



Monthly Stakeholder Report – January 2026

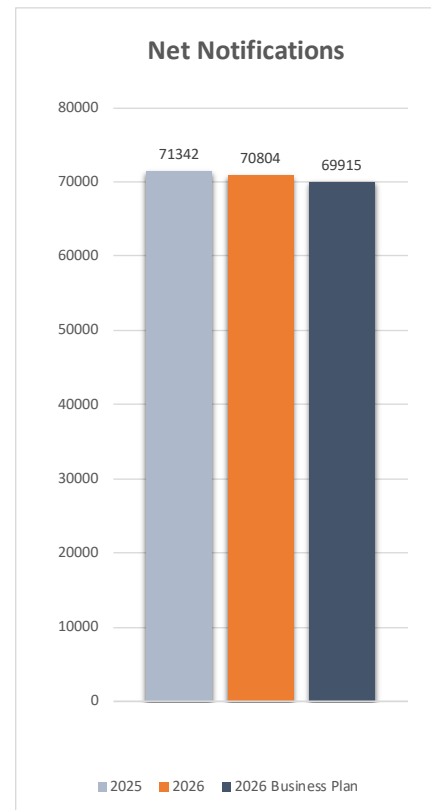
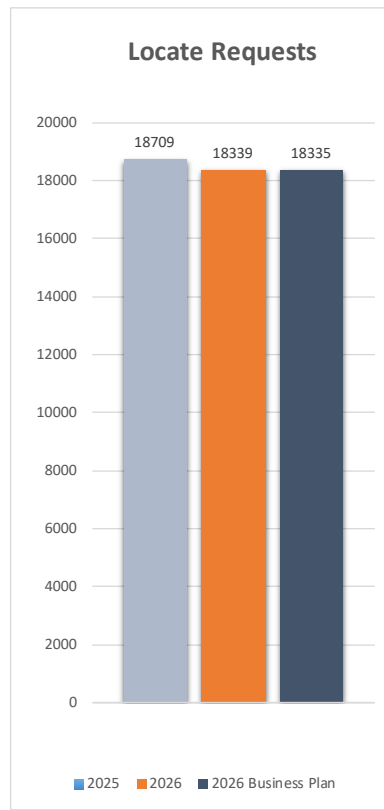
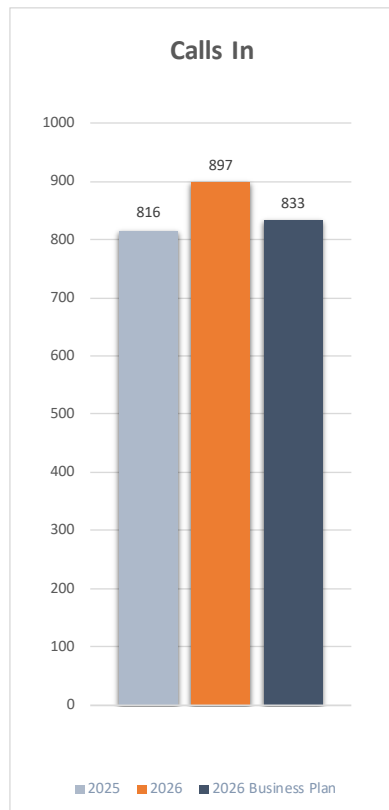
Table of Contents

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

Jan 2026	2025	Goals	2026	+ / - 2025	% plus / minus
Locate Requests	18709	18335	18339	-370	-2.0%
Incoming Calls	816	833	710	-106	-13.0%
Web-based Locate Requests	93.6%	90.0% @ year end	93.7%	+0.1	--
Homeowner web %	52.3%	55%	55.0%	+2.7	+5.2%
Contractor web %	99.0%	98%	98.9%	-0.1	--
Member web %	99.6%	98%	99.2%	-0.4	--
Net Notifications (month)	71342	69915	70804	-538	-0.8%
Net Notifications (year-to-date)	71342	69915	70804	-538	-0.8%

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
2026					
Jan	2380	13.0%	71.8%	25.1%	0.6%
Total 2026	2380	13.0%			

	ALP tickets processed	ALP as % of total tickets	ALP Request by Ticket Type %		
			Regular	Project	Large Project
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	1802	13.6%	80.6%	19.1%	0.2%
Total 2025	42347	9.8%			

