

CBYD Monthly Ticket Report

For period: January, 2026		
Total Inquiries (Tickets only)	11006	
Total Notifications	58650	
Ratio	5.33	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	72	42.86%
Member/Utility Owner	36	21.43%
Other	60	35.71%
Total	168	100.00
Inquiry Breakdown		
Routine	9603	
Emergency	1403	
Emergency Tickets by After Hours Service	79	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	7864	78.73%
Member/Utility Owner	2165	19.67%
Other	977	8.88%
Total	11006	100.00
Inquiry Mediums		
Medium	Qty	%
Phone	1089	9.89%
Web	9917	90.11%
Total	11006	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												11006	
Total Notifications	58650												58650	
Ratio	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												72	42.86%
Member/Utility Owner	36												36	21.43%
Other	60												60	35.71%
Total	168	0	168	100										
Inquiry Breakdown														
Routine	9603												9603	87.3%
Emergency	1403												1403	12.7%
Emergency Tickets by After Hours Service	79												79	0.7%
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												7864	71.5%
Member/Utility Owner	2165												2165	19.7%
Other	977												977	8.9%
Total	11006	0	11006	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												1089	9.89%
Web	9917												9917	90.11%
Total	11006	0	11006	100										