

## CBYD Monthly Ticket Report

For period: September, 2020

Total Inquiries (Tickets only)	22816	
Total Notifications	121668	
Ratio	5.3	
<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	276	26.5%
Member/Utility Owner	82	7.9%
Other	684	65.6%
<b>Total</b>	<b>1042</b>	<b>100.00</b>
<b>Inquiry Breakdown</b>		
Routine	21404	
Emergency	1412	
Emergency Tickets by After Hours	388	
Free Forms	282	
<b>User Class Volumes</b>		
<b>Caller Affiliation</b>	<b>Qty</b>	<b>%</b>
Contractor	18178	79.7%
Member/Utility Owner	2004	8.8%
Other	2634	11.5%
<b>Total</b>	<b>22816</b>	<b>100.00</b>
<b>Inquiry Mediums</b>		
<b>Medium</b>	<b>Qty</b>	<b>%</b>
MobileWeb	937	3.2%
Phone	4867	20.3%
Web	17012	76.5%
<b>Total</b>	<b>22816</b>	<b>100.00</b>

## CBYD YTD Ticket Report

For period: January - December, 2020

	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total	%
Total Inquiries (Tickets only)	12942	12217	18498	20225	22533	25236	23951	22477	22816				180895	
Total Notifications	70971	66958	100488	108852	121040	134465	128017	119209	121668				971668	
Ratio	5.48	5.48	5.43	5.38	5.37	5.33	5.34	5.3	5.3				NA	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
<b>User Class Registrations</b>														
<b>Caller Affiliation</b>														
Contractor	115	135	248	237	296	310	261	265	276				2143	24.8%
Member/Utility Owner	22	19	41	101	135	126	71	63	82				660	7.6%
Other	122	185	466	805	1219	1041	724	612	684				5858	67.6%
<b>Total</b>	<b>259</b>	<b>339</b>	<b>755</b>	<b>1143</b>	<b>1650</b>	<b>1477</b>	<b>1056</b>	<b>940</b>	<b>1042</b>				<b>8661</b>	<b>100</b>
<b>Inquiry Breakdown</b>														
Routine	11583	11214	17505	19217	21423	23970	22681	18281	21404				167278	92.5%
Emergency	1359	1003	993	1008	1110	1266	1270	4196	1412				13617	7.5%
Emergency Tickets by After Hours	246	200	192	275	346	245	378	1760	388				4030	2.2%
Free Forms	145	169	153	226	186	285	268	266	282				1980	
<b>User Class Volumes</b>														
<b>Caller Affiliation</b>														
Contractor	9576	9109	14569	15925	17472	20110	19079	16442	18178				140460	77.6%
Member/Utility Owner	2022	1755	2050	1999	1983	2266	2279	3505	2004				19863	11.0%
Other	1344	1353	1879	2301	3078	2860	2593	2530	2634				20572	11.4%
<b>Total</b>	<b>12942</b>	<b>12217</b>	<b>18498</b>	<b>20225</b>	<b>22533</b>	<b>25236</b>	<b>23951</b>	<b>22477</b>	<b>22816</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>180895</b>	<b>100</b>
<b>Inquiry Mediums</b>														
<b>Medium</b>														
MobileWeb	449	410	603	717	920	1038	775	740	937				6589	3.6%
Phone	2250	2169	3752	4223	4996	5573	4866	4752	4867				37448	20.7%
Web	10243	9638	14143	15285	16617	18625	18310	16985	17012				136858	75.7%
<b>Total</b>	<b>12942</b>	<b>12217</b>	<b>18498</b>	<b>20225</b>	<b>22533</b>	<b>25236</b>	<b>23951</b>	<b>22477</b>	<b>22816</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>180895</b>	<b>100</b>