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	18339	1149	6.27%	17190	93.73%
FEB					
MAR					
APR					
MAY					
JUN					
JUL					
AUG					
SEP					
OCT					
NOV					
DEC					
YTD	18339	1149	6.27%	17190	93.73%

YTD 2025	18709	1195	6.39%	17514	93.61%
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Jan 2025	18709	1195	6.39%	17514	93.61%
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Web Usage by User Type (non-Emergency only)

2026

	Homeowner Total Web Tickets	Homeowner Total Tickets	Homeowner %	Contractor Total Web Tickets	Contractor Total Tickets	Contractor %	Member Total Web Tickets	Member Total Tickets	Member %
JAN	298	542	55.0%	14810	14981	98.9%	2074	2091	99.2%
FEB									
MAR									
APR									
MAY									
JUN									
JUL									
AUG									
SEP									
OCT									
NOV									
DEC									
YTD	298	542	55.0%	14810	14981	98.9%	2074	2091	99.2%

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	8462	56.9%	36462	97.7%	4509	99.4%
JUN	6087	57.2%	33647	97.6%	4054	99.2%
JUL	4812	53.5%	35760	97.8%	4557	99.1%
AUG	4112	52.6%	31596	98.0%	3695	99.5%
SEP	4119	49.3%	33389	97.8%	3960	99.3%
OCT	2899	49.6%	29592	97.8%	3482	99.1%
NOV	1128	53.5%	19221	98.3%	2471	99.1%
DEC	254	56.7%	10350	98.7%	1552	99.4%
YTD	39261	54.7%	301080	98.2%	38325	99.3%

Origin of Locate Request

Jan-26

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	206	6.61	668	20.35	1430	11.98	2304	12.56
CONTRACTOR	2788	89.44	2579	78.58	10080	84.42	15447	84.23
HOMEOWNER	123	3.95	35	1.07	430	3.60	588	3.21
TOTALS	3117	100.00	3282	100.00	11940	100.00	18339	100.00

Jan-25

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	305	9.38	644	21.10	1688	13.61	2637	14.09
CONTRACTOR	2798	86.04	2377	77.88	10273	82.81	15448	82.57
HOMEOWNER	149	4.58	31	1.02	444	3.58	624	3.34
TOTALS	3252	100.00	3052	100.00	12405	100.00	18709	100.00

YTD 2026

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	206	6.61	668	20.35	1430	11.98	2304	12.56
CONTRACTOR	2788	89.44	2579	78.58	10080	84.42	15447	84.23
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YTD 2025

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CONTRACTOR	2798	86.04	2377	77.88	10273	82.81	15448	82.57
HOMEOWNER	149	4.58	31	1.02	444	3.58	624	3.34
TOTALS	3252	100.00	3052	100.00	12405	100.00	18709	100.00

