

## CBYD Monthly Ticket Report

For period: November, 2024

Total Inquiries (Tickets only)	17130	
Total Notifications	91909	
Ratio	5.37	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
<b>User Class Registrations</b>		
<b>Caller Affiliation</b>	<b>Qty</b>	<b>%</b>
Contractor	177	40.05%
Member/Utility Owner	43	9.73%
Other	222	50.23%
<b>Total</b>	<b>442</b>	<b>100.00</b>
<b>Inquiry Breakdown</b>		
Routine	16106	
Emergency	1024	
Emergency Tickets After Hours	326	
Free Forms	0	
<b>User Class Volumes</b>		
<b>Caller Affiliation</b>	<b>Qty</b>	<b>%</b>
Contractor	13470	78.73%
Member/Utility Owner	2045	11.94%
Other	1615	9.43%
<b>Total</b>	<b>17130</b>	<b>100.00</b>
<b>Inquiry Mediums</b>		
<b>Medium</b>	<b>Qty</b>	<b>%</b>
MobileWeb	0	0.00%
Phone	2451	14.31%
Web	14679	85.69%
<b>Total</b>	<b>17130</b>	<b>100.00</b>

## 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	17130		234021	
Total Notifications	71513	75869	110214	134508	138035	124401	134330	134428	124379	126364	91909		1265950	
Ratio	5.4	5.52	5.4	5.37	5.39	5.41	5.41	5.39	5.37	5.37	5.37		5.4	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
<b>User Class Registrations</b>														
<b>Caller Affiliation</b>														
Contractor	91	102	161	222	210	182	174	166	190	197	177		1872	26.87%
Member/Utility Owner	23	25	71	92	105	67	55	48	67	77	43		673	9.66%
Other	122	140	409	747	668	462	428	403	460	360	222		4421	63.47%
<b>Total</b>	<b>236</b>	<b>267</b>	<b>641</b>	<b>1061</b>	<b>983</b>	<b>711</b>	<b>657</b>	<b>617</b>	<b>717</b>	<b>634</b>	<b>442</b>	<b>0</b>	<b>6966</b>	<b>100</b>
<b>Inquiry Breakdown</b>														
Routine	11528	12455	19237	23885	24408	21651	23519	23365	22065	22286	16106		220505	94.2%
Emergency	1716	1284	1175	1178	1191	1350	1315	1560	1109	1244	1024		14146	6.0%
Emergency Tickets After Hours	503	357	385	336	332	446	387	505	292	344	326		4213	1.8%
Free Forms	112	114	235	309	212	192	257	179	114	0			1724	
<b>User Class Volumes</b>														
<b>Caller Affiliation</b>														
Contractor	9768	9978	15340	18989	19814	17901	19807	19841	18260	18454	13470		181622	77.4%
Member/Utility Owner	2045	2045	2190	2282	2329	2143	2361	2306	2197	2606	2045		24549	10.5%
Other	1431	1716	2882	3792	3456	2957	2666	2778	2593	2470	1615		28356	12.1%
<b>Total</b>	<b>13244</b>	<b>13739</b>	<b>20412</b>	<b>25063</b>	<b>25599</b>	<b>23001</b>	<b>24834</b>	<b>24925</b>	<b>23050</b>	<b>23530</b>	<b>17130</b>	<b>0</b>	<b>234527</b>	<b>100</b>
<b>Inquiry Mediums</b>														
<b>Medium</b>														
MobileWeb	893	687	1019	1262	1454	1185	1016	1214	723	0	0		9453	4.03%
Phone	1688	1705	2864	4084	3769	3499	3476	3354	3447	3413	2451		33750	14.38%
Web	10663	11347	16529	19717	20376	18317	20342	20357	19004	20114	14679		191445	81.59%
<b>Total</b>	<b>13244</b>	<b>13739</b>	<b>20412</b>	<b>25063</b>	<b>25599</b>	<b>23001</b>	<b>24834</b>	<b>24925</b>	<b>23174</b>	<b>23527</b>	<b>17130</b>	<b>0</b>	<b>234648</b>	<b>100</b>