



## Monthly Stakeholder Report – June 2026

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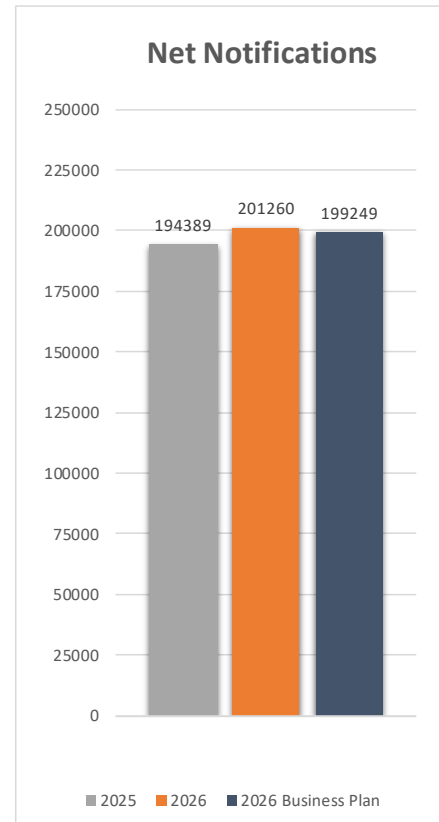
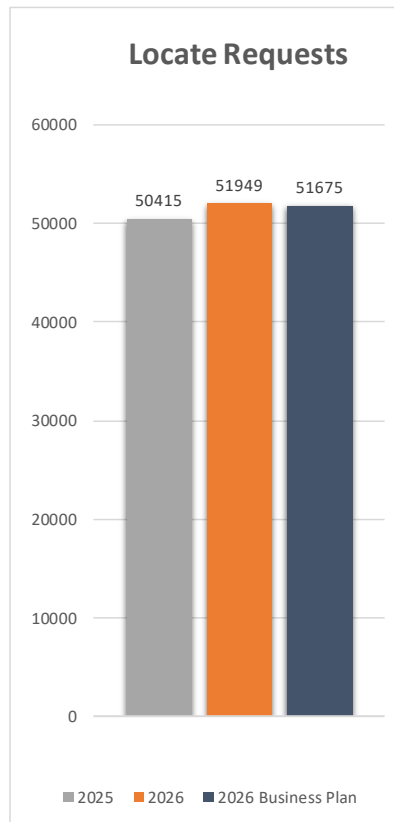
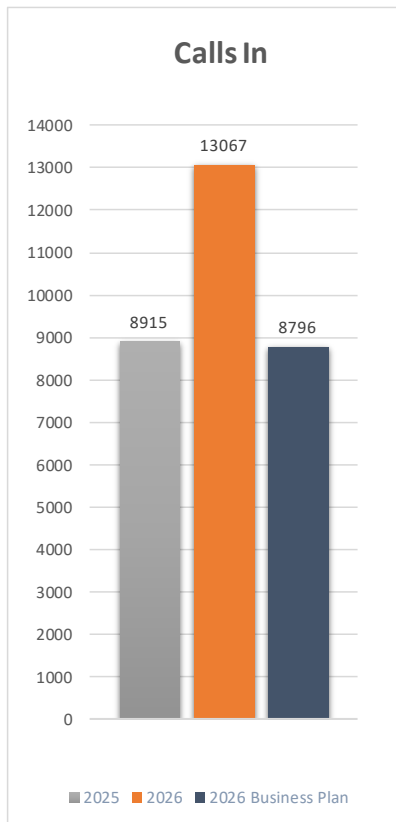
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## Month-at-a-Glance