Support Requests



All Centres

New conversations

4,499 ▲ 1,467

Conversations replied to

561 ▲ 153

Replies sent

1,931 ▲ 533

Closed conversations

4,457 ▲ 1,251

Median response time: including time assigned to bot

2m 20s ▲ 20s

Median first response time: including time assigned to bot

7m 51s ▲ 2m 3s

Median time to close: including time assigned to bot

8m ▼ 2m 8s

Overall CSAT score

89.7% ▼ 5.3%

26 out of 29

Teammate CSAT score

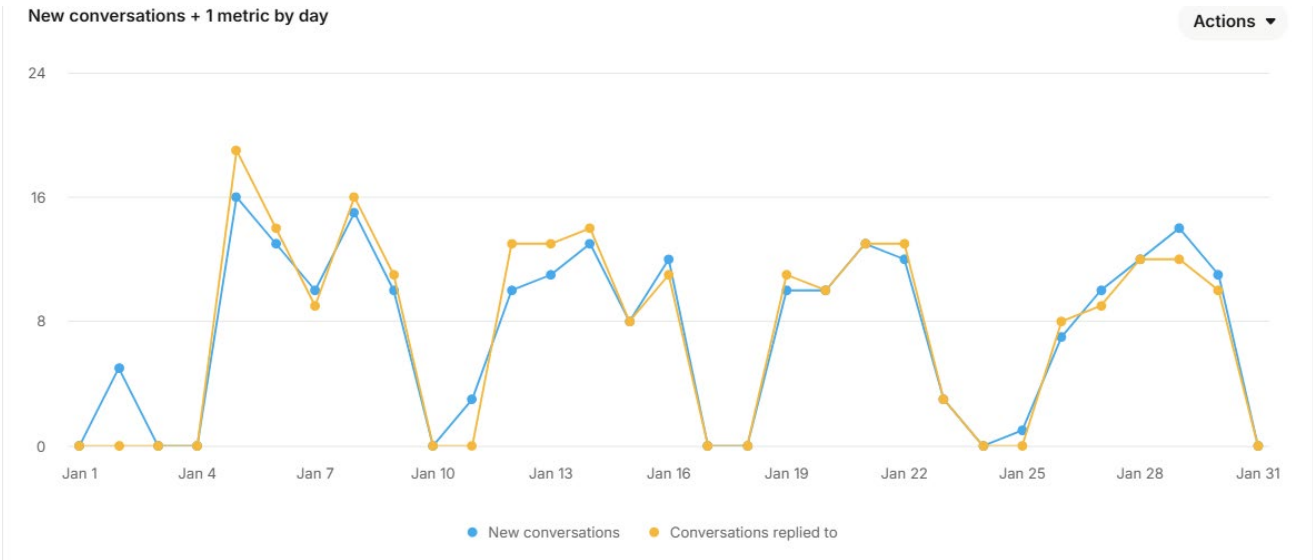
89.7% ▼ 5.3%

26 out of 29

Conversation ratings - by conversation rating

Rating	Percentage	Count
Amazing	75.86%	22
Great	13.79%	4
Terrible	3.45%	1
Bad	3.45%	1
OK	3.45%	1

Chat Reports



New conversations

229 ▲ 78

Conversations replied to

223 ▲ 73

Replies sent

1,292 ▲ 362

Closed conversations

230 ▲ 73

Median response time: including time assigned to bot

51s ▼ 5s

CSAT score

100% ▲ 25%

6 out of 6

Median first response time: including time assigned to bot

3m 11s ▼ 4s

Teammate CSAT score

100% ▲ 25%

6 out of 6

Median time to close: including time assigned to bot

13m 50s ▲ 11s

Conversation ratings by conversation rating

● Pending ● Good ● Bad

Historical – Call Volume

MONTH	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	3105	3212	2831	1290	1232	721	766	897	816	710
Feb	2915	2490	2845	1209	934	911	741	1099	637	
Mar	4785	3200	3788	1347	4527	2132	1194	1364	1834	
Apr	9598	9965	24434	14232	15776	5992	5950	8632	7040	
May	29888	35050	30952	41960	18803	16994	16635	12447	12563	
Jun	23867	16711	20236	35212	13981	12747	9520	8283	8915	
Jul	20076	22163	16842	19384	9031	8643	8016	8175	7497	
Aug	18081	19772	13459	12830	9247	9146	8151	7129	6965	
Sep	15785	13702	10746	12278	9850	8765	7290	6639	8080	
Oct	11664	11745	7094	6958	7557	5640	4862	5522	5902	
Nov	4513	11745	2858	2321	2980	1284	2461	2036	2136	
Dec	2858	6264	1232	1163	805	444	1044	593	585	
YTD	3105	3212	2831	1290	1232	721	766	897	816	710
YEAR	147135	156019	137317	150184	94723	73419	66630	62816	62970	710

Historical – Locate Request Volume

MONTH	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	15178	15816	14848	14186	16858	19955	19983	19754	18709	18339
Feb	13536	11871	19784	13263	14016	18442	16928	18578	15310	
Mar	17207	13063	21257	14060	27156	26847	21135	20644	22193	
Apr	27060	21724	37255	29128	47685	43463	39167	46480	42767	
May	51265	55193	53842	55351	56789	60651	61347	55608	57969	
Jun	49879	44995	48113	56998	55584	56050	52384	48174	50415	
Jul	43911	44816	49050	54313	49575	48732	48939	48559	51483	
Aug	47773	42661	47845	52395	53537	54981	51793	45160	44991	
Sep	40798	36456	43240	55725	55423	51485	48912	44794	47761	
Oct	38520	34425	36832	42654	44948	42106	40857	41322	40906	
Nov	21548	20536	20265	24183	30901	24049	29506	24160	25087	
Dec	11685	9753	11103	14068	16435	12849	16531	12879	13212	
YTD	15178	15816	14848	14186	16858	19955	19983	19754	18709	18339
YEAR	378360	351309	403434	426324	468907	459610	447482	426112	430803	18339

