



Monthly Stakeholder Report – Apr 2025

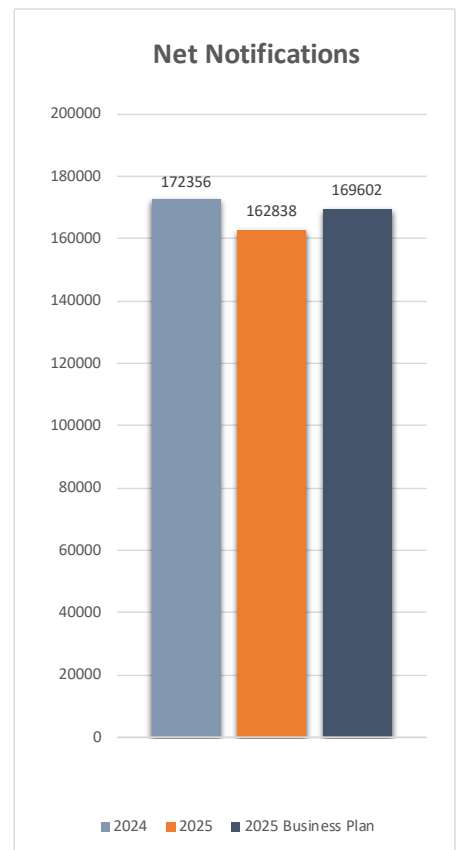
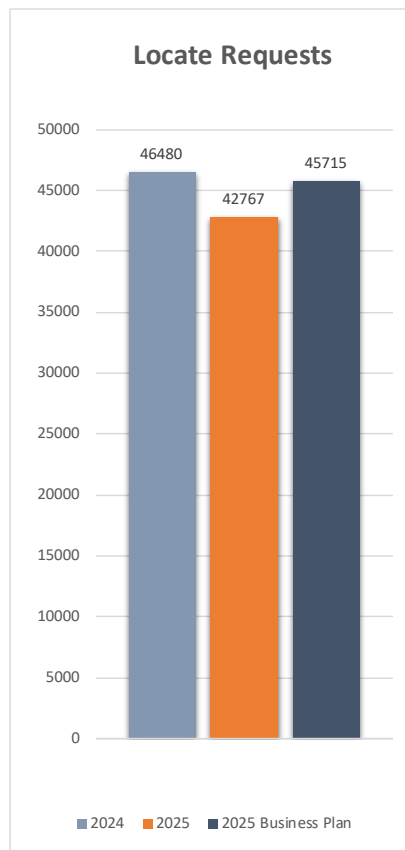
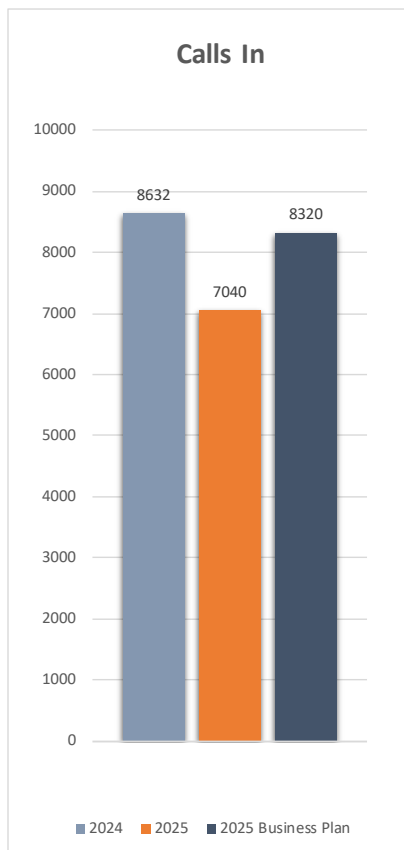
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Month-at-a-Glance

Apr 2025	2024	Goals	2025	+ / - 2024	% plus / minus
Locate Requests	46480	45715	42767	-3713	-8.0%
Incoming Calls	8632	8320	7040	-1592	-18.4%
Web-based Locate Requests	86.3%	90.0% @ year end	85.6%	-0.7	-0.8%
Homeowner web %	53.1%	50%	54.9%	+1.8	+3.4%
Contractor web %	97.7%	97%	97.7%	--	--
Member web %	99.3%	97%	99.1%	-0.2	--
Net Notifications (month)	172356	169602	162838	-9518	-5.5%
Net Notifications (year-to-date)	379244	381426	384577	+5333	+1.4%

