



## Monthly Stakeholder Report – May 2026

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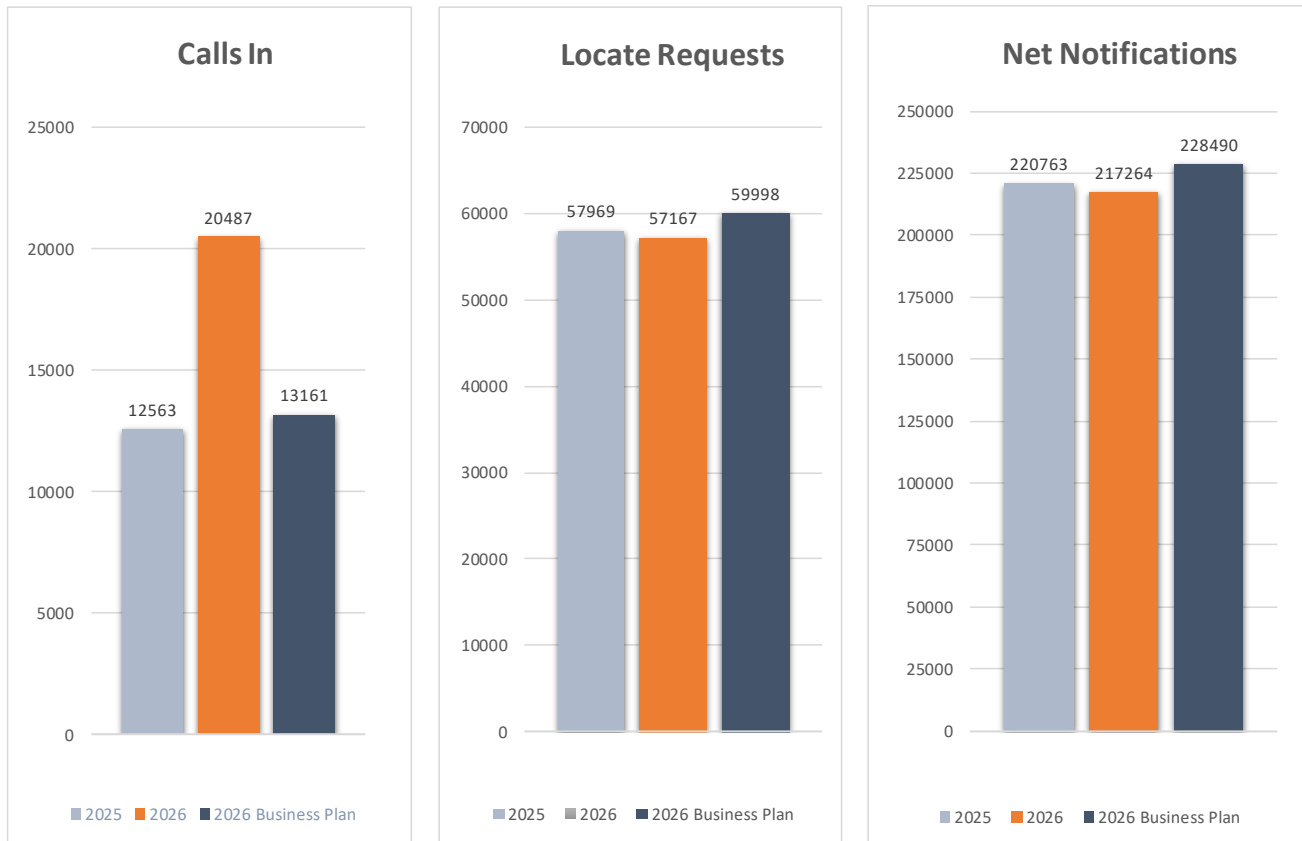
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## Month-at-a-Glance

May 2026	2025	Goals	2026	+ / - 2025	% plus / minus
<b>Locate Requests</b>	57969	59998	57167	-802	-1.4%
<b>Incoming Calls</b>	12563	13161	20487	+7924	+63.1%
<b>Web-based Locate Requests</b>	85.3%	90.0% @ year end	85.0%	-0.3%	-0.4%
Homeowner web %	56.9%	50%	61.9%	+5.0	+8.8%
Contractor web %	97.7%	98%	97.9%	+0.2	--
Member web %	99.4%	98%	98.8%	-0.6	-0.6%
<b>Net Notifications (month)</b>	220763	228490	217264	-3499	-1.6%
<b>Net Notifications (year-to-date)</b>	605340	617602	587564	-17776	-2.9%

**Note:** Increase in call volume attributable to software issue preventing cell phone users from placing online requests.