Historical – Net Notification Volume

MONTH	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	66918	72087	59436	51807	55137	66564	67177	68113	71342	70804
Feb	58838	55890	65370	45988	46926	62764	57293	65884	60477	
Mar	77541	64460	76384	52703	90738	92598	73677	72891	89920	
Apr	116642	87809	142280	108244	159954	147184	131896	172356	162838	
May	213044	210823	202379	175668	192649	200480	205353	210815	220763	
Jun	209041	188774	144964	193441	192416	189426	178419	183551	194389	
Jul	186201	191361	187050	189836	173988	164663	167529	184286	198662	
Aug	209191	182499	169894	177522	186641	191800	176970	172006	174085	
Sep	183283	153258	166841	194410	191457	171664	166148	168297	180375	
Oct	175298	143217	134113	146862	142782	137130	136138	153724	152590	
Nov	99538	86640	73282	84715	109673	82135	97646	90692	95696	
Dec	53772	40893	41758	49011	55218	45524	56359	50374	50457	
YTD	66918	72087	59436	51807	55137	66564	67177	68113	71342	70804
YEAR	1649307	1477711	1463751	1470207	1597579	1551932	1514605	1592989	1651594	70804

Historical – Net Calls per Locate Request

MONTH	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	.253	.203	.191	.091	.073	.036	.038	.045	.044	.039
Feb	.278	.210	.144	.091	.067	.049	.044	.059	.042	
Mar	.352	.245	.178	.096	.167	.079	.056	.066	.083	
Apr	.563	.459	.656	.489	.331	.138	.152	.186	.165	
May	.557	.635	.575	.758	.331	.280	.271	.224	.217	
Jun	.440	.371	.421	.618	.252	.227	.182	.172	.177	
Jul	.385	.495	.343	.357	.182	.177	.164	.168	.146	
Aug	.374	.463	.281	.245	.173	.166	.157	.158	.155	
Sep	.449	.376	.249	.220	.178	.170	.149	.148	.169	
Oct	.318	.341	.193	.163	.168	.134	.119	.134	.144	
Nov	.282	.572	.141	.096	.096	.053	.083	.084	.085	
Dec	.202	.642	.111	.083	.049	.035	.063	.046	.044	
YTD Avg.	.205	.203	.191	.091	.073	.036	.038	.045	.044	.039
YR. Avg.	.389	.444	.340	.352	.202	.160	.149	.147	.146	.039

Historical – Net Notifications per Locate Request

MONTH	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Jan	4.86	4.56	4.00	3.65	3.27	3.34	3.36	3.45	3.81	3.86
Feb	4.78	4.71	3.30	3.47	3.35	3.40	3.38	3.55	3.95	
Mar	4.86	4.93	3.59	3.75	3.34	3.45	3.49	3.53	4.05	
Apr	4.65	4.04	3.82	3.72	3.35	3.39	3.37	3.71	3.81	
May	4.31	3.82	3.76	3.17	3.39	3.31	3.35	3.79	3.81	
Jun	4.15	4.20	3.01	3.39	3.46	3.38	3.41	3.81	3.86	
Jul	4.28	4.27	3.81	3.50	3.51	3.38	3.42	3.80	3.86	
Aug	4.27	4.28	3.55	3.39	3.49	3.49	3.42	3.81	3.87	
Sep	4.28	4.20	3.86	3.49	3.45	3.33	3.40	3.76	3.78	
Oct	4.34	4.16	3.64	3.44	3.18	3.26	3.33	3.72	3.73	
Nov	4.47	4.22	3.62	3.50	3.55	3.42	3.31	3.75	3.81	
Dec	4.46	4.19	3.76	3.48	3.36	3.54	3.41	3.91	3.82	
YTD Avg.	4.41	4.56	4.00	3.65	3.27	3.34	3.36	3.45	3.81	3.86
YR. Avg.	4.36	4.21	3.63	3.45	3.41	3.38	3.38	3.74	3.83	3.86