

### CBYD Monthly Ticket Report

For period: February, 2026		
Total Inquiries (Tickets only)	8472	
Total Notifications	46747	
Ratio	5.52	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	64	54.70%
Member/Utility Owner	21	17.95%
Other	32	27.35%
<b>Total</b>	<b>117</b>	<b>100.00</b>
Inquiry Breakdown		
Routine	7012	
Emergency	1460	
Emergency Tickets by After Hours Service	79	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	5785	78.73%
Member/Utility Owner	1926	22.73%
Other	761	8.98%
<b>Total</b>	<b>8472</b>	<b>100.00</b>
Inquiry Mediums		
Medium	Qty	%
Phone	830	9.80%
Web	7642	90.20%
<b>Total</b>	<b>8472</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											19478	
Total Notifications	58650	46747											105397	
Ratio	5.33	5.52											NA	
User Class Registrations														
Caller Affiliation														
Contractor	72	64											136	47.72%
Member/Utility Owner	36	21											57	20.00%
Other	60	32											92	32.28%
<b>Total</b>	<b>168</b>	<b>117</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>0</b>	<b>0</b>	<b>285</b>	<b>100</b>
Inquiry Breakdown														
Routine	9603	7012											16615	85.3%
Emergency	1403	1460											2863	14.7%
Emergency Tickets by After Hours Service	79	79											158	0.8%
User Class Volumes														
Caller Affiliation														
Contractor	7864	5785											13649	70.1%
Member/Utility Owner	2165	1926											4091	21.0%
Other	977	761											1738	8.9%
<b>Total</b>	<b>11006</b>	<b>8472</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>0</b>	<b>0</b>	<b>19478</b>	<b>100</b>
Inquiry Mediums														
Medium														
Phone	1089	830											1919	9.85%
Web	9917	7642											17559	90.15%
<b>Total</b>	<b>11006</b>	<b>8472</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>0</b>	<b>0</b>	<b>19478</b>	<b>100</b>