| June 2026                               | 2025    | Goals            | 2026    | + / - 2025 | % plus / minus |
|---|---------|------------------|---------|------------|----------------|
| <b>Locate Requests</b>                  | 50,415  | 51,675           | 51,949  | +1,534     | +3.0%          |
| <b>Incoming Calls</b>                   | 8,915   | 8,796            | 13,067  | +4152      | +46.6%         |
| <b>Web-based Locate Requests</b>        | 86.9%   | 90.0% @ year end | 86.5%   | -0.4       | --             |
| <b>Homeowner web %</b>                  | 55.1%   | 50%              | 57.2%   | +2.1       | +3.8%          |
| <b>Contractor web %</b>                 | 97.6%   | 98%              | 97.6%   | --         | --             |
| <b>Member web %</b>                     | 99.1%   | 98%              | 99.2%   | +0.1       | --             |
| <b>Net Notifications (month)</b>        | 194,389 | 199,249          | 201,260 | +6,871     | +3.5%          |
| <b>Net Notifications (year-to-date)</b> | 799,729 | 816,851          | 788,824 | -10,905    | -1.4%          |

**Note:** Increase in call volume attributable to recovery from software issue preventing cell phone users from placing online requests and increasing no response reports.

## 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               | 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%          |
| Apr               | 3935                  | 10.5%                     | 74.9%                        | 24.8%   | 0.2%          |
| May               | 4870                  | 8.7%                      | 74.9%                        | 25.9%   | 0.6%          |
| Jun               | 5038                  | 9.7%                      | 71.4%                        | 30.0%   | 0.5%          |
| <b>Total 2026</b> | <b>21,107</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               | 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%          |
| <b>Total 2025</b> | <b>42,347</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> | 51949                        | 7035  | 13.54%                                  | 44914   | 86.46%                                |
| <b>JUL</b> |                              |   |   |   |                                       |
| <b>AUG</b> |                              |   |   |   |                                       |
| <b>SEP</b> |                              |   |   |   |                                       |
| <b>OCT</b> |                              |   |   |   |                                       |
| <b>NOV</b> |                              |   |   |   |                                       |
| <b>DEC</b> |                              |   |   |   |                                       |
| <b>YTD</b> | <b>204439</b>                | <b>24679</b>  | <b>12.07%</b>                           | <b>179760</b>                                       | <b>87.93%</b>                         |

|          |        |       |        |        |        |
|----------|--------|-------|--------|--------|--------|
| YTD 2025 | 207363 | 25617 | 12.35% | 181746 | 87.65% |
|----------|--------|-------|--------|--------|--------|

|           |       |      |        |       |        |
|-----------|-------|------|--------|-------|--------|
| June 2025 | 50415 | 6610 | 13.11% | 43805 | 86.89% |
|-----------|-------|------|--------|-------|--------|

## Web Usage by User Type (non-Emergency only)

2026

|            | Homeowner<br>Total Web<br>Tickets | Homeowner<br>% | Contractor<br>Total Web<br>Tickets | Contractor<br>% | Member<br>Total Web<br>Tickets | Member<br>%  |
|------------|-----------------------------------|----------------|------------------------------------|-----------------|--------------------------------|--------------|
| 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        | 7001                              | 59.1%          | 33979                              | 98.0%           | 3931                           | 99.2%        |
| JUL        |                                   |                |                                    |                 |                                |              |
| AUG        |                                   |                |                                    |                 |                                |              |
| SEP        |                                   |                |                                    |                 |                                |              |
| OCT        |                                   |                |                                    |                 |                                |              |
| NOV        |                                   |                |                                    |                 |                                |              |
| DEC        |                                   |                |                                    |                 |                                |              |
| <b>YTD</b> | <b>22944</b>                      | <b>59.1%</b>   | <b>140139</b>                      | <b>98.1%</b>    | <b>16656</b>                   | <b>99.2%</b> |

2025

|            | Homeowner<br>Total Web<br>Tickets | Homeowner<br>% | Contractor<br>Total Web<br>Tickets | Contractor<br>% | Member<br>Total Web<br>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