Performance Relative to Business Plan



Ad Hoc Reporting

Alternate Locate Provider (ALP) Program

Month	ALP tickets processed	ALP as % of total tickets	ALP Request by Ticket Type %		
			Regular	Project	Large Project
2024					
Aug	3964	8.8%	36.3%	56.5%	5.5%
Sep	1352	3.0%	49.4%	42.8%	2.3%
Oct	1213	2.9%	49.0%	44.6%	1.9%
Nov	980	4.1%	52.8%	44.0%	1.4%
Dec	678	5.3%	59.0%	36.7%	4.3%
2025					
Jan	616	3.3%	43.8%	48.2%	5.0%
Feb	547	2.9%	56.5%	42.4%	4.4%
Mar	608	2.7%	55.1%	44.9%	4.8%
Apr	3090	7.2%	74.2%	24.8%	0.7%

Locate Request by Channel

	TOTAL LOCATE REQUESTS	Total Locate Requests Received by <u>VOICE</u>	VOICE % OF TOTAL LOCATE REQUESTS	Total Locate Requests Received by <u>WEB</u>	WEB % OF TOTAL LOCATE REQUESTS
JAN	18709	1195	6.39%	17514	93.61%
FEB	15310	1060	6.92%	14250	93.08%
MAR	22193	2061	9.29%	20132	90.71%
APR	42767	6167	14.42%	36600	85.58%
MAY					
JUN					
JUL					
AUG					
SEP					
OCT					
NOV					
DEC					
YTD	98979	10483	10.59%	88496	89.41%

YTD 2024	105456	10574	10.03%	94882	89.97%
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Apr 2024	46480	6356	13.67%	40124	86.33%
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Web Usage by User Type (non-Emergency only)

2025

	Homeowner Total Web Tickets	Homeowner %	Contractor Total Web Tickets	Contractor %	Member Total Web Tickets	Member %
JAN	308	54.1%	14848	99.0%	2358	99.6%
FEB	301	60.0%	12074	99.2%	1875	99.7%
MAR	1340	58.6%	16209	98.2%	2583	99.3%
APR	5439	54.9%	27932	97.7%	3229	99.1%
MAY						
JUN						
JUL						
AUG						
SEP						
OCT						
NOV						
DEC						
YTD	7388	56.9%	71063	98.5%	10045	99.4%

2024

	Homeowner Total Web Tickets	Homeowner %	Contractor Total Web Tickets	Contractor %	Member Total Web Tickets	Member %
JAN	308	52.3%	15625	99.1%	2496	98.2%
FEB	358	48.4%	14726	98.9%	2200	99.2%
MAR	822	56.2%	15895	98.3%	2320	99.1%
APR	5196	53.1%	31146	97.7%	3782	99.3%
MAY	7456	54.8%	35192	97.4%	4487	99.0%
JUN	5621	55.1%	31928	97.6%	4000	99.1%
JUL	4807	51.9%	32828	97.3%	4091	98.8%
AUG	4066	51.1%	31134	97.7%	3918	98.8%
SEP	3645	47.9%	31411	97.5%	3757	98.4%
OCT	2910	49.4%	29798	97.9%	3791	99.0%
NOV	980	53.3%	18670	98.3%	2402	99.5%
DEC	265	60.3%	10260	98.8%	1419	99.6%
YTD	36434	52.8%	298613	98.0%	38663	99.0%

Origin of Locate Request

2025

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	283	3.57	970	11.80	2368	8.90	3621	8.47
CONTRACTOR	5854	73.75	5905	71.85	17391	65.36	29150	68.16
HOMEOWNER	1801	22.69	1344	16.35	6851	25.75	9996	23.37
TOTALS	7938	100.00	8219	100.00	26610	100.00	42767	100.00

2024

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	417	4.76	1036	9.21	2744	10.37	4197	9.03
CONTRACTOR	6736	76.88	8820	78.43	16855	63.67	32411	69.73
HOMEOWNER	1609	18.36	1389	12.35	6874	25.97	9872	21.24
TOTALS	8762	100.00	11245	100.00	26473	100.00	46480	100.00

