



Monthly Stakeholder Report – March 2026

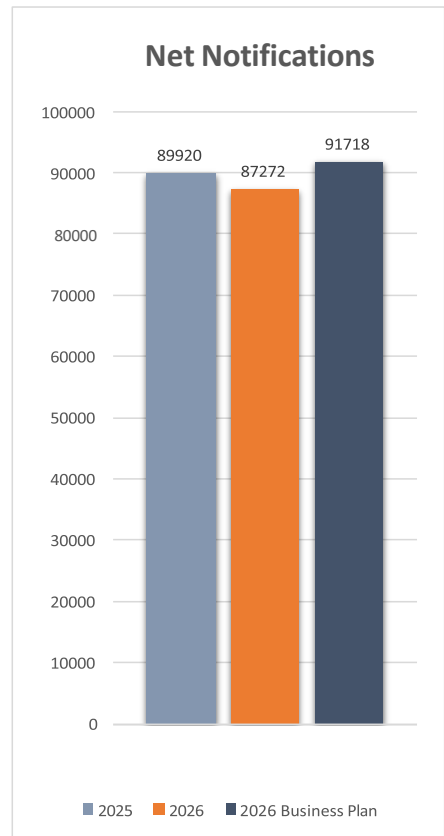
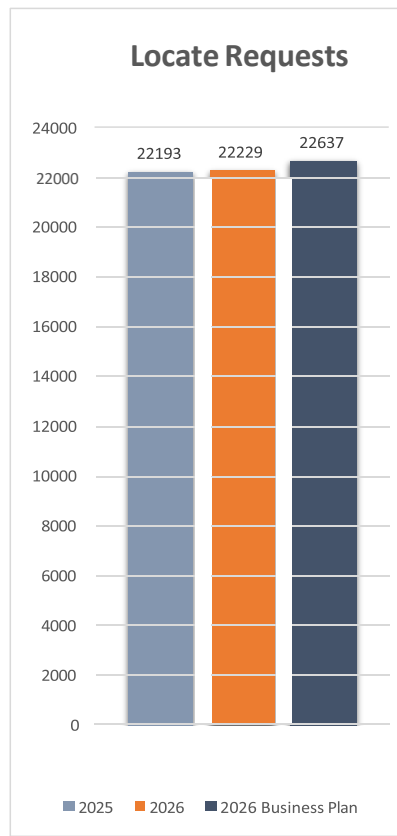
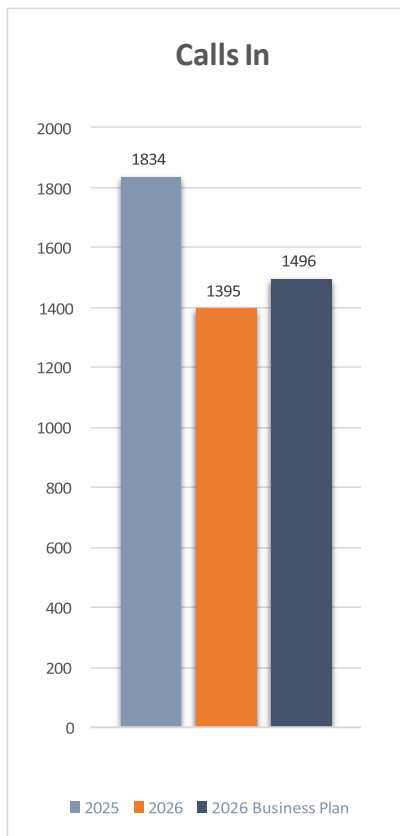
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Month-at-a-Glance

| Mar 2026 | 2025 | Goals | 2026 | + / - 2025 | % plus / minus |
|---|---------|------------------|---------|------------|----------------|
| Locate Requests | 22,193 | 22,637 | 22,229 | +36 | -- |
| Incoming Calls | 1,834 | 1,496 | 1,395 | -439 | -23.9% |
| Web-based Locate Requests | 90.7% | 90.0% @ year end | 91.6% | +0.9 | +1.0% |
| Homeowner web % | 58.6% | 50% | 56.6% | -2.0 | -3.4% |
| Contractor web % | 98.2% | 98% | 98.5% | +0.3 | -- |
| Member web % | 99.3% | 98% | 99.2% | -0.1 | -- |
| Net Notifications (month) | 89,920 | 91,718 | 87,272 | -2648 | -3.0% |
| Net Notifications (year-to-date) | 221,739 | 22,3018 | 222,958 | +1219 | +0.5% |