### Jun-26

|               | CALGARY      |               | EDMONTON    |               | RURAL        |               | TOTALS       |               |
|---------------|--------------|---------------|-------------|---------------|--------------|---------------|--------------|---------------|
|               | No.          | %             | No.         | %             | No.          | %             | No.          | %             |
| MEMBER        | 433          | 3.86          | 1172        | 12.62         | 2747         | 8.74          | 4352         | 8.38          |
| CONTRACTOR    | 8013         | 71.41         | 6428        | 69.21         | 21113        | 67.15         | 35554        | 68.44         |
| HOMEOWNER     | 2775         | 24.73         | 1688        | 18.17         | 7580         | 24.11         | 12043        | 23.18         |
| <b>TOTALS</b> | <b>11221</b> | <b>100.00</b> | <b>9288</b> | <b>100.00</b> | <b>31440</b> | <b>100.00</b> | <b>51949</b> | <b>100.00</b> |

### Jun-25

|               | CALGARY     |               | EDMONTON    |               | RURAL        |               | TOTALS       |               |
|---------------|-------------|---------------|-------------|---------------|--------------|---------------|--------------|---------------|
|               | No.         | %             | No.         | %             | No.          | %             | No.          | %             |
| MEMBER        | 409         | 4.21          | 1242        | 12.80         | 2785         | 8.98          | 4436         | 8.80          |
| CONTRACTOR    | 6914        | 71.25         | 6917        | 71.29         | 21371        | 68.92         | 35202        | 69.82         |
| HOMEOWNER     | 2381        | 24.54         | 1544        | 15.91         | 6852         | 22.10         | 10777        | 21.38         |
| <b>TOTALS</b> | <b>9704</b> | <b>100.00</b> | <b>9703</b> | <b>100.00</b> | <b>31008</b> | <b>100.00</b> | <b>50415</b> | <b>100.00</b> |

### YTD 2026

|               | CALGARY      |               | EDMONTON     |               | RURAL         |               | TOTALS        |               |
|---------------|--------------|---------------|--------------|---------------|---------------|---------------|---------------|---------------|
|               | No.          | %             | No.          | %             | No.           | %             | No.           | %             |
| MEMBER        | 1669         | 4.12          | 5184         | 13.71         | 11601         | 9.20          | 18454         | 9.03          |
| CONTRACTOR    | 30315        | 74.84         | 27237        | 72.03         | 88991         | 70.56         | 146543        | 71.68         |
| HOMEOWNER     | 8520         | 21.03         | 5392         | 14.26         | 25530         | 20.24         | 39442         | 19.29         |
| <b>TOTALS</b> | <b>40504</b> | <b>100.00</b> | <b>37813</b> | <b>100.00</b> | <b>126122</b> | <b>100.00</b> | <b>204439</b> | <b>100.00</b> |

### YTD 2025

|               | CALGARY      |               | EDMONTON     |               | RURAL         |               | TOTALS        |               |
|---------------|--------------|---------------|--------------|---------------|---------------|---------------|---------------|---------------|
|               | No.          | %             | No.          | %             | No.           | %             | No.           | %             |
| MEMBER        | 1992         | 5.07          | 6142         | 15.51         | 12594         | 9.80          | 20728         | 10.00         |
| CONTRACTOR    | 29163        | 74.22         | 28073        | 70.87         | 90124         | 70.16         | 147360        | 71.06         |
| HOMEOWNER     | 8140         | 20.72         | 5396         | 13.62         | 25739         | 20.04         | 39275         | 18.94         |
| <b>TOTALS</b> | <b>39295</b> | <b>100.00</b> | <b>39611</b> | <b>100.00</b> | <b>128457</b> | <b>100.00</b> | <b>207363</b> | <b>100.00</b> |

