

CBYD Monthly Ticket Report

For period: December, 2021

Total Inquiries (Tickets only)	13865	
Total Notifications	76937	
Ratio	5.55	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	127	41.50%
Member/Utility Owner	19	6.21%
Other	160	52.29%
Total	306	100.00
Inquiry Breakdown		
Routine	12598	
Emergency	1267	
Emergency Tickets by After Hours	374	
Free Forms	124	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	10915	78.73%
Member/Utility Owner	1609	11.60%
Other	1341	9.67%
Total	13865	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	603	4.35%
Phone	2131	15.37%
Web	11131	80.28%
Total	13865	100.00

CBYD YTD Ticket Report

For period: January - December, 2021

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total	%
Total Inquiries (Tickets only)	12385	8266	22335	26479	23606	25487	23934	22779	22862	21851	19008	13865	242857	
Total Notifications	67414	45539	119218	140148	126022	137176	128551	123789	123631	119193	104872	76937	1312490	
Ratio	5.4	5.5	5.3	5.3	5.3	5.38	5.26	5.43	5.4	5.45	5.52	5.55	NA	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
User Class Registrations														
Caller Affiliation														
Contractor	114	81	261	319	268	275	254	218	254	227	224	127	2622	27.21%
Member/Utility Owner	15	17	92	119	97	66	59	35	69	50	29	19	667	6.92%
Other	147	56	747	1119	875	730	524	534	653	497	305	160	6347	65.87%
Total	276	154	1100	1557	1240	1071	837	787	976	774	558	306	9636	100
Inquiry Breakdown														
Routine	10993	7066	20843	25336	22445	24235	22451	21408	21398	20593	17691	12598	227057	93.5%
Emergency	1392	1200	1492	1143	1161	1252	1483	1371	1464	1258	1317	1267	15800	6.5%
Emergency Tickets by After Hours	367	367	291	386	279	417	433	415	413	394	351	374	4487	1.8%
Free Forms	131	86	189	310	236	284	197	180	204	235	203	124	2379	
User Class Volumes														
Caller Affiliation														
Contractor	9114	6035	17055	20829	18638	20587	19253	18154	18144	17654	15404	10915	191782	77.82%
Member/Utility Owner	1830	1323	2427	2334	1997	2214	2479	2259	2209	1991	1831	1609	24503	10.23%
Other	1441	908	2853	3316	2971	2686	2202	2366	2509	2206	1773	1341	26572	11.95%
Total	12385	8266	22335	26479	23606	25487	23934	22779	22862	21851	19008	13865	242857	100
Inquiry Mediums														
Medium														
MobileWeb	660	281	965	1142	889	865	894	840	903	781	773	10915	19908	8.20%
Phone	2211	1153	4508	5349	4728	4806	4337	4291	4456	4147	3210	1609	44805	18.45%
Web	9514	6832	16862	19988	17989	19816	18703	17648	17503	16923	15025	1341	178144	73.35%
Total	12385	8266	22335	26479	23606	25487	23934	22779	22862	21851	19008	13865	242857	100