12455 | 19237 | 23885 | 24408 | 21651 | 23519 | 23365 | 22065 | | | | 182113 | 94.2% |
| Emergency | 1716 | 1284 | 1175 | 1178 | 1191 | 1350 | 1315 | 1560 | 1109 | | | | 11878 | 6.1% |
| Emergency Tickets After Hours | 503 | 357 | 385 | 336 | 332 | 446 | 387 | 505 | 292 | | | | 3543 | 1.8% |
| Free Forms | 112 | 114 | 235 | 309 | 212 | 192 | 257 | 179 | 114 | | | | 1724 | |
| User Class Volumes | | | | | | | | | | | | | | |
| Caller Affiliation | | | | | | | | | | | | | | |
| Contractor | 9768 | 9978 | 15340 | 18989 | 19814 | 17901 | 19807 | 19841 | 18260 | | | | 149698 | 77.2% |
| Member/Utility Owner | 2045 | 2045 | 2190 | 2282 | 2329 | 2143 | 2361 | 2306 | 2197 | | | | 19898 | 10.3% |
| Other | 1431 | 1716 | 2882 | 3792 | 3456 | 2957 | 2666 | 2778 | 2593 | | | | 24271 | 12.5% |
| Total | 13244 | 13739 | 20412 | 25063 | 25599 | 23001 | 24834 | 24925 | 23050 | 0 | 0 | 0 | 193867 | 100 |
| Inquiry Mediums | | | | | | | | | | | | | | |
| Medium | | | | | | | | | | | | | | |
| MobileWeb | 893 | 687 | 1019 | 1262 | 1454 | 1185 | 1016 | 1214 | 723 | | | | 9453 | 4.87% |
| Phone | 1688 | 1705 | 2864 | 4084 | 3769 | 3499 | 3476 | 3354 | 3447 | | | | 27886 | 14.37% |
| Web | 10663 | 11347 | 16529 | 19717 | 20376 | 18317 | 20342 | 20357 | 19004 | | | | 156652 | 80.75% |
| Total | 13244 | 13739 | 20412 | 25063 | 25599 | 23001 | 24834 | 24925 | 23174 | 0 | 0 | 0 | 193991 | 100 |