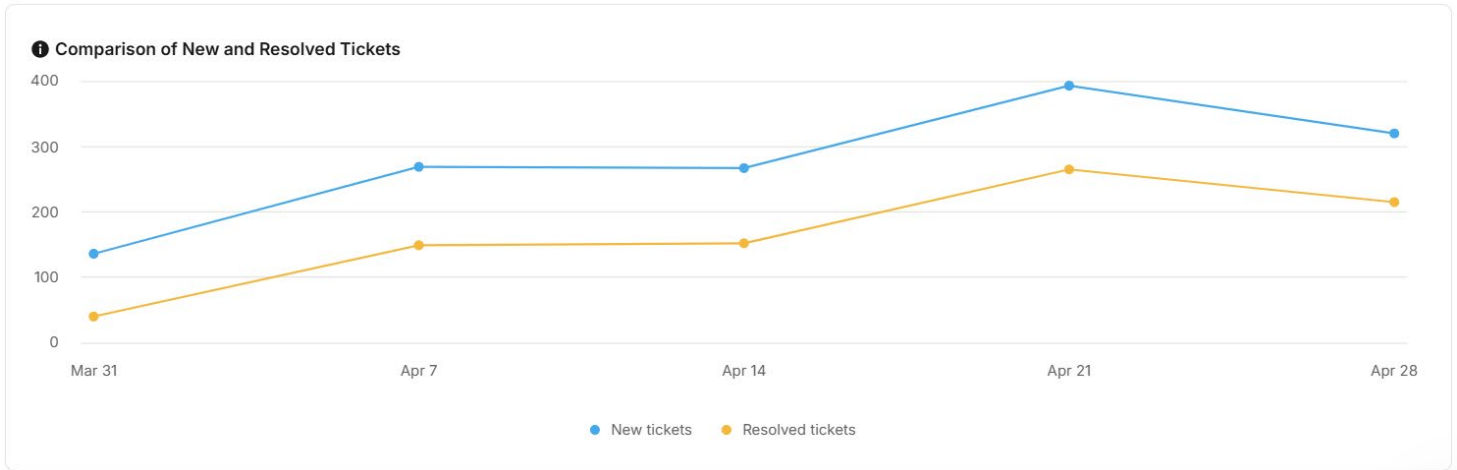
YTD 2025

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	1187	6.24	3248	17.13	6905	11.32	11340	11.46
CONTRACTOR	15207	79.99	14091	74.32	44851	73.52	74149	74.91
HOMEOWNER	2617	13.77	1621	8.55	9252	15.17	13490	13.63
TOTALS	19011	100.00	18960	100.00	61008	100.00	98979	100.00

YTD 2024

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	1612	7.74	3057	13.09	7653	12.49	12322	11.68
CONTRACTOR	17132	82.22	18622	79.74	44594	72.79	80348	76.19
HOMEOWNER	2094	10.05	1674	7.17	9018	14.72	12786	12.12
TOTALS	20838	100.00	23353	100.00	61265	100.00	105456	100.00

