

CBYD Monthly Ticket Report

For period: July, 2021

Total Inquiries (Tickets only)	23934	
Total Notifications	128551	
Ratio	5.26	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	254	30.35%
Member/Utility Owner	59	7.05%
Other	524	62.60%
Total	837	100.00
Inquiry Breakdown		
Routine	22451	
Emergency	1483	
Emergency Tickets by After Hours	433	
Free Forms	197	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	19253	80.4%
Member/Utility Owner	2479	10.4%
Other	2202	9.2%
Total	23934	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	894	3.74%
Phone	4337	18.12%
Web	18703	78.14%
Total	23934	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						142492	
Total Notifications	67414	45539	119218	140148	126022	137176	128551						764068	
Ratio	5.4	5.5	5.3	5.3	5.3	5.38	5.26						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						1572	25.2%
Member/Utility Owner	15	17	92	119	97	66	59						465	7.5%
Other	147	56	747	1119	875	730	524						4198	67.3%
Total	276	154	1100	1557	1240	1071	837	0	0	0	0	0	6235	100
Inquiry Breakdown														
Routine	10993	7066	20843	25336	22445	24235	22451						133369	93.6%
Emergency	1392	1200	1492	1143	1161	1252	1483						9123	6.4%
Emergency Tickets by After Hours	367	367	291	386	279	417	433						2540	1.8%
Free Forms	131	86	189	310	236	284	197						1433	
User Class Volumes														
Caller Affiliation														
Contractor	9114	6035	17055	20829	18638	20587	19253						111511	77.82%
Member/Utility Owner	1830	1323	2427	2334	1997	2214	2479						14604	10.23%
Other	1441	908	2853	3316	2971	2686	2202						16377	11.95%
Total	12385	8266	22335	26479	23606	25487	23934	0	0	0	0	0	142492	100
Inquiry Mediums														
Medium														
MobileWeb	660	281	965	1142	889	865	894						5696	4.00%
Phone	2211	1153	4508	5349	4728	4806	4337						27092	19.01%
Web	9514	6832	16862	19988	17989	19816	18703						109704	76.99%
Total	12385	8266	22335	26479	23606	25487	23934	0	0	0	0	0	142492	100