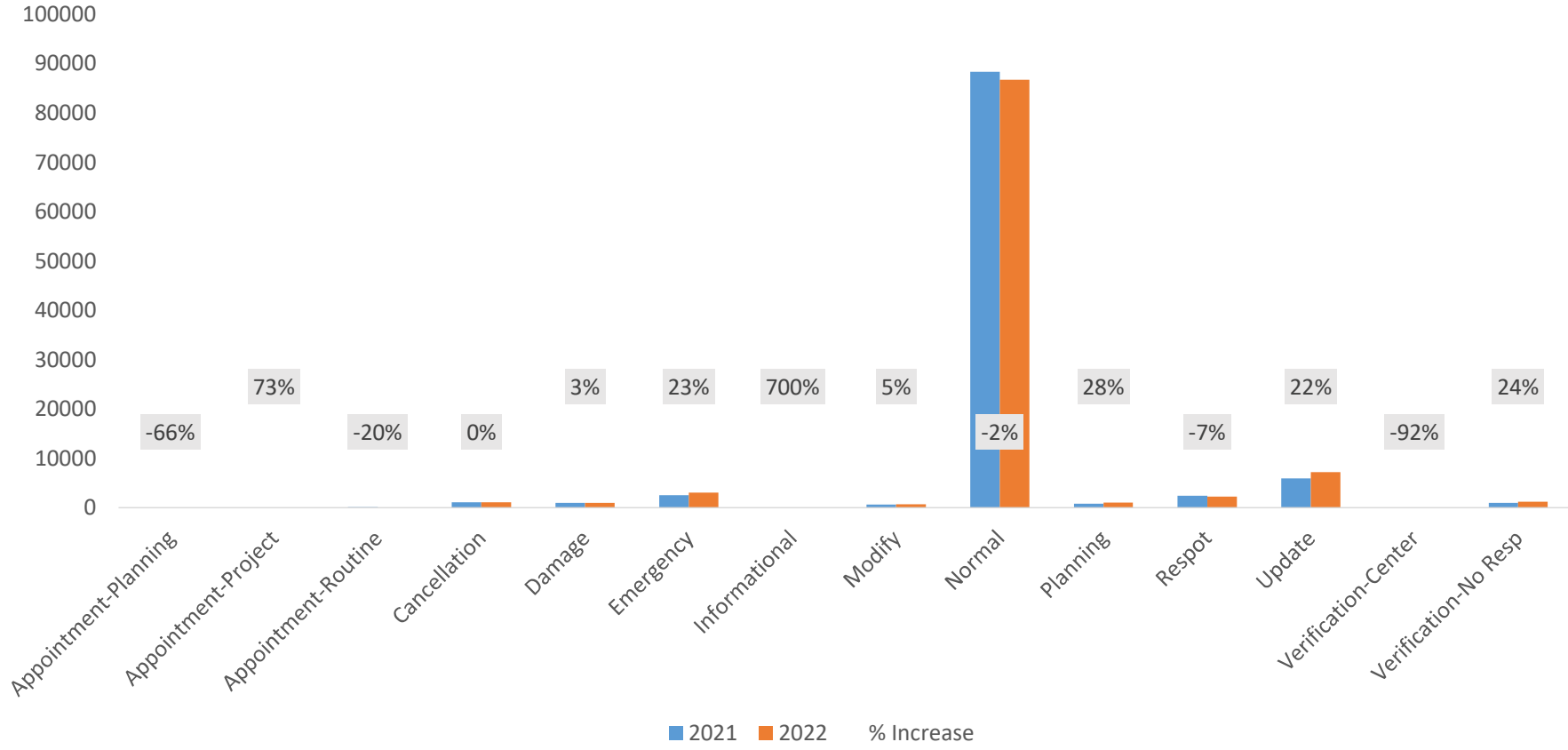


Incoming Locate Requests													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2004	1,982	2,017	7,396	17,292	15,623	16,275	14,829	14,866	13,449	13,520	10,091	5,180	132,520
2005	1,967	2,581	6,075	15,607	14,745	14,279	13,479	15,057	13,529	13,527	9,294	3,139	123,279
2006	3,535	2,958	5,483	14,881	17,573	16,007	13,519	14,438	13,022	14,066	9,350	3,873	128,705
2007	2,680	1,968	7,061	13,885	17,296	14,443	13,705	13,942	12,597	12,768	9,951	2,981	123,277
2008	2,174	1,937	4,218	15,042	17,077	15,148	14,268	13,517	14,601	13,269	6,950	2,733	120,934
2009	1,686	1,787	3,495	13,293	16,347	14,568	13,400	12,384	12,368	9,499	8,907	2,605	110,339
2010	1,494	1,468	5,859	14,830	13,387	13,970	12,656	11,903	13,202	12,409	8,717	2,677	112,572
2011	1,348	1,442	4,335	12,437	17,703	16,038	13,969	15,587	14,614	14,552	10,790	4,341	127,156
2012	3,322	2,776	9,689	14,513	16,611	15,512	14,413	15,245	13,155	14,431	9,925	4,113	133,705
2013	2,475	2,102	4,819	9,865	19,482	17,507	17,477	17,317	16,988	16,126	10,025	2,631	136,814
