Monthly Stakeholder Report – Oct 2026

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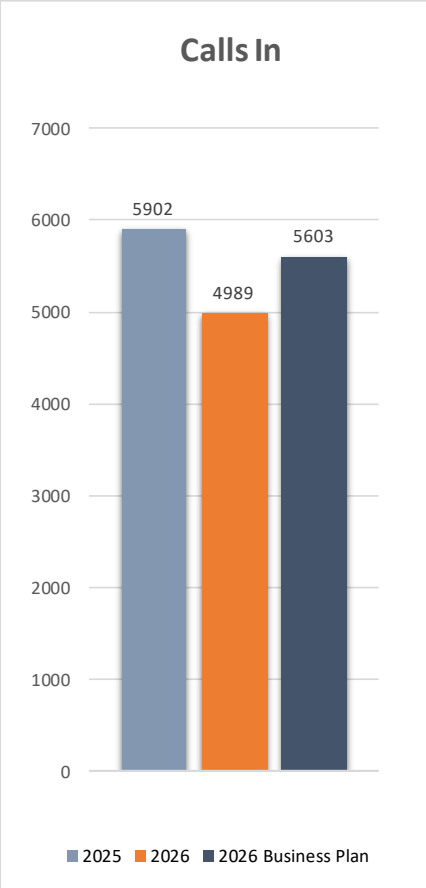
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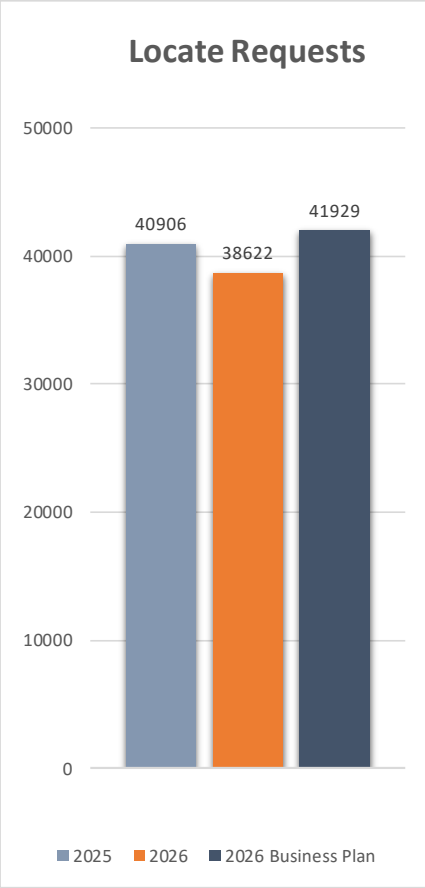
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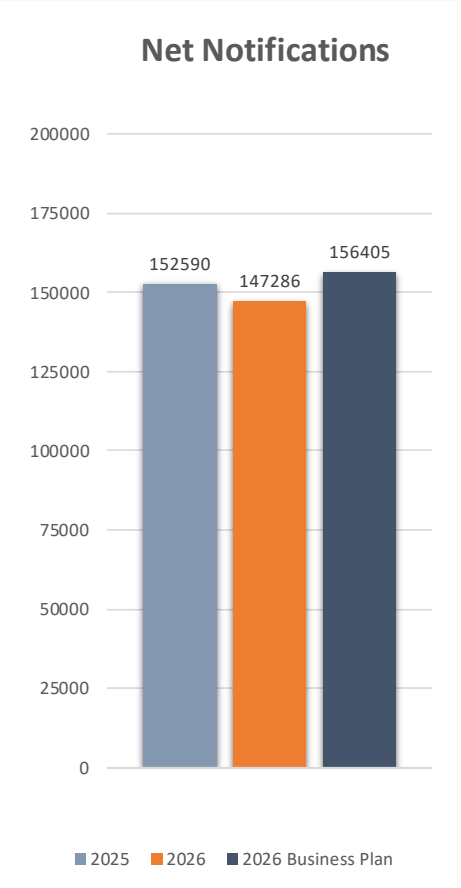
Month-at-a-Glance

Oct 2026	2025	Goals	2026	+ / - 2025	% plus / minus
Locate Requests	40,906	41,929	38,622	-2,284	-5.6%
Incoming Calls	5,902	5,603	4,989	-913	-15.5%
Web-based Locate Requests	87.9%	90.0% @ year end	87.8%	-0.1	--
Homeowner web %	49.6%	50%	51.3%	+1.7	+3.4%
Contractor web %	97.8%	98%	98.1%	+0.3	+0.3%
Member web %	99.1%	98%	99.3%	+0.2	--
Net Notifications (month)	152,590	156,405	147,286	-5,304	-3.5%
Net Notifications (year-to-date)	1,505,441	1,534,980	1,502,155	-3,286	-0.2%