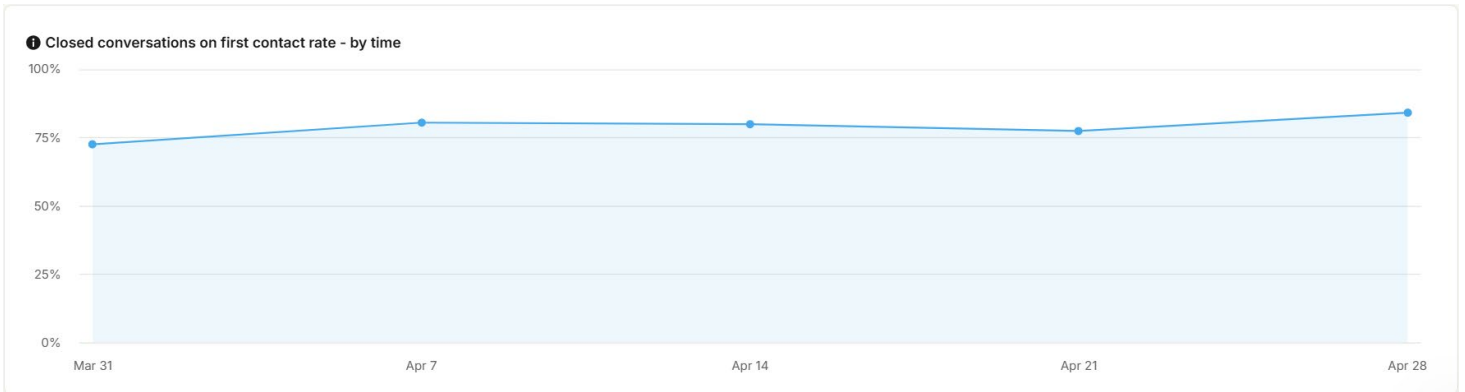
Support Requests



All Centres

<p>New conversations</p> <p>4,457 ▲ 1,388</p>	<p>Conversations replied to</p> <p>1,680 ▲ 1,187</p>	<p>Replies sent</p> <p>7,782 ▲ 6,299</p>	<p>Closed conversations</p> <p>4,442 ▲ 1,162</p>
<p>Median response time: including time assign...</p> <p>16m 49s ▲ 1m 18s</p>	<p>Median first response time: including time ...</p> <p>16m 20s ▲ 3m 48s</p>	<p>Median time to close: including time assign...</p> <p>16m 27s ▲ 9m 14s</p>	
<p>Overall CSAT score</p> <p>100%</p> <p>1 out of 1</p>	<p>Teammate CSAT score</p> <p>100%</p> <p>1 out of 1</p>	<p>Fin AI agent CSAT score</p> <p>—</p> <p>0 out of 0</p>	

Chat Reports



📘 New conversations

1,216 ▲ 1,048

📘 Conversations replied to

1,154 ▲ 1,015

📘 Replies sent

6,956 ▲ 6,000

📘 Closed conversations

1,203 ▲ 1,034

📘 Median response time: including time assigned to bot

40s ▲ 8s

📘 Median first response time: including time assigned to ...

2m 2s ▲ 1m 19s

📘 Median time to close: including time assigned to bot

12m 27s ▲ 2m 47s

📘 Overall CSAT score

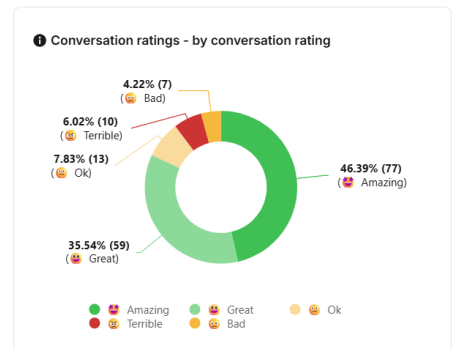
81.9% ▼ 18.1%

136 out of 166

📘 Teammate CSAT score

82.4% ▼ 17.6%

136 out of 165



Historical – Call Volume

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	3621	3105	3212	2831	1290	1232	721	766	897	816
Feb	4265	2915	2490	2845	1209	934	911	741	1099	637
Mar	6899	4785	3200	3788	1347	4527	2132	1194	1364	1834
Apr	21642	9598	9965	24434	14232	15776	5992	5950	8632	7040
May	25113	29888	35050	30952	41960	18803	16994	16635	12447	
Jun	19603	23867	16711	20236	35212	13981	12747	9520	8283	
Jul	14826	20076	22163	16842	19384	9031	8643	8016	8175	
Aug	15466	18081	19772	13459	12830	9247	9146	8151	7129	
Sep	17861	15785	13702	10746	12278	9850	8765	7290	6639	
Oct	10335	11664	11745	7094	6958	7557	5640	4862	5522	
Nov	7117	4513	11745	2858	2321	2980	1284	2461	2036	
Dec	2442	2858	6264	1232	1163	805	444	1044	593	
YTD	36427	20403	18867	33898	18078	22469	9756	8651	10327	10327
YEAR	149190	147135	156019	137317	150184	94723	73419	66630	62816	10327

Historical – Locate Request Volume

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	14316	15178	15816	14848	14186	16858	19955	19983	19754	18709
Feb	15320	13536	11871	19784	13263	14016	18442	16928	18578	15310
Mar	19611	17207	13063	21257	14060	27156	26847	21135	20644	22193
Apr	38442	27060	21724	37255	29128	47685	43463	39167	46480	42767
May	45070	51265	55193	53842	55351	56789	60651	61347	55608	
Jun	44505	49879	44995	48113	56998	55584	56050	52384	48174	
Jul	38539	43911	44816	49050	54313	49575	48732	48939	48559	
Aug	41382	47773	42661	47845	52395	53537	54981	51793	45160	
Sep	39776	40798	36456	43240	55725	55423	51485	48912	44794	
Oct	32528	38520	34425	36832	42654	44948	42106	40857	41322	
Nov	25210	21548	20536	20265	24183	30901	24049	29506	24160	
Dec	12067	11685	9753	11103	14068	16435	12849	16531	12879	
YTD	87689	72981	62474	93144	70637	105715	108707	97213	105456	98979
YEAR	366766	378360	351309	403434	426324	468907	459610	447482	426112	98979