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% |
| Feb | 2281 | 10.3% | 80.4% | 18.9% | 0.4% |
| Mar | 2603 | 11.7% | 70.0% | 29.4% | 0.5% |
| Total 2026 | 7264 | 12.6% | | | |

| | 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 | 17101 | 1223 | 7.15% | 15878 | 92.85% |
| MAR | 22229 | 1877 | 8.44% | 20352 | 91.56% |
| APR | | | | | |
| MAY | | | | | |
| JUN | | | | | |
| JUL | | | | | |
| AUG | | | | | |
| SEP | | | | | |
| OCT | | | | | |
| NOV | | | | | |
| DEC | | | | | |
| YTD | 57669 | 4249 | 7.37% | 53420 | 92.63% |

| | | | | | |
|----------|-------|------|-------|-------|--------|
| YTD 2025 | 56212 | 4316 | 7.68% | 51896 | 92.32% |
|----------|-------|------|-------|-------|--------|

| | | | | | |
|----------|-------|------|-------|-------|--------|
| Mar 2025 | 22193 | 2061 | 9.29% | 20132 | 90.71% |
|----------|-------|------|-------|-------|--------|

Web Usage by User Type (non-Emergency only)

2026

| | Homeowner Total Web Tickets | Homeowner % | Contractor Total Web Tickets | Contractor % | Member Total Tickets | Member % |
|------------|-----------------------------------|----------------|------------------------------------|--------------|----------------------------|--------------|
| JAN | 298 | 55.0% | 14810 | 98.9% | 2091 | 99.2% |
| FEB | 436 | 57.1% | 13380 | 98.5% | 2063 | 99.8% |
| MAR | 980 | 56.6% | 17281 | 98.5% | 2104 | 99.2% |
| APR | | | | | | |
| MAY | | | | | | |
| JUN | | | | | | |
| JUL | | | | | | |
| AUG | | | | | | |
| SEP | | | | | | |
| OCT | | | | | | |
| NOV | | | | | | |
| DEC | | | | | | |
| YTD | 1714 | 56.4% | 45471 | 98.6% | 6258 | 99.4% |

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

Mar-26

| | CALGARY | | EDMONTON | | RURAL | | TOTALS | |
|---------------|-------------|---------------|-------------|---------------|--------------|---------------|--------------|---------------|
| | No. | % | No. | % | No. | % | No. | % |
| MEMBER | 186 | 4.12 | 657 | 14.66 | 1499 | 11.32 | 2342 | 10.54 |
| CONTRACTOR | 3942 | 87.41 | 3667 | 81.83 | 10505 | 79.35 | 18114 | 81.49 |
| HOMEOWNER | 382 | 8.47 | 157 | 3.50 | 1234 | 9.32 | 1773 | 7.98 |
| TOTALS | 4510 | 100.00 | 4481 | 100.00 | 13238 | 100.00 | 22229 | 100.00 |

Mar-25

| | CALGARY | | EDMONTON | | RURAL | | TOTALS | |
|---------------|-------------|---------------|-------------|---------------|--------------|---------------|--------------|---------------|
| | No. | % | No. | % | No. | % | No. | % |
| MEMBER | 376 | 7.71 | 885 | 20.29 | 1634 | 12.61 | 2895 | 13.04 |
| CONTRACTOR | 3963 | 81.28 | 3274 | 75.07 | 9730 | 75.10 | 16967 | 76.45 |
| HOMEOWNER | 537 | 11.01 | 202 | 4.63 | 1592 | 12.29 | 2331 | 10.50 |
| TOTALS | 4876 | 100.00 | 4361 | 100.00 | 12956 | 100.00 | 22193 | 100.00 |

YTD 2026

| | CALGARY | | EDMONTON | | RURAL | | TOTALS | |
|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|
| | No. | % | No. | % | No. | % | No. | % |
| MEMBER | 583 | 5.49 | 2050 | 19.04 | 4268 | 11.77 | 6901 | 11.97 |
| CONTRACTOR | 9402 | 88.48 | 8474 | 78.70 | 29707 | 81.89 | 47583 | 82.51 |
| HOMEOWNER | 641 | 6.03 | 244 | 2.27 | 2300 | 6.34 | 3185 | 5.52 |
| TOTALS | 10626 | 100.00 | 10768 | 100.00 | 36275 | 100.00 | 57669 | 100.00 |

YTD 2025

| | CALGARY | | EDMONTON | | RURAL | | TOTALS | |
|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|
| | No. | % | No. | % | No. | % | No. | % |
| MEMBER | 904 | 8.16 | 2278 | 21.21 | 4537 | 13.19 | 7719 | 13.73 |
| CONTRACTOR | 9353 | 84.47 | 8186 | 76.21 | 27460 | 79.83 | 44999 | 80.05 |
| HOMEOWNER | 816 | 7.37 | 277 | 2.58 | 2401 | 6.98 | 3494 | 6.22 |
| TOTALS | 11073 | 100.00 | 10741 | 100.00 | 34398 | 100.00 | 56212 | 100.00 |

