

CBYD Monthly Ticket Report

For period: June, 2026		
Total Inquiries (Tickets only)	25802	
Total Notifications	141586	
Ratio	5.49	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	202	24.75%
Member/Utility Owner	23	2.82%
Other	591	72.43%
Total	816	100.00
Inquiry Breakdown		
Routine	24517	
Emergency	1285	
Emergency Tickets by After Hours Service	41	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	19701	78.73%
Member/Utility Owner	3254	12.61%
Other	2847	11.03%
Total	25802	100.00
Inquiry Mediums		
Medium	Qty	%
Phone	3230	12.52%
Web	22572	87.48%
Total	25802	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							119967	
Total Notifications	58650	46747	119417	149076	132445	141586							647921	
Ratio	5.33	5.52	5.33	5.34	5.43	5.49							5.406667	
User Class Registrations														
Caller Affiliation														
Contractor	72	64	181	218	196	202							933	25.49%
Member/Utility Owner	36	21	106	84	24	23							294	8.03%
Other	60	32	319	763	668	591							2433	66.48%
Total	168	117	606	1065	888	816	0	0	0	0	0	0	3660	100
Inquiry Breakdown														
Routine	9603	7012	20877	26771	23254	24517							112034	93.4%
Emergency	1403	1460	1518	1123	1144	1285							7933	6.6%
Emergency Tickets by After Hours Service	79	79	43	30	22	41							294	0.2%
User Class Volumes														
Caller Affiliation														
Contractor	7864	5785	16596	21254	18318	19701							89518	74.6%
Member/Utility Owner	2165	1926	3401	3449	3163	3254							17358	14.5%
Other	977	761	2398	3191	2917	2847							13091	10.9%
Total	11006	8472	22395	27894	24398	25802	0	0	0	0	0	0	119967	100
Inquiry Mediums														
Medium														
Phone	1089	830	2452	3341	2976	3230							13918	11.60%
Web	9917	7642	19943	24553	21422	22572							106049	88.40%
Total	11006	8472	22395	27894	24398	25802	0	0	0	0	0	0	119967	100