2014	2,047	2,115	4,923	16,293	19,149	16,536	17,222	14,553	15,432	15,421	6,672	3,591	133,954
2015	2,604	2,955	9,900	19,553	15,694	16,331	15,062	14,752	15,115	15,139	10,112	4,883	142,100
2016	2,537	4,009	11,485	16,131	18,887	17,371	16,258	17,951	15,316	14,745	10,390	3,262	148,342
2017	2,338	3,238	11,529	17,473	20,179	18,242	16,552	18,362	15,239	15,759	11,349	4,563	154,823
2018	2,908	2,183	6,162	12,546	22,469	17,713	18,211	18,707	16,045	17,836	9,737	4,183	148,700
2019	2,921	2,085	5,725	15,568	20,450	21,077	21,336	20,118	19,161	18,267	10,533	4,526	161,767
2020	3,201	3,045	9,670	21,405	22,774	22,949	21,400	20,602	20,390	17,726	13,177	8,342	184,681
2021	4,202	3,168	12,068	20,795	21,555	22,236	20,131	21,212	19,440	17,699	14,734	6,707	183,947
<b>2022</b>	<b>4,078</b>	<b>4,422</b>	<b>10,495</b>	<b>18,594</b>	<b>24,468</b>	<b>22,670</b>	<b>20,027</b>						<b>104,754</b>
<b>Inc/Prev Yr</b>	<b>-3%</b>	<b>15%</b>	<b>-2%</b>	<b>-7%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>						
<b>Inc YTD</b>	<b>-124</b>	<b>1,130</b>	<b>-443</b>	<b>-2,644</b>	<b>269</b>	<b>703</b>	<b>599</b>						

