



Monthly Stakeholder Report – November 2025

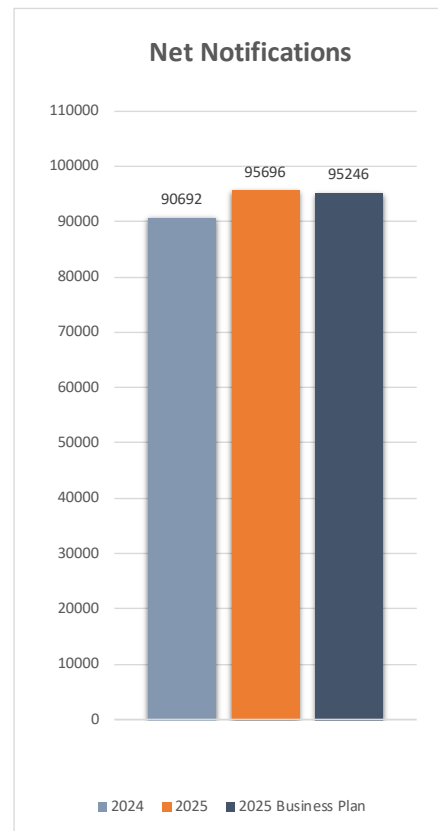
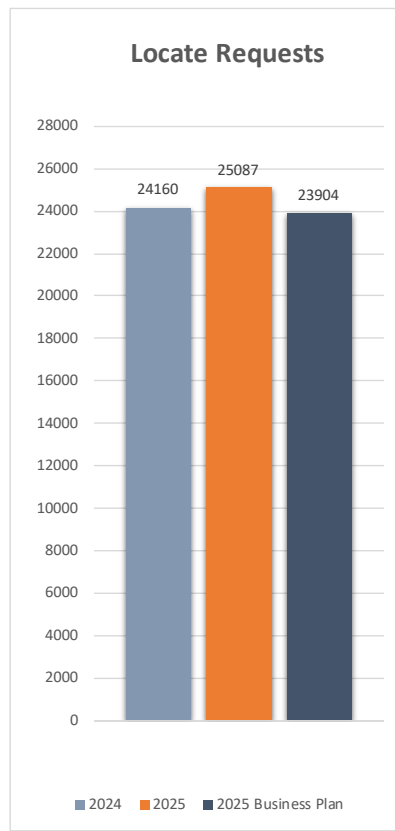
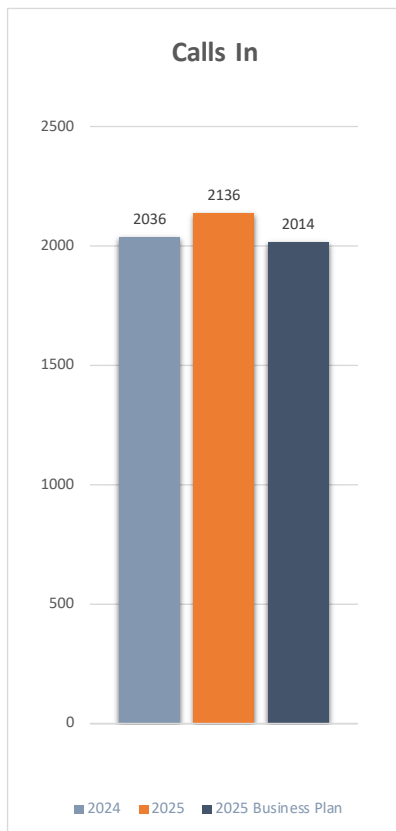
Table of Contents

Month-at-a-Glance.....	2
Performance Relative to Business Plan.....	2
Ad Hoc Reporting	3
Locate Request by Channel	4
Web Usage by User Type (non-Emergency only)	5
Origin of Locate Request	6
Support Requests	7
Chat Reports.....	8
Historical – Call Volume	9
Historical – Locate Request Volume	9
Historical – Net Notification Volume	10
Historical – Net Calls per Locate Request	10
Historical – Net Notifications per Locate Request	11

Month-at-a-Glance

Nov 2025	2024	Goals	2025	+ / - 2024	% plus / minus
Locate Requests	24160	23904	25087	+927	+3.8%
Incoming Calls	2036	2014	2136	+100	+4.9%
Web-based Locate Requests	91.3%	90.0% @ year end	91.0%	-0.3	--
Homeowner web %	53.3%	50%	53.5%	+0.2	--
Contractor web %	98.3%	97%	98.3%	--	--
Member web %	99.5%	97%	99.1%	-0.4	--
Net Notifications (month)	90692	95246	95696	+5003	+5.5%
Net Notifications (year-to-date)	1542615	1532952	1601137	+58522	+3.8%

