CBYD Monthly Ticket Report

For period: October, 2026		
Total Inquiries (Tickets only)	26110	
Total Notifications	142186	
Ratio	5.45	
User Class Registrations		
Caller Affiliation	**Qty**	**%**
Contractor	223	29.89%
Member/Utility Owner	23	3.08%
Other	500	67.02%
Total	**746**	**100.00**
Inquiry Breakdown		
Routine	24867	
Emergency	1243	
Emergency Tickets by After Hours Service	29	
User Class Volumes		
Caller Affiliation	**Qty**	**%**
Contractor	20033	78.73%
Member/Utility Owner	3483	13.34%
Other	2594	9.93%
Total	**26110**	**100.00**
Inquiry Mediums		
Medium	**Qty**	**%**
Phone	2890	11.07%
Web	23219	88.93%
Total	**26109**	**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	26609	26110			223008	
Total Notifications	58650	46747	119417	149076	132445	141586	137266	134911	144694	142186			1206978	
Ratio	5.33	5.52	5.33	5.34	5.43	5.49	5.41	5.41	5.44	5.45			5.415	
User Class Registrations														
Caller Affiliation														
Contractor	72	64	181	218	196	202	192	177	189	223			1714	26.15%
Member/Utility Owner	36	21	106	84	24	23	31	24	24	23			396	6.04%
Other	60	32	319	763	668	591	491	527	494	500			4445	67.81%
Total	**168**	**117**	**606**	**1065**	**888**	**816**	**714**	**728**	**707**	**746**	**0**	**0**	**6555**	**100**
Inquiry Breakdown														
Routine	9603	7012	20877	26771	23254	24517	23644	23553	25158	24867			209256	93.8%
Emergency	1403	1460	1518	1123	1144	1285	1718	1407	1451	1243			13752	6.2%
Emergency Tickets by After Hours Service	79	79	43	30	22	41	41	34	34	29			432	0.2%
User Class Volumes														
Caller Affiliation														
Contractor	7864	5785	16596	21254	18318	19701	19271	19280	20624	20033			168726	75.7%
Member/Utility Owner	2165	1926	3401	3449	3163	3254	3665	3316	3525	3483			31347	14.1%
Other	977	761	2398	3191	2917	2847	2426	2364	2460	2594			22935	10.3%
Total	**11006**	**8472**	**22395**	**27894**	**24398**	**25802**	**25362**	**24960**	**26609**	**26110**	**0**	**0**	**223008**	**100**
Inquiry Mediums														
Medium														
Phone	1089	830	2452	3341	2976	3230	2908	2953	3125	2890			25794	11.57%
Web	9917	7642	19943	24553	21422	22572	22454	22007	23484	23219			197213	88.43%
Total	**11006**	**8472**	**22395**	**27894**	**24398**	**25802**	**25362**	**24960**	**26609**	**26109**	**0**	**0**	**223007**	**100**