Outgoing Tickets													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2004	11,018	11,247	41,666	95,899	83,780	89,066	82,835	80,208	74,082	74,282	54,963	28,713	727,759
2005	11,432	14,416	33,302	85,418	82,228	79,573	75,580	85,381	72,567	71,423	48,859	17,122	677,301
2006	19,244	16,426	30,500	81,395	95,088	87,924	73,467	77,851	69,411	75,618	49,377	20,603	696,904
2007	14,721	11,396	38,779	73,501	91,175	77,146	71,028	72,458	65,457	66,553	51,185	16,372	649,771
2008	12,073	10,671	22,530	77,207	88,481	79,220	74,488	69,458	73,751	66,767	35,701	14,580	624,927
2009	9,161	9,473	18,307	67,164	83,443	74,175	67,611	62,584	62,389	47,902	45,615	14,104	561,928
2010	8,493	8,321	30,671	76,685	70,187	71,444	63,186	57,742	73,640	69,335	48,425	15,705	577,633
2011	8,332	9,020	26,914	76,401	104,108	94,626	80,740	90,724	84,428	82,299	58,816	25,108	741,516
2012	17,247	15,074	57,328	85,253	98,318	90,402	83,523	89,467	77,688	84,503	63,529	25,351	787,683
2013	15,266	13,195	29,075	63,907	114,420	101,007	104,165	96,324	98,876	93,999	59,473	17,469	807,176
2014	12,883	12,871	30,161	98,193	110,977	113,594	98,836	83,755	89,994	89,893	39,939	21,137	802,233
2015	14,660	15,647	58,688	110,278	90,059	95,104	87,157	83,357	85,727	84,132	55,608	28,276	808,693
2016	14,467	22,356	64,722	90,058	104,526	98,046	88,045	97,450	85,229	82,263	57,537	21,471	826,170
2017	12,817	19,081	64,292	98,098	112,384	104,556	90,069	97,953	86,089	87,019	63,679	26,010	862,047
2018	16,201	12,140	33,338	65,680	114,048	91,489	94,602	94,394	79,659	85,062	50,308	21,684	758,605
2019	15,622	10,275	29,900	76,825	100,971	105,182	103,691	99,218	93,744	91,514	53,857	23,888	804,687
2020	17,424	15,780	49,147	107,392	111,812	110,467	106,295	101,461	100,137	88,653	69,171	43,481	921,220
2021	22,942	17,469	62,386	105,545	110,716	115,017	103,118	109,752	100,771	89,805	76,205	37,375	951,101
<b>2022</b>	<b>22,845</b>	<b>22,924</b>	<b>55,942</b>	<b>99,370</b>	<b>127,913</b>	<b>118,751</b>	<b>105,708</b>						<b>553,453</b>
<b>Inc/Prev Yr</b>	<b>0%</b>	<b>13%</b>	<b>-1%</b>	<b>-3%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>						
<b>Inc YTD</b>	<b>-97</b>	<b>5,358</b>	<b>-1,086</b>	<b>-7,261</b>	<b>9,936</b>	<b>13,670</b>	<b>16,260</b>						

# Year-over-Year Tickets By Type Growth



**Ratio Outgoing to Incoming**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2004	5.56	5.58	5.63	5.55	5.36	5.47	5.59	5.40	5.51	5.49	5.45	5.54	5.49
2005	5.81	5.59	5.48	5.47	5.58	5.57	5.61	5.67	5.36	5.28	5.26	5.45	5.49
2006	5.44	5.55	5.56	5.47	5.41	5.49	5.43	5.39	5.33	5.38	5.28	5.32	5.41
2007	5.49	5.79	5.49	5.29	5.27	5.34	5.18	5.20	5.20	5.21	5.14	5.49	5.27
2008	5.55	5.51	5.34	5.13	5.18	5.23	5.22	5.14	5.05	5.03	5.14	5.33	5.17
2009	5.43	5.30	5.24	5.05	5.10	5.09	5.05	5.05	5.04	5.04	5.12	5.41	5.09
2010	5.68	5.67	5.23	5.17	5.24	5.11	4.99	4.85	5.58	5.59	5.56	5.87	5.13
2011	6.18	6.26	6.21	6.14	5.88	5.90	5.78	5.82	5.78	5.66	5.45	5.78	5.83
2012	5.19	5.43	5.92	5.87	5.92	5.83	5.79	5.87	5.91	5.86	6.40	6.16	5.89
2013	6.17	6.28	6.03	6.48	5.87	5.77	5.96	5.56	5.82	5.83	5.93	6.64	5.90
2014	6.29	6.09	6.13	6.03	5.80	6.87	5.74	5.76	5.83	5.83	5.99	5.89	5.99
2015	5.63	5.30	5.93	5.64	5.74	5.82	5.79	5.65	5.67	5.56	5.50	5.79	5.69
2016	5.70	5.58	5.64	5.58	5.53	5.64	5.42	5.43	5.56	5.58	5.54	6.58	5.57
2017	5.48	5.89	5.58	5.61	5.57	5.73	5.44	5.33	5.65	5.52	5.61	5.70	5.57
2018	5.57	5.56	5.41	5.24	5.08	5.17	5.19	5.05	4.96	4.77	5.17	5.18	5.10
2019	5.35	4.93	5.22	4.93	4.94	4.99	4.86	4.93	4.89	5.01	5.11	5.28	4.97
2020	5.44	5.18	5.08	5.02	4.91	4.81	4.97	4.92	4.91	5.00	5.25	5.21	4.99
2021	5.46	5.51	5.17	5.08	5.14	5.17	5.12	5.17	5.18	5.07	5.17	5.57	5.17
<b>2022</b>	<b>5.60</b>	<b>5.18</b>	<b>5.33</b>	<b>5.34</b>	<b>5.23</b>	<b>5.24</b>	<b>5.28</b>						<b>5.28</b>

