

CBYD Monthly Ticket Report

For period: March, 2026		
Total Inquiries (Tickets only)	22395	
Total Notifications	119417	
Ratio	5.33	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	181	29.87%
Member/Utility Owner	106	17.49%
Other	319	52.64%
Total	606	100.00
Inquiry Breakdown		
Routine	20877	
Emergency	1518	
Emergency Tickets by After Hours Service	43	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	16596	78.73%
Member/Utility Owner	3401	15.19%
Other	2398	10.71%
Total	22395	100.00
Inquiry Mediums		
Medium	Qty	%
Phone	2452	10.95%
Web	19943	89.05%
Total	22395	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										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										317	35.58%
Member/Utility Owner	36	21	106										163	18.29%
Other	60	32	319										411	46.13%
Total	168	117	606	0	0	0	0	0	0	0	0	0	891	100
Inquiry Breakdown														
Routine	9603	7012	20877										37492	89.5%
Emergency	1403	1460	1518										4381	10.5%
Emergency Tickets by After Hours Service	79	79	43										201	0.5%
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										30245	72.2%
Member/Utility Owner	2165	1926	3401										7492	17.9%
Other	977	761	2398										4136	9.9%
Total	11006	8472	22395	0	0	0	0	0	0	0	0	0	41873	100
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										4371	10.44%
Web	9917	7642	19943										37502	89.56%
Total	11006	8472	22395	0	0	0	0	0	0	0	0	0	41873	100