

CBYD Monthly Ticket Report

For period: August, 2026		
Total Inquiries (Tickets only)	24960	
Total Notifications	134911	
Ratio	5.41	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	177	24.31%
Member/Utility Owner	24	3.30%
Other	527	72.39%
Total	728	100.00
Inquiry Breakdown		
Routine	23553	
Emergency	1407	
Emergency Tickets by After Hours Service	34	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	19280	78.73%
Member/Utility Owner	3316	13.29%
Other	2364	9.47%
Total	24960	100.00
Inquiry Mediums		
Medium	Qty	%
Phone	2953	11.83%
Web	22007	88.17%
Total	24960	100.00

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	27894	24398	25802	25362	24960					170289	
Total Notifications	58650	46747	119417	149076	132445	141586	137266	134911					920098	
Ratio	5.33	5.52	5.33	5.34	5.43	5.49	5.41	5.41					5.4075	
User Class Registrations														
Caller Affiliation														
Contractor	72	64	181	218	196	202	192	177					1302	25.52%
Member/Utility Owner	36	21	106	84	24	23	31	24					349	6.84%
Other	60	32	319	763	668	591	491	527					3451	67.64%
Total	168	117	606	1065	888	816	714	728	0	0	0	0	5102	100
Inquiry Breakdown														
Routine	9603	7012	20877	26771	23254	24517	23644	23553					159231	93.5%
Emergency	1403	1460	1518	1123	1144	1285	1718	1407					11058	6.5%
Emergency Tickets by After Hours Service	79	79	43	30	22	41	41	34					369	0.2%
User Class Volumes														
Caller Affiliation														
Contractor	7864	5785	16596	21254	18318	19701	19271	19280					128069	75.2%
Member/Utility Owner	2165	1926	3401	3449	3163	3254	3665	3316					24339	14.3%
Other	977	761	2398	3191	2917	2847	2426	2364					17881	10.5%
Total	11006	8472	22395	27894	24398	25802	25362	24960	0	0	0	0	170289	100
Inquiry Mediums														
Medium														
Phone	1089	830	2452	3341	2976	3230	2908	2953					19779	11.61%
Web	9917	7642	19943	24553	21422	22572	22454	22007					150510	88.39%
Total	11006	8472	22395	27894	24398	25802	25362	24960	0	0	0	0	170289	100