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	826	880	1,378	2,834	3,067	3,867	3,869	3,458	3,307	3,254	2,437	1,586	30,763
	26%	29%	14%	13%	13%	17%	18%	17%	16%	18%	18%	19%	17%
Web Entry	1,216	1,066	4,775	10,010	10,015	9,776	9,098	8,967	8,988	8,048	5,834	3,631	81,424
	38%	35%	49%	47%	44%	43%	43%	44%	44%	45%	44%	44%	44%
Combined	2,042	1,946	6,153	12,844	13,082	13,643	12,967	12,425	12,295	11,302	8,271	5,217	112,187
	64%	64%	63%	60%	57%	60%	61%	60%	60%	64%	63%	63%	61%
Homeowner (Already Included In Web Entry Total)	3	3	99	944	927	561	365	340	352	235	126	55	4,010

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	874	772	1,933	3,455	3,472	3,786	3,549	3,474	3,407	3,049	2,783	1,456	32,010
	21%	24%	16%	17%	16%	17%	18%	16%	18%	17%	19%	22%	17%
Web Entry	1,705	1,222	5,962	9,535	9,804	10,105	9,747	10,416	9,111	8,511	6,860	3,014	85,992
	41%	39%	49%	46%	45%	45%	48%	49%	47%	48%	47%	45%	47%
Combined	2,579	1,994	7,895	12,990	13,276	13,891	13,296	13,890	12,518	11,560	9,643	4,470	118,002
	61%	63%	65%	62%	62%	62%	66%	65%	64%	65%	65%	67%	64%
Homeowner (Already Included In Web Entry Total)	25	16	300	660	620	500	454	445	479	324	200	70	4,093

2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	940	939	1,475	2,970	3,858	3,658	3,212						17,052
	23%	21%	14%	16%	16%	16%	16%						16%
Web Entry	1,733	2,100	5,585	9,183	11,296	10,130	9,126						49,153
	42%	47%	53%	49%	46%	45%	46%						47%
Combined	2,673	3,039	7,060	12,153	15,154	13,788	12,338						66,205
	66%	69%	67%	65%	62%	61%	62%						63%
Homeowner (Already Included In Web Entry Total)	39	57	290	627	1,122	773	532						3,440









**TICKET VOLUME HISTORY**

**South Dakota**

<b>Incoming Locate Requests</b>													
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
July 2020-Jun 2021	21,400	20,602	20,390	17,726	13,177	8,342	4,202	3,168	12,068	20,795	21,555	22,236	185,661
July 2021-Jun 2022	20,131	21,212	19,440	17,699	14,734	6,707	4,078	4,422	10,495	18,594	24,468	22,670	184,650
July 2022-Jun 2023	20,027	0	0	0	0	0	0	0	0	0	0	0	20,027

<b>Outgoing Tickets</b>													
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
July 2020-Jun 2021	106,295	101,461	100,137	88,653	69,171	43,481	22,942	17,469	62,386	105,545	110,716	115,017	943,273
July 2021-Jun 2022	103,118	109,752	100,771	89,805	76,205	37,375	22,845	22,924	55,942	99,370	127,913	118,751	964,771
July 2022-Jun 2023	105,708	0	0	0	0	0	0	0	0	0	0	0	105,708