# Support Requests



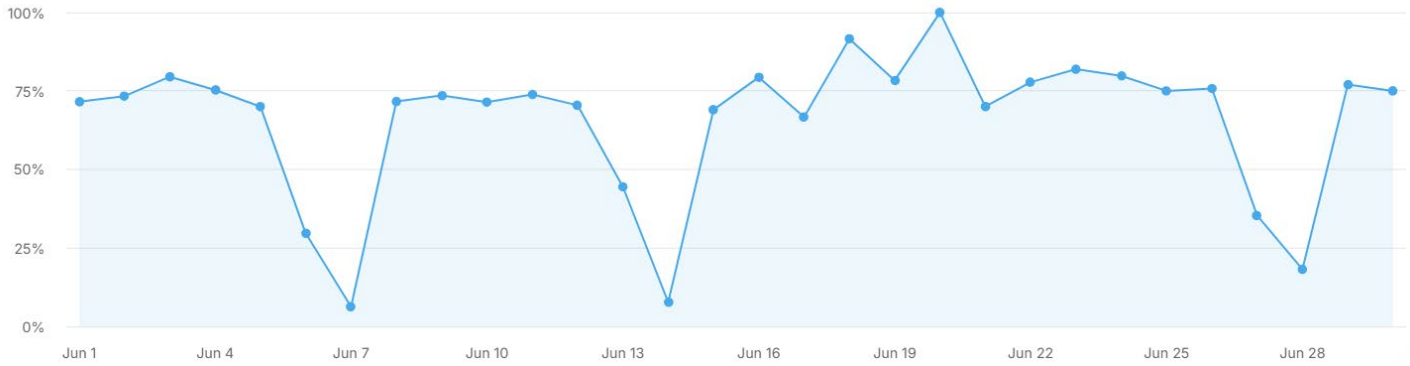
## All Centres

|   |  |   |   |
|---|--|---|---|
| <b>New conversations</b><br><b>9,052</b> ▲ 1,576                                  | <b>Conversations replied to</b><br><b>2,842</b> ▼ 615                              | <b>Replies sent</b><br><b>16,349</b> ▼ 3,632  | <b>Closed conversations</b><br><b>9,263</b> ▲ 1,910 |
| <b>Median response time: including time assigne...</b><br><b>1m</b> ▲ 2s          | <b>Median first response time: including time assi...</b><br><b>3m 15s</b> ▼ 8s    | <b>Median time to close: including time assigned t...</b><br><b>24m 46s</b> ▼ 16m 50s |   |
| <b>Overall CSAT score</b><br><b>93.6%</b> ▲ 8.1%<br><small>161 out of 172</small> | <b>Teammate CSAT score</b><br><b>93.6%</b> ▲ 7.8%<br><small>161 out of 172</small> |   |   |



# Chat Reports

📌 Closed conversations on first contact rate - by time



|  |   |  |   |
|--|---|--|---|
| <p>📌 New conversations</p> <p><b>2,283</b> ▼ 781</p> | <p>📌 Conversations replied to</p> <p><b>2,153</b> ▼ 625</p> | <p>📌 Replies sent</p> <p><b>15,150</b> ▼ 3,717</p> | <p>📌 Closed conversations</p> <p><b>2,351</b> ▼ 664</p> |
|--|---|--|---|

|   |   |  |
|---|---|--|
| <p>📌 Median response time: including time assigne...</p> <p><b>53s</b> ▲ 1s</p> | <p>📌 Median first response time: including time assi...</p> <p><b>2m 31s</b> ▼ 6s</p> | <p>📌 Median time to close: including time assigned t...</p> <p><b>15m 21s</b> ▼ 5s</p> |
|---|---|--|