Historical – Net Notification Volume

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	69540	66918	72087	59436	51807	55137	66564	67177	68113	71342
Feb	73173	58838	55890	65370	45988	46926	62764	57293	65884	60477
Mar	95394	77541	64460	76384	52703	90738	92598	73677	72891	89920
Apr	178659	116642	87809	142280	108244	159954	147184	131896	172356	171431
May	194115	213044	210823	202379	175668	192649	200480	205353	210815	
Jun	184862	209041	188774	144964	193441	192416	189426	178419	183551	
Jul	165090	186201	191361	187050	189836	173988	164663	167529	184286	
Aug	176540	209191	182499	169894	177522	186641	191800	176970	172006	
Sep	170057	183283	153258	166841	194410	191457	171664	166148	168297	
Oct	141220	175298	143217	134113	146862	142782	137130	136138	153724	
Nov	112582	99538	86640	73282	84715	109673	82135	97646	90692	
Dec	53829	53772	40893	41758	49011	55218	45524	56359	50374	
YTD	416766	319939	280246	343470	258742	352755	369110	330043	379244	393170
YEAR	1615061	1649307	1477711	1463751	1470207	1597579	1551932	1514605	1592989	393170

Historical – Net Calls per Locate Request

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	.256	.253	.203	.191	.091	.073	.036	.038	.045	.044
Feb	.240	.278	.210	.144	.091	.067	.049	.044	.059	.042
Mar	.371	.352	.245	.178	.096	.167	.079	.056	.066	.083
Apr	.602	.563	.459	.656	.489	.331	.138	.152	.186	.165
May	.583	.557	.635	.575	.758	.331	.280	.271	.224	
Jun	.489	.440	.371	.421	.618	.252	.227	.182	.172	
Jul	.462	.385	.495	.343	.357	.182	.177	.164	.168	
Aug	.429	.374	.463	.281	.245	.173	.166	.157	.158	
Sep	.429	.449	.376	.249	.220	.178	.170	.149	.148	
Oct	.409	.318	.341	.193	.163	.168	.134	.119	.134	
Nov	.349	.282	.572	.141	.096	.096	.053	.083	.084	
Dec	.301	.202	.642	.111	.083	.049	.035	.063	.046	
YTD Avg.	.415	.280	.302	.364	.256	.213	.090	.089	.098	.104
YR. Avg.	.407	.389	.444	.340	.352	.202	.160	.149	.147	.104

Historical – Net Notifications per Locate Request

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	4.94	4.86	4.56	4.00	3.65	3.27	3.34	3.36	3.45	3.81
Feb	4.61	4.78	4.71	3.30	3.47	3.35	3.40	3.38	3.55	3.95
Mar	4.89	4.86	4.93	3.59	3.75	3.34	3.45	3.49	3.53	4.05
Apr	4.73	4.65	4.04	3.82	3.72	3.35	3.39	3.37	3.71	3.81
May	4.66	4.31	3.82	3.76	3.17	3.39	3.31	3.35	3.79	
Jun	4.69	4.15	4.20	3.01	3.39	3.46	3.38	3.41	3.81	
Jul	4.74	4.28	4.27	3.81	3.50	3.51	3.38	3.42	3.80	
Aug	4.69	4.27	4.28	3.55	3.39	3.49	3.49	3.42	3.81	
Sep	4.66	4.28	4.20	3.86	3.49	3.45	3.33	3.40	3.76	
Oct	4.85	4.34	4.16	3.64	3.44	3.18	3.26	3.33	3.72	
Nov	4.88	4.47	4.22	3.62	3.50	3.55	3.42	3.31	3.75	
Dec	4.91	4.46	4.19	3.76	3.48	3.36	3.54	3.41	3.91	
YTD Avg.	4.75	4.38	4.49	3.69	3.66	3.34	3.40	3.40	3.60	3.89
YR. Avg.	4.40	4.36	4.21	3.63	3.45	3.41	3.38	3.38	3.74	3.89