<b>Ratio Outgoing to Incoming</b>													
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
July 2020-Jun 2021	4.97	4.92	4.91	5	5.25	5.21	5.46	5.51	5.17	5.08	5.14	5.17	5.08
July 2021-Jun 2022	5.12	5.17	5.18	5.07	5.17	5.57	5.60	5.18	5.33	5.34	5.23	5.24	5.22
July 2022-Jun 2023	5.28						0.00	0.00	0.00	0.00	0.00	0.00	5.28

<b>Electronic Ticketing</b>													
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
July 2020-Jun 2021													
Remote	3,869	3,458	3,307	3,254	2,437	1,586	874	772	1,933	3,455	3,472	3,786	32,203
	18%	17%	16%	18%	18%	19%	21%	24%	16%	17%	16%	17%	17%
Web Entry	9,098	8,967	8,988	8,048	5,834	3,631	1,705	1,222	5,962	9,535	9,804	10,105	82,899
	43%	44%	44%	45%	44%	44%	41%	39%	49%	46%	45%	45%	45%
Combined	12,967	12,425	12,295	11,302	8,271	5,217	2,579	1,994	7,895	12,990	13,276	13,891	115,102
	61%	60%	60%	64%	63%	63%	61%	63%	65%	62%	62%	62%	62%
Homeowner (Already Included In Web Entry Total)	365	340	352	235	126	55	25	16	300	660	620	500	4,010

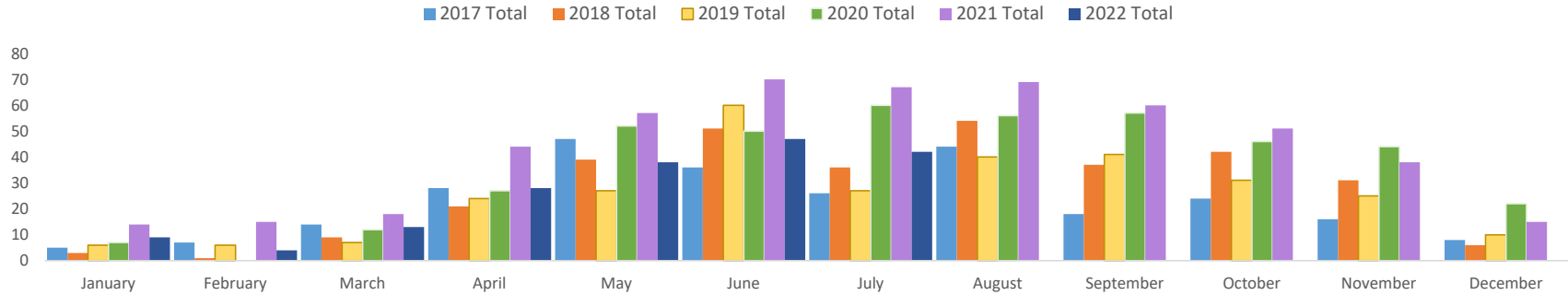
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
July 2021-Jun 2022													
Remote	3,549	3,474	3,407	3,049	2,783	1,456	940	939	1,475	2,970	3,858	3,658	31,558
	18%	16%	18%	17%	19%	22%	23%	21%	14%	16%	16%	16%	17%
Web Entry	9,747	10,416	9,111	8,511	6,860	3,014	1,733	2,100	5,585	9,183	11,296	10,130	87,686
	48%	49%	47%	48%	47%	45%	42%	47%	53%	49%	46%	45%	47%
Combined	13,296	13,890	12,518	11,560	9,643	4,470	2,673	3,039	7,060	12,153	15,154	13,788	119,244