## 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
<b>2026</b>					
Jan	<b>2380</b>	13.0%	71.8%	25.1%	0.6%
Feb	<b>2281</b>	10.3%	80.4%	18.9%	0.4%
Mar	<b>2603</b>	11.7%	70.0%	29.4%	0.5%
Apr	<b>3935</b>	10.5%	74.9%	24.8%	0.2%
May	<b>4870</b>	8.7%	74.9%	25.9%	0.6%
<b>Total 2026</b>	<b>11,199</b>	<b>10.4%</b>			

	ALP tickets processed	ALP as % of total tickets	ALP Request by Ticket Type %		
			Regular	Project	Large Project
<b>2025</b>					
Jan	<b>616</b>	3.3%	43.8%	48.2%	5.0%
Feb	<b>547</b>	2.9%	56.5%	42.4%	4.4%
Mar	<b>608</b>	2.7%	55.1%	44.9%	4.8%
Apr	<b>3090</b>	7.2%	74.2%	24.8%	0.7%
May	<b>6277</b>	10.8%	84.1%	15.4%	0.3%
June	<b>5047</b>	10.0%	78.8%	21.0%	0.2%
July	<b>5772</b>	11.2%	81.1%	18.3%	0.3%
Aug	<b>5534</b>	12.3%	79.7%	19.7%	0.2%
Sep	<b>5217</b>	10.9%	79.2%	20.2%	0.3%
Oct	<b>5346</b>	13.1%	77.3%	22.3%	0.2%
Nov	<b>4293</b>	17.2%	81.9%	17.8%	0.2%
Dec	<b>1802</b>	13.6%	80.6%	19.1%	0.2%
<b>Total 2025</b>	<b>42347</b>	<b>9.8%</b>			

## Locate Request by Channel

	<b>TOTAL LOCATE REQUESTS</b>	<b>Total Locate Requests Received by <u>VOICE</u></b>	<b>VOICE % OF TOTAL LOCATE REQUESTS</b>	<b>Total Locate Requests Received by <u>WEB</u></b>	<b>WEB % OF TOTAL LOCATE REQUESTS</b>
<b>JAN</b>	18339	1149	6.27%	17190	93.73%
<b>FEB</b>	17101	1223	7.15%	15878	92.85%
<b>MAR</b>	22229	1877	8.44%	20352	91.56%
<b>APR</b>	37654	4799	12.74%	32855	87.26%
<b>MAY</b>	57167	8596	15.04%	48571	84.96%
<b>JUN</b>					
<b>JUL</b>					
<b>AUG</b>					
<b>SEP</b>					
<b>OCT</b>					
<b>NOV</b>					
<b>DEC</b>					
<b>YTD</b>	<b>152490</b>	<b>17644</b>	<b>11.57%</b>	<b>134846</b>	<b>88.43%</b>

YTD 2025	156948	19007	12.11%	137941	87.89%
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May 2025	57969	8524	14.70%	49445	85.30%
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## Web Usage by User Type (non-Emergency only)

2026

	Homeowner Total Web Tickets	Homeowner %	Contractor Total Web Tickets	Contractor %	Member Total Web Tickets	Member %
JAN	298	55.0%	14810	98.9%	2074	99.2%
FEB	436	57.1%	13380	98.5%	2058	99.8%
MAR	980	56.6%	17281	98.5%	2087	99.2%
APR	3783	53.4%	26184	97.7%	2888	99.5%
MAY	10446	61.9%	34505	97.9%	3618	98.8%
JUN						
JUL						
AUG						
SEP						
OCT						
NOV						
DEC						
<b>YTD</b>	<b>15943</b>	<b>59.0%</b>	<b>106160</b>	<b>98.2%</b>	<b>12725</b>	<b>99.2%</b>

