

CBYD Monthly Ticket Report

For period: July, 2026		
Total Inquiries (Tickets only)	25362	
Total Notifications	137266	
Ratio	5.41	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	192	26.89%
Member/Utility Owner	31	4.34%
Other	491	68.77%
Total	714	100.00
Inquiry Breakdown		
Routine	23644	
Emergency	1718	
Emergency Tickets by After Hours Service	41	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	19271	78.73%
Member/Utility Owner	3665	14.45%
Other	2426	9.57%
Total	25362	100.00
Inquiry Mediums		
Medium	Qty	%
Phone	2908	11.47%
Web	22454	88.53%
Total	25362	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						145329	
Total Notifications	58650	46747	119417	149076	132445	141586	137266						785187	
Ratio	5.33	5.52	5.33	5.34	5.43	5.49	5.41						5.407143	
User Class Registrations														
Caller Affiliation														
Contractor	72	64	181	218	196	202	192						1125	25.72%
Member/Utility Owner	36	21	106	84	24	23	31						325	7.43%
Other	60	32	319	763	668	591	491						2924	66.85%
Total	168	117	606	1065	888	816	714	0	0	0	0	0	4374	100
Inquiry Breakdown														
Routine	9603	7012	20877	26771	23254	24517	23644						135678	93.4%
Emergency	1403	1460	1518	1123	1144	1285	1718						9651	6.6%
Emergency Tickets by After Hours Service	79	79	43	30	22	41	41						335	0.2%
User Class Volumes														
Caller Affiliation														
Contractor	7864	5785	16596	21254	18318	19701	19271						108789	74.9%
Member/Utility Owner	2165	1926	3401	3449	3163	3254	3665						21023	14.5%
Other	977	761	2398	3191	2917	2847	2426						15517	10.7%
Total	11006	8472	22395	27894	24398	25802	25362	0	0	0	0	0	145329	100
Inquiry Mediums														
Medium														
Phone	1089	830	2452	3341	2976	3230	2908						16826	11.58%
Web	9917	7642	19943	24553	21422	22572	22454						128503	88.42%
Total	11006	8472	22395	27894	24398	25802	25362	0	0	0	0	0	145329	100