

CBYD Monthly Ticket Report

For period: September, 2026		
Total Inquiries (Tickets only)	26609	
Total Notifications	144694	
Ratio	5.44	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	189	26.73%
Member/Utility Owner	24	3.39%
Other	494	69.87%
Total	707	100.00
Inquiry Breakdown		
Routine	25158	
Emergency	1451	
Emergency Tickets by After Hours Service	34	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	20624	78.73%
Member/Utility Owner	3525	13.25%
Other	2460	9.24%
Total	26609	100.00
Inquiry Mediums		
Medium	Qty	%
Phone	3125	11.74%
Web	23484	88.26%
Total	26609	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				196898	
Total Notifications	58650	46747	119417	149076	132445	141586	137266	134911	144694				1064792	
Ratio	5.33	5.52	5.33	5.34	5.43	5.49	5.41	5.41	5.44				5.411111	
User Class Registrations														
Caller Affiliation														
Contractor	72	64	181	218	196	202	192	177	189				1491	25.67%
Member/Utility Owner	36	21	106	84	24	23	31	24	24				373	6.42%
Other	60	32	319	763	668	591	491	527	494				3945	67.91%
Total	168	117	606	1065	888	816	714	728	707	0	0	0	5809	100
Inquiry Breakdown														
Routine	9603	7012	20877	26771	23254	24517	23644	23553	25158				184389	93.6%
Emergency	1403	1460	1518	1123	1144	1285	1718	1407	1451				12509	6.4%
Emergency Tickets by After Hours Service	79	79	43	30	22	41	41	34	34				403	0.2%
User Class Volumes														
Caller Affiliation														
Contractor	7864	5785	16596	21254	18318	19701	19271	19280	20624				148693	75.5%
Member/Utility Owner	2165	1926	3401	3449	3163	3254	3665	3316	3525				27864	14.2%
Other	977	761	2398	3191	2917	2847	2426	2364	2460				20341	10.3%
Total	11006	8472	22395	27894	24398	25802	25362	24960	26609	0	0	0	196898	100
Inquiry Mediums														
Medium														
Phone	1089	830	2452	3341	2976	3230	2908	2953	3125				22904	11.63%
Web	9917	7642	19943	24553	21422	22572	22454	22007	23484				173994	88.37%
Total	11006	8472	22395	27894	24398	25802	25362	24960	26609	0	0	0	196898	100