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%
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%
Jul	**4784**	9.2%	63.8%	34.9%	1.0%
Aug	**4384**	9.4%	61.5%	37.5%	0.7%
Sep	**4078**	8.5%	53.4%	43.6%	2.3%
Oct	**4207**	10.3%	59.0%	40.0%	3.0%
Total 2026	**30,275**	**8.7%**			

	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	**42,347**	**9.8%**			

Locate Request by Channel

	TOTAL LOCATE REQUESTS	Total Locate Requests Received by VOICE	VOICE % OF TOTAL LOCATE REQUESTS	Total Locate Requests Received by WEB	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	37654	4799	12.74%	32855	87.26%
MAY	57167	8596	15.04%	48571	84.96%
JUN	51949	7035	13.54%	44914	86.46%
JUL	52120	6784	13.02%	45336	86.98%
AUG	47374	5781	12.20%	41593	87.80%
SEP	46049	5649	12.27%	40400	87.73%
OCT	38622	4354	11.27%	34268	88.73%
NOV					
DEC					
YTD	**388604**	**47247**	**12.16%**	**341357**	**87.84%**

YTD 2025	392504	48772	12.43%	343732	87.57%

Oct 2025	40906	4933	12.06%	35973	87.94%

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	7001	59.1%	33979	98.0%	3931	99.2%
JUL	5973	57.3%	35163	98.1%	4199	99.1%
AUG	5419	58.3%	32104	98.4%	4069	99.4%
SEP	4381	53.9%	31949	98.2%	4070	99.1%
OCT	2717	51.3%	28091	98.1%	3456	99.3%
NOV						
DEC						
YTD	**41434**	**57.6%**	**267446**	**98.2%**	**32450**	**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

Oct-26

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	293	4.34	950	15.75	2572	9.95	3815	9.88
CONTRACTOR	5815	86.11	4417	73.25	19161	74.16	29393	76.10
HOMEOWNER	645	9.55	663	11.00	4106	15.89	5414	14.02
TOTALS	**6753**	**100.00**	**6030**	**100.00**	**25839**	**100.00**	**38622**	**100.00**

Oct-25

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	191	3.11	942	14.39	2748	9.74	3881	9.49
CONTRACTOR	5116	83.19	5037	76.94	20865	73.97	31018	75.83
HOMEOWNER	843	13.71	568	8.68	4596	16.29	6007	14.68
TOTALS	**6150**	**100.00**	**6547**	**100.00**	**28209**	**100.00**	**40906**	**100.00**

YTD 2026

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	3163	4.13	10005	14.24	22675	9.38	35843	9.12
CONTRACTOR	59239	77.33	49752	70.79	170591	70.57	279582	71.14
HOMEOWNER	14206	18.54	10521	14.97	48452	20.04	77596	19.74
TOTALS	**76608**	**100.00**	**70278**	**100.00**	**241718**	**100.00**	**393021**	**100.00**

YTD 2025

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	3405	4.76	10396	14.33	24163	9.73	37964	9.67
CONTRACTOR	54567	76.31	52524	72.39	176649	71.10	283740	72.29
HOMEOWNER	13539	18.93	9636	13.28	47624	19.17	70799	18.04
TOTALS	**71511**	**100.00**	**72556**	**100.00**	**248436**	**100.00**	**392503**	**100.00**

Support Requests

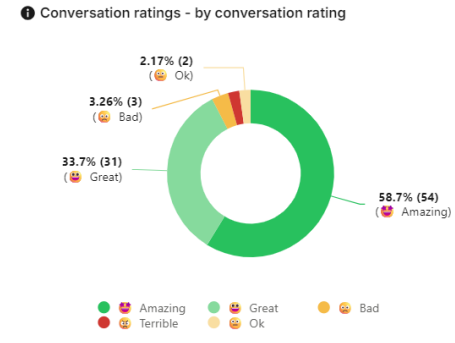


All Centres

New conversations	Conversations replied to	Replies sent	Closed conversations
5,674 ▼ 4,553	1,402 ▼ 650	6,954 ▼ 4,615	5,620 ▼ 4,776