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%
<b>YTD</b>	<b>39261</b>	<b>54.7%</b>	<b>301080</b>	<b>98.2%</b>	<b>38325</b>	<b>99.3%</b>

## Origin of Locate Request

### May-26

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	343	3.04	1011	9.81	2701	7.60	4055	7.09
CONTRACTOR	7220	63.91	6744	65.42	22096	62.14	36060	63.08
HOMEOWNER	3735	33.06	2554	24.77	10763	30.27	17052	29.83
<b>TOTALS</b>	<b>11298</b>	<b>100.00</b>	<b>10309</b>	<b>100.00</b>	<b>35560</b>	<b>100.00</b>	<b>57167</b>	<b>100.00</b>

### May-25

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	396	3.74	1652	15.09	2904	7.97	4952	8.54
CONTRACTOR	7042	66.56	7065	64.53	23902	65.59	38009	65.57
HOMEOWNER	3142	29.70	2231	20.38	9635	26.44	15008	25.89
<b>TOTALS</b>	<b>10580</b>	<b>100.00</b>	<b>10948</b>	<b>100.00</b>	<b>36441</b>	<b>100.00</b>	<b>57969</b>	<b>100.00</b>

### YTD 2026

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	1236	4.22	4012	14.06	8854	9.35	14102	9.25
CONTRACTOR	22302	76.16	20809	72.95	67878	71.69	110989	72.78
HOMEOWNER	5745	19.62	3704	12.99	17950	18.96	27399	17.97
<b>TOTALS</b>	<b>29283</b>	<b>100.00</b>	<b>28525</b>	<b>100.00</b>	<b>94682</b>	<b>100.00</b>	<b>152490</b>	<b>100.00</b>

### YTD 2025

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	1583	5.35	4900	16.38	9809	10.07	16292	10.38
CONTRACTOR	22249	75.19	21156	70.74	68753	70.55	112158	71.46
HOMEOWNER	5759	19.46	3852	12.88	18887	19.38	28498	18.16
<b>TOTALS</b>	<b>29591</b>	<b>100.00</b>	<b>29908</b>	<b>100.00</b>	<b>97449</b>	<b>100.00</b>	<b>156948</b>	<b>100.00</b>

# Support Requests

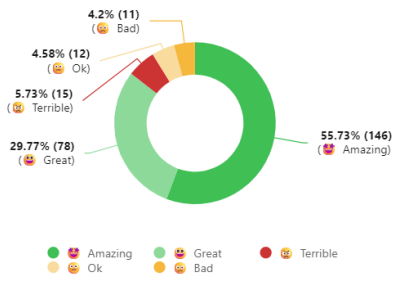
Comparison of New and Resolved Tickets



## All Centres

<p><b>New conversations</b></p> <p>4,675 <span style="color: green;">▲ 1,541</span></p>	<p><b>Conversations replied to</b></p> <p>1,454 <span style="color: green;">▲ 690</span></p>	<p><b>Replies sent</b></p> <p>6,825 <span style="color: green;">▲ 3,620</span></p>	<p><b>Closed conversations</b></p> <p>4,695 <span style="color: green;">▲ 1,429</span></p>
<p><b>Median response time: including time assigne...</b></p> <p>1h 30m <span style="color: red;">▲ 1h 18m</span></p>	<p><b>Median first response time: including time assi...</b></p> <p>1h 49m <span style="color: red;">▲ 1h 39m</span></p>	<p><b>Median time to close: including time assigned t...</b></p> <p>1h 13m <span style="color: red;">▲ 1h 3m</span></p>	
<p><b>Overall CSAT score</b></p> <p>85.5% <span style="color: red;">▼ 6.4%</span></p> <p>224 out of 262</p>	<p><b>Teammate CSAT score</b></p> <p>85.8% <span style="color: red;">▼ 6.1%</span></p> <p>224 out of 261</p>		