### Damages Without Ticket Numbers

Source	January	February	March	April	May	June	July	August	September	October	November	December
Voice	9	4	12	27	35	41	37					
Portal Ticket				1	1	3	1					
Remote			1		2	3	4					
2017 Total	5	7	14	28	47	36	26	44	18	24	16	8
2018 Total	3	1	9	21	39	51	36	54	37	42	31	6
2019 Total	6	6	7	24	27	60	27	40	41	31	25	10
2020 Total	7	0	12	27	52	50	60	56	57	46	44	22
2021 Total	14	15	18	44	57	70	67	69	60	51	38	15
<b>2022 Total</b>	<b>9</b>	<b>4</b>	<b>13</b>	<b>28</b>	<b>38</b>	<b>47</b>	<b>42</b>					
Total Monthly Volume	4,078	4,422	10,495	18,594	24,468	22,670	20,027					
%	<b>0.34%</b>	<b>0.34%</b>	<b>0.11%</b>	<b>0.15%</b>	<b>0.21%</b>	<b>0.22%</b>	<b>0.30%</b>					

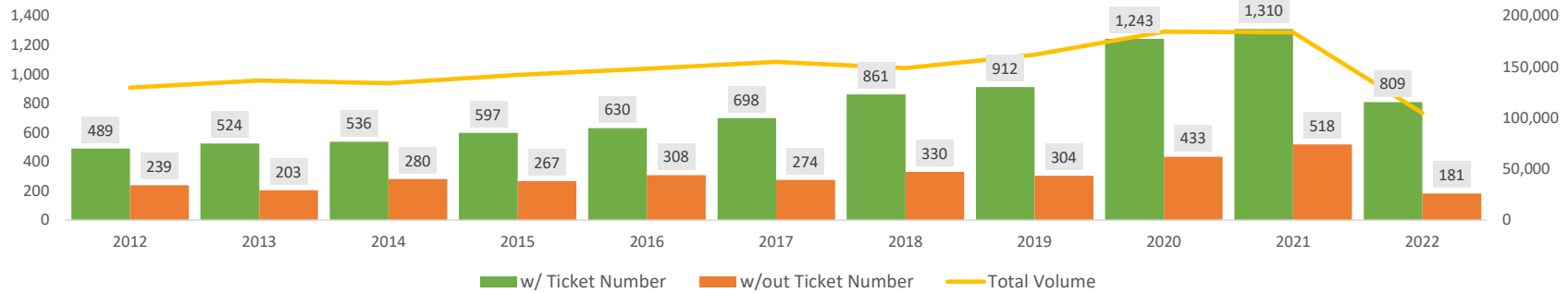
### Damages Without Ticket Numbers



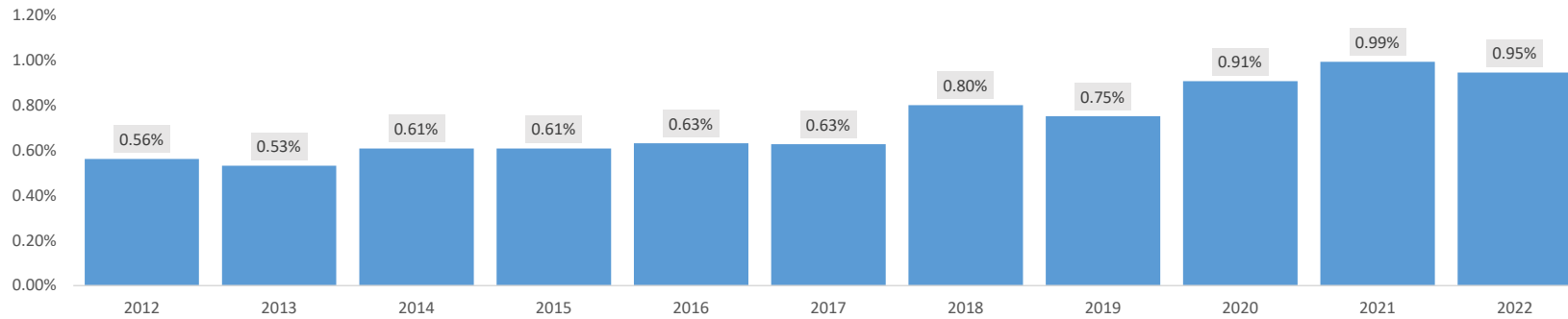
### Year-to-Year Comparison

Source	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
w/ Ticket Number	489	524	536	597	630	698	861	912	1,243	1,310	809
w/out Ticket Number	239	203	280	267	308	274	330	304	433	518	181
<b>Total Damages</b>	<b>728</b>	<b>727</b>	<b>816</b>	<b>864</b>	<b>938</b>	<b>972</b>	<b>1,191</b>	<b>1,216</b>	<b>1,676</b>	<b>1,828</b>	<b>990</b>