Performance Relative to Business Plan



Ad Hoc Reporting

Alternate Locate Provider (ALP) Program

	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%
Total 2024	8187				

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%
May	6277	10.8%	84.1%	15.4%	0.3%
June	5047	10.0%	78.8%	21.0%	0.2%
July	5772	11.2%	81.1%	18.3%	0.3%
Aug	5534	12.3%	79.7%	19.7%	0.2%
Sep	5217	10.9%	79.2%	20.2%	0.3%
Oct	5346	13.1%	77.3%	22.3%	0.2%
Nov	4293	17.2%	81.9%	17.8%	0.2%
Dec					
Total 2025	42347				

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	57969	8524	14.70%	49445	85.30%
JUN	50415	6610	13.11%	43805	86.89%
JUL	51483	6354	12.34%	45129	87.66%
AUG	44991	5588	12.42%	39403	87.58%
SEP	47761	6280	13.15%	41481	86.85%
OCT	40906	4933	12.06%	35973	87.94%
NOV	25087	2261	9.01%	22826	90.99%
DEC					
YTD	417591	51033	12.22%	366558	87.78%

YTD 2024	413233	51364	12.43%	361869	87.57%
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Nov 2024	24160	2108	8.73%	22052	91.27%
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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 %
308	54.1%	14848	99.0%	2358	99.6%
301	60.0%	12074	99.2%	1875	99.7%
1340	58.6%	16209	98.2%	2583	99.3%
5439	54.9%	27932	97.7%	3229	99.1%
8462	56.9%	36462	97.7%	4509	99.4%
6087	57.2%	33647	97.6%	4054	99.2%
4812	53.5%	35760	97.8%	4557	99.1%
4112	52.6%	31596	98.0%	3695	99.5%
4119	49.3%	33389	97.8%	3960	99.3%
2899	49.6%	29592	97.8%	3482	99.1%
1128	53.5%	19221	98.3%	2471	99.1%
39007	54.6%	290730	98.1%	36773	99.3%

2024

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

Origin of Locate Request

Nov-25

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	204	5.98	623	16.33	1906	10.67	2733	10.89
CONTRACTOR	2896	84.85	3041	79.73	14205	79.54	20142	80.29
HOMEOWNER	313	9.17	150	3.93	1749	9.79	2212	8.82
TOTALS	3413	100.00	3814	100.00	17860	100.00	25087	100.00

Nov-24

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	357	9.21	665	18.08	1713	10.32	2735	11.32
CONTRACTOR	3284	84.73	2894	78.66	13328	80.26	19506	80.74
HOMEOWNER	235	6.06	120	3.26	1564	9.42	1919	7.94
TOTALS	3876	100.00	3679	100.00	16605	100.00	24160	100.00

YTD 2025

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	3609	4.82	11019	14.43	26069	9.79	40697	9.75
CONTRACTOR	57463	76.70	55565	72.76	190854	71.67	303882	72.77
HOMEOWNER	13852	18.49	9786	12.81	49373	18.54	73011	17.48
TOTALS	74924	100.00	76370	100.00	266296	100.00	417590	100.00

YTD 2024

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	4549	5.67	11061	13.68	26454	10.49	42064	10.18
CONTRACTOR	62934	78.49	60525	74.83	177732	70.48	301191	72.89
HOMEOWNER	12700	15.84	9292	11.49	47986	19.03	69978	16.93
TOTALS	80183	100.00	80878	100.00	252172	100.00	413233	100.00