Conversation ratings - by conversation rating



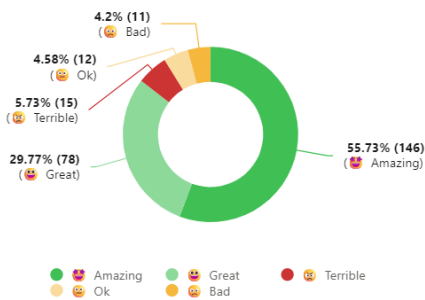
# Chat Reports

## 📌 Closed conversations on first contact rate - by time



<b>📌 New conversations</b> <b>3,127</b> ▲ 2,059	<b>📌 Conversations replied to</b> <b>2,838</b> ▲ 1,834	<b>📌 Replies sent</b> <b>19,255</b> ▲ 13,074	<b>📌 Closed conversations</b> <b>3,079</b> ▲ 2,013
<b>📌 Median response time: including time assigne...</b> <b>52s</b> ▲ 6s	<b>📌 Median first response time: including time assi...</b> <b>2m 36s</b> ▲ 10s	<b>📌 Median time to close: including time assigned t...</b> <b>15m 11s</b> ▲ 2m 36s	
<b>📌 Overall CSAT score</b> <b>85.5%</b> ▼ 6.4% 224 out of 262	<b>📌 Teammate CSAT score</b> <b>85.8%</b> ▼ 6.1% 224 out of 261		

## 📌 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	4982
May	29888	35050	30952	41960	18803	16994	16635	12447	12563	20487
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	
<b>YTD</b>	<b>50291</b>	<b>53917</b>	<b>64850</b>	<b>60038</b>	<b>41272</b>	<b>26750</b>	<b>25286</b>	<b>24439</b>	<b>22890</b>	<b>28420</b>
<b>YEAR</b>	<b>147135</b>	<b>156019</b>	<b>137317</b>	<b>150184</b>	<b>94723</b>	<b>73419</b>	<b>66630</b>	<b>62816</b>	<b>62970</b>	<b>28420</b>

## 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	37654
May	51265	55193	53842	55351	56789	60651	61347	55608	57969	57167
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	
<b>YTD</b>	<b>124246</b>	<b>117667</b>	<b>146986</b>	<b>125988</b>	<b>162504</b>	<b>169358</b>	<b>158560</b>	<b>161064</b>	<b>156948</b>	<b>152490</b>
<b>YEAR</b>	<b>378360</b>	<b>351309</b>	<b>403434</b>	<b>426324</b>	<b>468907</b>	<b>459610</b>	<b>447482</b>	<b>426112</b>	<b>430803</b>	<b>152490</b>

## 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	147342
May	213044	210823	202379	175668	192649	200480	205353	210815	220763	217264
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	
<b>YTD</b>	<b>532983</b>	<b>491069</b>	<b>545849</b>	<b>434410</b>	<b>545404</b>	<b>569590</b>	<b>535396</b>	<b>590059</b>	<b>605340</b>	<b>587564</b>
<b>YEAR</b>	<b>1649307</b>	<b>1477711</b>	<b>1463751</b>	<b>1470207</b>	<b>1597579</b>	<b>1551932</b>	<b>1514605</b>	<b>1592989</b>	<b>1651594</b>	<b>587564</b>

## 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	.132
May	.557	.635	.575	.758	.331	.280	.271	.224	.217	.358
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	
<b>YTD Avg.</b>	<b>.405</b>	<b>.458</b>	<b>.441</b>	<b>.477</b>	<b>.254</b>	<b>.158</b>	<b>.159</b>	<b>.152</b>	<b>.146</b>	<b>.186</b>
<b>YR. Avg.</b>	<b>.389</b>	<b>.444</b>	<b>.340</b>	<b>.352</b>	<b>.202</b>	<b>.160</b>	<b>.149</b>	<b>.147</b>	<b>.146</b>	<b>.186</b>

## 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	3.91
May	4.31	3.82	3.76	3.17	3.39	3.31	3.35	3.79	3.81	3.80
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	
<b>YTD Avg.</b>	<b>4.29</b>	<b>4.17</b>	<b>3.71</b>	<b>3.45</b>	<b>3.36</b>	<b>3.36</b>	<b>3.38</b>	<b>3.66</b>	<b>3.86</b>	<b>3.85</b>
<b>YR. Avg.</b>	<b>4.36</b>	<b>4.21</b>	<b>3.63</b>	<b>3.45</b>	<b>3.41</b>	<b>3.38</b>	<b>3.38</b>	<b>3.74</b>	<b>3.83</b>	<b>3.85</b>