Median response time: including time assigne...	Median first response time: including time assi...	Median time to close: including time assigned t...
59s ▲ 4s	4m 21s ▲ 36s	22m 20s ▼ 1m 58s

Overall CSAT score	Teammate CSAT score
92.4% ▲ 3.3% 85 out of 92	92.3% ▲ 3.2% 84 out of 91



Chat Reports

Comparison of New and Resolved Tickets



New conversations	Conversations replied to	Replies sent	Closed conversations
945 ▼ 585	884 ▼ 562	6,046 ▼ 4,465	949 ▼ 620

Median response time: including time assigne...	Median first response time: including time assi...	Median time to close: including time assigned t...
45s ▼ 1s	2m 35s ▼ 3s	13m 40s ▼ 1m 22s

Overall CSAT score	Teammate CSAT score
92.4% ▲ 3.3%	92.3% ▲ 3.2%
85 out of 92	84 out of 91

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	11104
Aug	18081	19772	13459	12830	9247	9146	8151	7129	6965	10127
Sep	15785	13702	10746	12278	9850	8765	7290	6639	8080	7537
Oct	11664	11745	7094	6958	7557	5640	4862	5522	5902	4989
Nov	4513	11745	2858	2321	2980	1284	2461	2036	2136	
Dec	2858	6264	1232	1163	805	444	1044	593	585	
YTD	**139764**	**138010**	**133227**	**146700**	**90938**	**71691**	**63125**	**60187**	**60249**	**75244**
YEAR	**147135**	**156019**	**137317**	**150184**	**94723**	**73419**	**66630**	**62816**	**62970**	**75244**

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	52120
Aug	47773	42661	47845	52395	53537	54981	51793	45160	44991	47374
Sep	40798	36456	43240	55725	55423	51485	48912	44794	47761	46049
Oct	38520	34425	36832	42654	44948	42106	40857	41322	40906	38622
Nov	21548	20536	20265	24183	30901	24049	29506	24160	25087	
Dec	11685	9753	11103	14068	16435	12849	16531	12879	13212	
YTD	**345127**	**321020**	**372066**	**388073**	**421571**	**422712**	**401445**	**389073**	**392504**	**388604**
YEAR	**378360**	**351309**	**403434**	**426324**	**468907**	**459610**	**447482**	**426112**	**430803**	**388604**

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	202418
Aug	209191	182499	169894	177522	186641	191800	176970	172006	174085	185835
Sep	183283	153258	166841	194410	191457	171664	166148	168297	180375	177792
Oct	175298	143217	134113	146862	142782	137130	136138	153724	152590	147286
Nov	99538	86640	73282	84715	109673	82135	97646	90692	95696	
Dec	53772	40893	41758	49011	55218	45524	56359	50374	50457	
YTD	**1495997**	**1350178**	**1348711**	**1336481**	**1432688**	**1424273**	**1360600**	**1451923**	**1505441**	**1502155**
YEAR	**1649307**	**1477711**	**1463751**	**1470207**	**1597579**	**1551932**	**1514605**	**1592989**	**1651594**	**1502155**

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	.213
Aug	.374	.463	.281	.245	.173	.166	.157	.158	.155	.214
Sep	.449	.376	.249	.220	.178	.170	.149	.148	.169	.164
Oct	.318	.341	.193	.163	.168	.134	.119	.134	.144	.129
Nov	.282	.572	.141	.096	.096	.053	.083	.084	.085	
Dec	.202	.642	.111	.083	.049	.035	.063	.046	.044	
YTD Avg.	**.405**	**.430**	**.358**	**.378**	**.216**	**.170**	**.157**	**.155**	**.153**	**.194**
YR. Avg.	**.389**	**.444**	**.340**	**.352**	**.202**	**.160**	**.149**	**.147**	**.146**	**.194**

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	3.87
Jul	4.28	4.27	3.81	3.50	3.51	3.38	3.42	3.80	3.86	3.88
Aug	4.27	4.28	3.55	3.39	3.49	3.49	3.42	3.81	3.87	3.92
Sep	4.28	4.20	3.86	3.49	3.45	3.33	3.40	3.76	3.78	3.86
Oct	4.34	4.16	3.64	3.44	3.18	3.26	3.33	3.72	3.73	3.81
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.	**4.33**	**4.21**	**3.62**	**3.44**	**3.40**	**3.37**	**3.39**	**3.73**	**3.84**	**3.87**
YR. Avg.	**4.36**	**4.21**	**3.63**	**3.45**	**3.41**	**3.38**	**3.38**	**3.74**	**3.83**	**3.87**