

CBYD Monthly Ticket Report

For period: August, 2021

Total Inquiries (Tickets only)	22779	
Total Notifications	123789	
Ratio	5.43	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	218	27.70%
Member/Utility Owner	35	4.45%
Other	534	67.85%
Total	787	100.00
Inquiry Breakdown		
Routine	21408	
Emergency	1371	
Emergency Tickets by After Hours	415	
Free Forms	180	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	18154	79.7%
Member/Utility Owner	2259	9.9%
Other	2366	10.4%
Total	22779	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	840	3.69%
Phone	4291	18.84%
Web	17648	77.47%
Total	22779	100.00

CBYD YTD Ticket Report

For period: January - December, 2021

Total Inquiries (Tickets only)	12385	8266	22335	26479	23606	25487	23934	22779							165271	
Total Notifications	67414	45539	119218	140148	126022	137176	128551	123789							887857	
Ratio	5.4	5.5	5.3	5.3	5.3	5.38	5.26	5.43							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							1790	25.5%
Member/Utility Owner	15	17	92	119	97	66	59	35							500	7.1%
Other	147	56	747	1119	875	730	524	534							4732	67.4%
Total	276	154	1100	1557	1240	1071	837	787	0	0	0	0	0	7022	100	
Inquiry Breakdown																
Routine	10993	7066	20843	25336	22445	24235	22451	21408							154777	93.7%
Emergency	1392	1200	1492	1143	1161	1252	1483	1371							10494	6.3%
Emergency Tickets by After Hours	367	367	291	386	279	417	433	415							2955	1.8%
Free Forms	131	86	189	310	236	284	197	180							1613	
User Class Volumes																
Caller Affiliation																
Contractor	9114	6035	17055	20829	18638	20587	19253	18154							129665	77.82%
Member/Utility Owner	1830	1323	2427	2334	1997	2214	2479	2259							16863	10.23%
Other	1441	908	2853	3316	2971	2686	2202	2366							18743	11.95%
Total	12385	8266	22335	26479	23606	25487	23934	22779	0	0	0	0	0	165271	100	
Inquiry Mediums																
Medium																
MobileWeb	660	281	965	1142	889	865	894	840							6536	3.95%
Phone	2211	1153	4508	5349	4728	4806	4337	4291							31383	18.99%
Web	9514	6832	16862	19988	17989	19816	18703	17648							127352	77.06%
Total	12385	8266	22335	26479	23606	25487	23934	22779	0	0	0	0	0	165271	100	