

CBYD Monthly Ticket Report

For period: December, 2019

| | | |
|---|--------------|---------------|
| Total Inquiries (Tickets only) | 10581 | |
| Total Notifications | 59097 | |
| Ratio | 5.59 | |
| Total New Registrations | 243 | |
| <i>Note: Total inquiries does not include Free Form inquiries</i> | | |
| Inquiry Breakdown | | |
| Routine | 9168 | |
| Emergency | 1413 | |
| Emergency Tickets by After Hours | 302 | |
| Free Forms | 95 | |
| User Class Volumes | | |
| Caller Affiliation | Qty | % |
| Contractor | 8302 | 78.46 |
| Member/Utility Owner | 1463 | 13.83 |
| Other | 816 | 7.71 |
| Total | 10581 | 100.00 |
| Inquiry Mediums | | |
| Medium | Qty | % |
| MobileWeb | 331 | 3.13 |
| Phone | 1920 | 18.15 |
| Web | 8330 | 78.73 |
| Total | 10581 | 100.00 |

CBYD YTD Ticket Report

For period: January - December, 2019

| | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Total | % |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------|
| Total Inquiries (Tickets only) | 11544 | 10129 | 16126 | 26063 | 25537 | 23192 | 24108 | 23688 | 23041 | 23638 | 16458 | 10581 | 234105 | |
| Total Notifications | 62752 | 54870 | 86979 | 136549 | 136489 | 124928 | 131583 | 129369 | 125694 | 128543 | 91148 | 59097 | 1268001 | |
| Ratio | 5.44 | 5.42 | 5.39 | 5.24 | 5.34 | 5.39 | 5.46 | 5.46 | 5.46 | 5.44 | 5.54 | 5.59 | NA | |
| Total New Registrations | 340 | 242 | 634 | 1500 | 1402 | 1092 | 998 | 917 | 1000 | 875 | 560 | 243 | 9803 | |
| <i>Note: Total inquiries does not include Free Form inquiries</i> | | | | | | | | | | | | | | |
| Inquiry Breakdown | | | | | | | | | | | | | | |
| Routine | 9928 | 8824 | 14918 | 24841 | 24257 | 22026 | 22728 | 22350 | 21887 | 22141 | 15051 | 9168 | 218119 | 93% |
| Emergency | 1616 | 1305 | 1208 | 1222 | 1280 | 1166 | 1380 | 1338 | 1154 | 1497 | 1407 | 1413 | 15986 | 7% |
| Emergency Tickets by After Hours | 319 | 301 | 225 | 236 | 241 | 263 | 295 | 308 | 251 | 289 | 279 | 302 | 3309 | 1% |
| Free Forms | 91 | 115 | 202 | 333 | 244 | 243 | 217 | 246 | 280 | 202 | 156 | 95 | 2424 | |
| User Class Volumes | | | | | | | | | | | | | | |
| Caller Affiliation | | | | | | | | | | | | | | |
| Contractor | 8539 | 7647 | 12431 | 20791 | 20211 | 18623 | 19337 | 19156 | 18719 | 19117 | 13060 | 8302 | 185933 | 79% |
| Member/Utility Owner | 2098 | 1845 | 2243 | 2615 | 2709 | 2441 | 2481 | 2238 | 2246 | 2391 | 2123 | 1463 | 26893 | 11% |
| Other | 907 | 637 | 1452 | 2657 | 2617 | 2128 | 2290 | 2294 | 2076 | 2130 | 1275 | 816 | 21279 | 9% |
| Total | 11544 | 10129 | 16126 | 26063 | 25537 | 23192 | 24108 | 23688 | 23041 | 23638 | 16458 | 10581 | 234105 | 100 |
| Inquiry Mediums | | | | | | | | | | | | | | |
| Medium | | | | | | | | | | | | | | |
| MobileWeb | 415 | 323 | 500 | 703 | 779 | 585 | 629 | 751 | 805 | 719 | 540 | 331 | 7080 | 3% |
| Phone | 2142 | 1742 | 3110 | 5254 | 5220 | 4570 | 4983 | 4757 | 4887 | 4516 | 3085 | 1920 | 46186 | 20% |
| Web | 8987 | 8064 | 12516 | 20106 | 19538 | 18037 | 18496 | 18180 | 17349 | 18403 | 12823 | 8330 | 180829 | 77% |
| Total | 11544 | 10129 | 16126 | 26063 | 25537 | 23192 | 24108 | 23688 | 23041 | 23638 | 16448 | 10581 | 234095 | 100 |