<b>Total Volume</b>	<b>129,592</b>	<b>136,736</b>	<b>133,957</b>	<b>142,100</b>	<b>148,342</b>	<b>154,823</b>	<b>148,700</b>	<b>161,767</b>	<b>184,681</b>	<b>183,947</b>	<b>104,754</b>
<b>%</b>	<b>0.56%</b>	<b>0.53%</b>	<b>0.61%</b>	<b>0.61%</b>	<b>0.63%</b>	<b>0.63%</b>	<b>0.80%</b>	<b>0.75%</b>	<b>0.91%</b>	<b>0.99%</b>	<b>0.95%</b>

### Damages w/ Ticket Number vs w/out Ticket Number



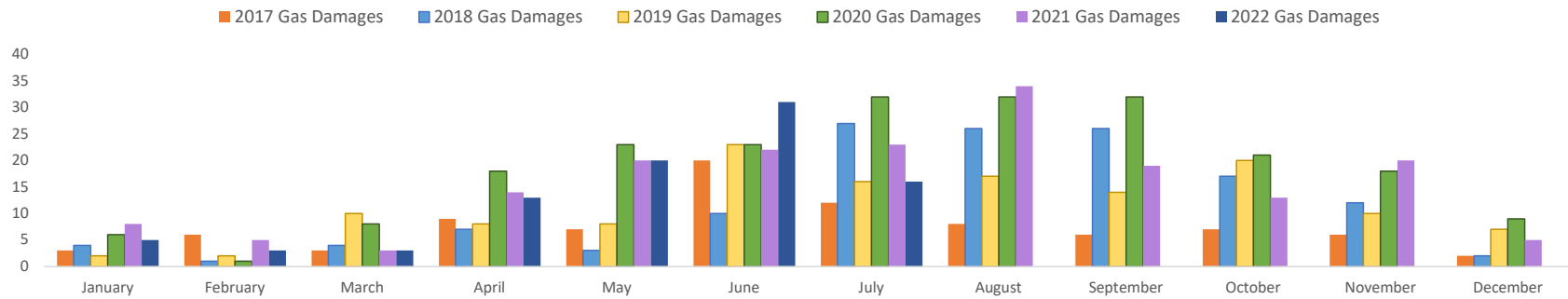
### Year-to-Year Total Damages as a %



### Monthly Gas Damages

	January	February	March	April	May	June	July	August	September	October	November	December	Total
2017 Gas Damages	3	6	3	9	7	20	12	8	6	7	6	2	89
2018 Gas Damages	4	1	4	7	3	10	27	26	26	17	12	2	139
2019 Gas Damages	2	2	10	8	8	23	16	17	14	20	10	7	137
2020 Gas Damages	6	1	8	18	23	23	32	32	32	21	18	9	223
2021 Gas Damages	8	5	3	14	20	22	23	34	19	13	20	5	186
<b>2022 Gas Damages</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>13</b>	<b>20</b>	<b>31</b>	<b>16</b>						91
Total Monthly Volume	4,078	4,422	10,495	18,594	24,468	22,670	20,027						104,754
%	0.20%	0.11%	0.03%	0.08%	0.08%	0.10%	0.11%						

### Monthly Gas Damages



	Year-to-Year % Comparison					
	2017	2018	2019	2020	2021	2022
Gas Damages	89	139	137	223	186	91
Total Damages	965	1,191	1,216	1,676	1,828	990
%	9.22%	11.67%	11.27%	13.31%	10.18%	9.19%

