

CBYD Monthly Ticket Report

For period: October, 2024

Total Inquiries (Tickets only)	23530	
Total Notifications	126364	
Ratio	5.37	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	197	31.07%
Member/Utility Owner	77	12.15%
Other	360	56.78%
Total	634	100.00
Inquiry Breakdown		
Routine	22286	
Emergency	1244	
Emergency Tickets After Hours	344	
Free Forms	0	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	18454	78.73%
Member/Utility Owner	2606	11.08%
Other	2470	10.50%
Total	23530	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	0	0.00%
Phone	3413	14.51%
Web	20114	85.49%
Total	23527	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	23530			216891	
Total Notifications	71513	75869	110214	134508	138035	124401	134330	134428	124379	126364			1174041	
Ratio	5.4	5.52	5.4	5.37	5.39	5.41	5.41	5.39	5.37	5.37			5.403	
<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	197			1695	25.98%
Member/Utility Owner	23	25	71	92	105	67	55	48	67	77			630	9.66%
Other	122	140	409	747	668	462	428	403	460	360			4199	64.36%
Total	236	267	641	1061	983	711	657	617	717	634	0	0	6524	100
Inquiry Breakdown														
Routine	11528	12455	19237	23885	24408	21651	23519	23365	22065	22286			204399	94.2%
Emergency	1716	1284	1175	1178	1191	1350	1315	1560	1109	1244			13122	6.1%
Emergency Tickets After Hours	503	357	385	336	332	446	387	505	292	344			3887	1.8%
Free Forms	112	114	235	309	212	192	257	179	114	0			1724	
User Class Volumes														
Caller Affiliation														
Contractor	9768	9978	15340	18989	19814	17901	19807	19841	18260	18454			168152	77.3%
Member/Utility Owner	2045	2045	2190	2282	2329	2143	2361	2306	2197	2606			22504	10.4%
Other	1431	1716	2882	3792	3456	2957	2666	2778	2593	2470			26741	12.3%
Total	13244	13739	20412	25063	25599	23001	24834	24925	23050	23530	0	0	217397	100
Inquiry Mediums														
Medium														
MobileWeb	893	687	1019	1262	1454	1185	1016	1214	723	0			9453	4.35%
Phone	1688	1705	2864	4084	3769	3499	3476	3354	3447	3413			31299	14.39%
Web	10663	11347	16529	19717	20376	18317	20342	20357	19004	20114			176766	81.26%
Total	13244	13739	20412	25063	25599	23001	24834	24925	23174	23527	0	0	217518	100