

### CBYD Monthly Ticket Report

For period: April, 2026		
Total Inquiries (Tickets only)	27894	
Total Notifications	149076	
Ratio	5.34	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	218	20.47%
Member/Utility Owner	84	7.89%
Other	763	71.64%
<b>Total</b>	<b>1065</b>	<b>100.00</b>
Inquiry Breakdown		
Routine	26771	
Emergency	1123	
Emergency Tickets by After Hours Service	30	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	21254	78.73%
Member/Utility Owner	3449	12.36%
Other	3191	11.44%
<b>Total</b>	<b>27894</b>	<b>100.00</b>
Inquiry Mediums		
Medium	Qty	%
Phone	3341	11.98%
Web	24553	88.02%
<b>Total</b>	<b>27894</b>	<b>100.00</b>

### CBYD YTD Ticket Report

For period: January - December, 2026	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total	%
Total Inquiries (Tickets only)	11006	8472	22395										41873	
Total Notifications	58650	46747	119417										224814	
Ratio	5.33	5.52	5.33										NA	
User Class Registrations														
Caller Affiliation	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total	%
Contractor	72	64	181	218									535	27.35%
Member/Utility Owner	36	21	106	84									247	12.63%
Other	60	32	319	763									1174	60.02%
<b>Total</b>	<b>168</b>	<b>117</b>	<b>606</b>	<b>1065</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1956</b>	<b>100</b>
Inquiry Breakdown														
Routine	9603	7012	20877	26771									64263	153.5%
Emergency	1403	1460	1518	1123									5504	13.1%
Emergency Tickets by After Hours Service	79	79	43	30									231	0.6%
User Class Volumes														
Caller Affiliation	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total	%
Contractor	7864	5785	16596	21254									51499	73.8%
Member/Utility Owner	2165	1926	3401	3449									10941	15.7%
Other	977	761	2398	3191									7327	10.5%
<b>Total</b>	<b>11006</b>	<b>8472</b>	<b>22395</b>	<b>27894</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>69767</b>	<b>100</b>
Inquiry Mediums														
Medium	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total	%
Phone	1089	830	2452	3341									7712	11.05%
Web	9917	7642	19943	24553									62055	88.95%
<b>Total</b>	<b>11006</b>	<b>8472</b>	<b>22395</b>	<b>27894</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>69767</b>	<b>100</b>