📌 Overall CSAT score

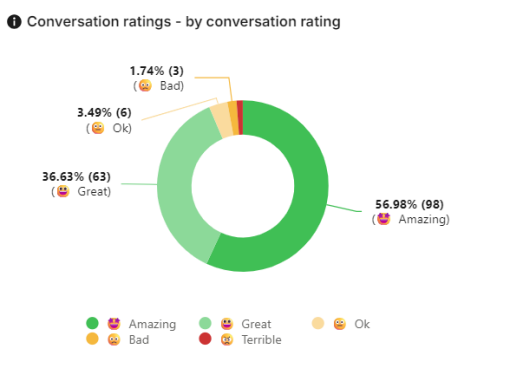
**93.6%** ▲ 8.1%

161 out of 172

📌 Teammate CSAT score

**93.6%** ▲ 7.8%

161 out of 172



## 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         | 13067        |
| 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>74158</b>  | <b>70628</b>  | <b>85086</b>  | <b>95250</b>  | <b>55253</b> | <b>39497</b> | <b>34806</b> | <b>32722</b> | <b>31805</b> | <b>41487</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>41487</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         | 51949         |
| 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>174125</b> | <b>162662</b> | <b>195099</b> | <b>182986</b> | <b>218088</b> | <b>225408</b> | <b>210944</b> | <b>209238</b> | <b>207363</b> | <b>204439</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>204439</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         | 201260        |
| 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>742024</b>  | <b>679843</b>  | <b>690813</b>  | <b>627851</b>  | <b>737820</b>  | <b>759016</b>  | <b>713815</b>  | <b>773610</b>  | <b>799729</b>  | <b>788824</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>788824</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        | .252        |
| 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>.426</b> | <b>.434</b> | <b>.436</b> | <b>.521</b> | <b>.253</b> | <b>.175</b> | <b>.165</b> | <b>.156</b> | <b>.153</b> | <b>.203</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>.203</b> |

## Historical – Net Notifications per Locate Request

| MONTH           | 2017        | 2018        | 2019        | 2020        | 2021        | 2022        | 2023        | 2024        | 2025        | 2026        |
|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>Jan</b>      | 4.86        | 4.56        | 4.00        | 3.65        | 3.27        | 3.34        | 3.36        | 3.45        | 3.81        | 3.86        |
| <b>Feb</b>      | 4.78        | 4.71        | 3.30        | 3.47        | 3.35        | 3.40        | 3.38        | 3.55        | 3.95        | 3.79        |
| <b>Mar</b>      | 4.86        | 4.93        | 3.59        | 3.75        | 3.34        | 3.45        | 3.49        | 3.53        | 4.05        | 3.93        |
| <b>Apr</b>      | 4.65        | 4.04        | 3.82        | 3.72        | 3.35        | 3.39        | 3.37        | 3.71        | 3.81        | 3.91        |
| <b>May</b>      | 4.31        | 3.82        | 3.76        | 3.17        | 3.39        | 3.31        | 3.35        | 3.79        | 3.81        | 3.80        |
| <b>Jun</b>      | 4.15        | 4.20        | 3.01        | 3.39        | 3.46        | 3.38        | 3.41        | 3.81        | 3.86        | 3.87        |
| <b>Jul</b>      | 4.28        | 4.27        | 3.81        | 3.50        | 3.51        | 3.38        | 3.42        | 3.80        | 3.86        |             |
| <b>Aug</b>      | 4.27        | 4.28        | 3.55        | 3.39        | 3.49        | 3.49        | 3.42        | 3.81        | 3.87        |             |
| <b>Sep</b>      | 4.28        | 4.20        | 3.86        | 3.49        | 3.45        | 3.33        | 3.40        | 3.76        | 3.78        |             |
| <b>Oct</b>      | 4.34        | 4.16        | 3.64        | 3.44        | 3.18        | 3.26        | 3.33        | 3.72        | 3.73        |             |
| <b>Nov</b>      | 4.47        | 4.22        | 3.62        | 3.50        | 3.55        | 3.42        | 3.31        | 3.75        | 3.81        |             |
| <b>Dec</b>      | 4.46        | 4.19        | 3.76        | 3.48        | 3.36        | 3.54        | 3.41        | 3.91        | 3.82        |             |
| <b>YTD Avg.</b> | <b>4.26</b> | <b>4.18</b> | <b>3.54</b> | <b>3.43</b> | <b>3.38</b> | <b>3.37</b> | <b>3.38</b> | <b>3.70</b> | <b>3.86</b> | <b>3.86</b> |