Support Requests



All Centres

| | | | |
|--|---|---|---|
| <p>New conversations</p> <p>3,174 ▲ 636</p> | <p>Conversations replied to</p> <p>764 ▲ 24</p> | <p>Replies sent</p> <p>3,205 ▲ 667</p> | <p>Closed conversations</p> <p>3,266 ▲ 750</p> |
| <p>Median response time: including time assigned to bot</p> <p>1m 14s ▼ 23s</p> | <p>Median first response time: including time assigned to bot</p> <p>4m 17s ▼ 2m 32s</p> | <p>Median time to close: including time assigned to bot</p> <p>10m 7s ▼ 1m 28s</p> | |
| <p>Overall CSAT score</p> <p>77.5% ▼ 9.7%</p> <p>31 out of 40</p> | <p>Teammate CSAT score</p> <p>77.5% ▼ 9.7%</p> <p>31 out of 40</p> | | |

Chat Reports

Comparison of New and Resolved Tickets



New conversations

423 ▲ 111

Conversations replied to

406 ▲ 102

Replies sent

2,556 ▲ 756

Closed conversations

435 ▲ 120

Median response time: including time assigned to bot

50s ▲ 6s

Median first response time: including time assigned to bot

2m 36s ▼ 18s

Median time to close: including time assigned to bot

13m 24s ▲ 54s

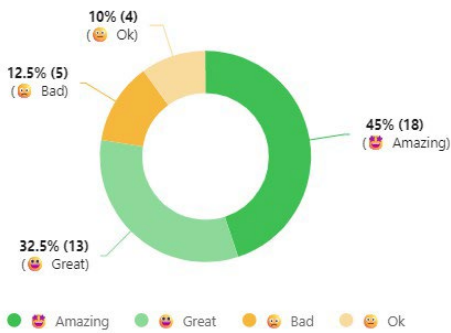
Overall CSAT score

77.5% ▼ 9.7%
31 out of 40

Teammate CSAT score

77.5% ▼ 9.7%
31 out of 40

Conversation ratings - by conversation rating



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 | 846 |
| Mar | 4785 | 3200 | 3788 | 1347 | 4527 | 2132 | 1194 | 1364 | 1834 | 1395 |
| 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 | 10805 | 8902 | 9464 | 3846 | 6693 | 3764 | 2701 | 3360 | 3287 | 2951 |
| YEAR | 147135 | 156019 | 137317 | 150184 | 94723 | 73419 | 66630 | 62816 | 62970 | 2951 |

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 | 17101 |
| Mar | 17207 | 13063 | 21257 | 14060 | 27156 | 26847 | 21135 | 20644 | 22193 | 22229 |
| 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 | 45921 | 40750 | 55889 | 41509 | 58030 | 65244 | 58046 | 58976 | 56212 | 57669 |
| YEAR | 378360 | 351309 | 403434 | 426324 | 468907 | 459610 | 447482 | 426112 | 430803 | 57669 |

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 | 64882 |
| Mar | 77541 | 64460 | 76384 | 52703 | 90738 | 92598 | 73677 | 72891 | 89920 | 87272 |
| 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 | 203297 | 192437 | 201190 | 150498 | 192801 | 221926 | 198147 | 206888 | 221739 | 222958 |
| YEAR | 1649307 | 1477711 | 1463751 | 1470207 | 1597579 | 1551932 | 1514605 | 1592989 | 1651594 | 222958 |

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 | .049 |
| Mar | .352 | .245 | .178 | .096 | .167 | .079 | .056 | .066 | .083 | .063 |
| 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. | .235 | .218 | .169 | .093 | .115 | .058 | .047 | .057 | .058 | .051 |
| YR. Avg. | .389 | .444 | .340 | .352 | .202 | .160 | .149 | .147 | .146 | .051 |

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 | 3.79 |
| Mar | 4.86 | 4.93 | 3.59 | 3.75 | 3.34 | 3.45 | 3.49 | 3.53 | 4.05 | 3.93 |
| 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. | 4.43 | 4.72 | 3.60 | 3.63 | 3.32 | 3.40 | 3.41 | 3.51 | 3.94 | 3.87 |
| YR. Avg. | 4.36 | 4.21 | 3.63 | 3.45 | 3.41 | 3.38 | 3.38 | 3.74 | 3.83 | 3.87 |