Support Requests



All Centres

New conversations

3,793 ▼ 327

Conversations replied to

825 ▼ 530

Replies sent

3,615 ▼ 2,652

Closed conversations

3,708 ▼ 460

Median response time: including time assigned to bot

1m 5s ▼ 5s

Median first response time: including time assigned to bot

4m 12s ▲ 24s

Median time to close: including time assigned to bot

9m 22s ▼ 6m 32s

Overall CSAT score

84.7% ▲ 1.6%

50 out of 59

Teammate CSAT score

86.2% ▲ 2.4%

50 out of 58

Fin AI agent CSAT score

—

0 out of 0

Chat Reports

1 Closed conversations on first contact rate - by time



1 New conversations

444 ▼ 452

1 Conversations replied to

420 ▼ 419

1 Replies sent

2,900 ▼ 2,433

1 Closed conversations

443 ▼ 471

1 Median response time: including time assigned to bot

43s ▼ 6s

1 Median first response time: including time assigned to bot

2m 30s ▼ 15s

1 Median time to close: including time assigned to bot

13m 34s ▼ 4s

1 Overall CSAT score

89.4% ▲ 6.6%

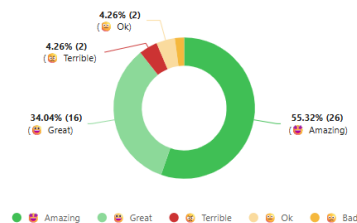
42 out of 47

1 Teammate CSAT score

91.3% ▲ 7.8%

42 out of 46

1 Conversation ratings - by conversation rating



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	12563
Jun	19603	23867	16711	20236	35212	13981	12747	9520	8283	8915
Jul	14826	20076	22163	16842	19384	9031	8643	8016	8175	7497
Aug	15466	18081	19772	13459	12830	9247	9146	8151	7129	6965
Sep	17861	15785	13702	10746	12278	9850	8765	7290	6639	8080
Oct	10335	11664	11745	7094	6958	7557	5640	4862	5522	5902
Nov	7117	4513	11745	2858	2321	2980	1284	2461	2036	2136
Dec	2442	2858	6264	1232	1163	805	444	1044	593	
YTD	146748	144277	149755	136085	149021	93918	72975	65586	62223	62385
YEAR	149190	147135	156019	137317	150184	94723	73419	66630	62816	62385

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	57969
Jun	44505	49879	44995	48113	56998	55584	56050	52384	48174	50415
Jul	38539	43911	44816	49050	54313	49575	48732	48939	48559	51483
Aug	41382	47773	42661	47845	52395	53537	54981	51793	45160	44991
Sep	39776	40798	36456	43240	55725	55423	51485	48912	44794	47761
Oct	32528	38520	34425	36832	42654	44948	42106	40857	41322	40906
Nov	25210	21548	20536	20265	24183	30901	24049	29506	24160	25087
Dec	12067	11685	9753	11103	14068	16435	12849	16531	12879	
YTD	354699	366675	341556	392331	412256	452472	446761	430951	413233	417591
YEAR	366766	378360	351309	403434	426324	468907	459610	447482	426112	417591

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	162838
May	194115	213044	210823	202379	175668	192649	200480	205353	210815	220763
Jun	184862	209041	188774	144964	193441	192416	189426	178419	183551	194389
Jul	165090	186201	191361	187050	189836	173988	164663	167529	184286	198662
Aug	176540	209191	182499	169894	177522	186641	191800	176970	172006	174085
Sep	170057	183283	153258	166841	194410	191457	171664	166148	168297	180375
Oct	141220	175298	143217	134113	146862	142782	137130	136138	153724	152590
Nov	112582	99538	86640	73282	84715	109673	82135	97646	90692	95696
Dec	53829	53772	40893	41758	49011	55218	45524	56359	50374	
YTD	1561232	1595535	1436818	1421993	1421196	1542361	1506408	1458246	1542615	1601137
YEAR	1615061	1649307	1477711	1463751	1470207	1597579	1551932	1514605	1592989	1601137

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	.217
Jun	.489	.440	.371	.421	.618	.252	.227	.182	.172	.177
Jul	.462	.385	.495	.343	.357	.182	.177	.164	.168	.146
Aug	.429	.374	.463	.281	.245	.173	.166	.157	.158	.155
Sep	.429	.449	.376	.249	.220	.178	.170	.149	.148	.169
Oct	.409	.318	.341	.193	.163	.168	.134	.119	.134	.144
Nov	.349	.282	.572	.141	.096	.096	.053	.083	.084	.085
Dec	.301	.202	.642	.111	.083	.049	.035	.063	.046	
YTD Avg.	.414	.393	.438	.347	.361	.208	.163	.152	.151	.149
YR. Avg.	.407	.389	.444	.340	.352	.202	.160	.149	.147	.149

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	3.81
Jun	4.69	4.15	4.20	3.01	3.39	3.46	3.38	3.41	3.81	3.86
Jul	4.74	4.28	4.27	3.81	3.50	3.51	3.38	3.42	3.80	3.86
Aug	4.69	4.27	4.28	3.55	3.39	3.49	3.49	3.42	3.81	3.87
Sep	4.66	4.28	4.20	3.86	3.49	3.45	3.33	3.40	3.76	3.78
Oct	4.85	4.34	4.16	3.64	3.44	3.18	3.26	3.33	3.72	3.73
Nov	4.88	4.47	4.22	3.62	3.50	3.55	3.42	3.31	3.75	3.81
Dec	4.91	4.46	4.19	3.76	3.48	3.36	3.54	3.41	3.91	
YTD Avg.	4.40	4.35	4.21	3.62	3.45	3.41	3.37	3.38	3.73	3.83
YR. Avg.	4.40	4.36	4.21	3.63	3.45	3.41	3.38	3.38	3.74	3.83