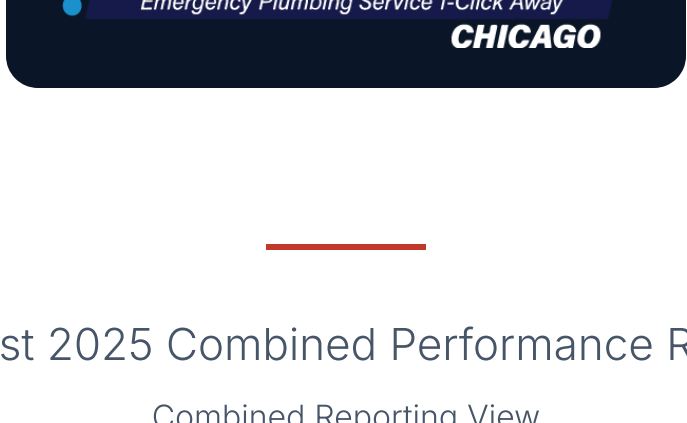




August 2025 Combined Performance Report

Combined Reporting View

August 2025

Prepared September 2, 2026
Retrospective Combined August Reporting

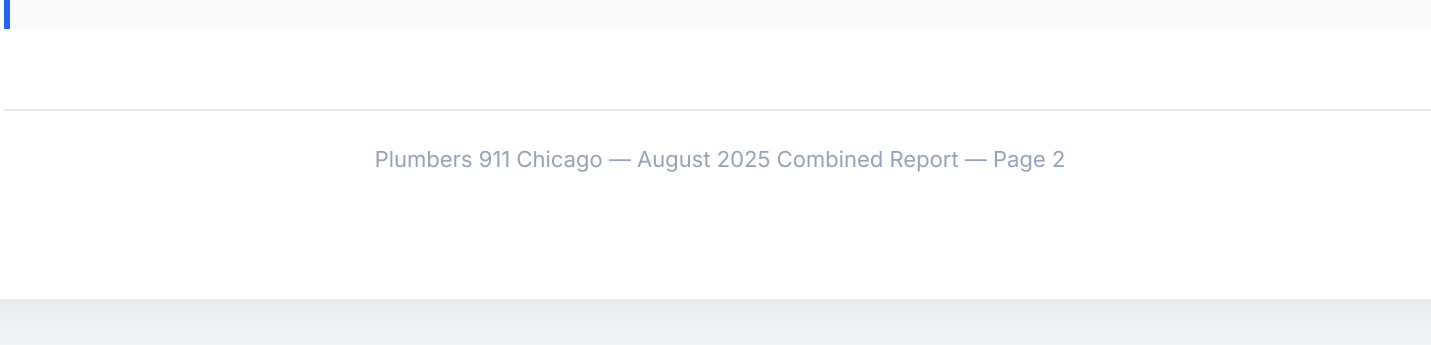
SECTION 01

Combined Summary & Outlook

Top-level summary of the combined August 2025 results

The combined August reporting shows **134 program calls** and **51 verified jobs** across the call center and the contractor network, presented as one consolidated result.

August finished with a **80.6% answer rate** and a **38.1% verified rate**. The 26-call no-answer gap represents the primary opportunity for improvement.



What the combined results reveal:

- **August produced 134 total calls** — the second-highest monthly volume of 2025 year-to-date — with 51 verified jobs and 26 unanswered calls
- **90 calls were routed through the call center** without contractor attribution; 11 verified and 22 unanswered
- **Norman led contractor-attributed volume** with 18 calls, including 18 verified and 0 unanswered
- **Perfect verified months:** Norman (18/18), Berwyn (3/3), Aleck (2/2)
- **Verified rate finished at 38.1%** — the 7th-highest of 2025 year-to-date

Opportunity Area: The combined August results show that **26 calls went unanswered**. At the 38.1% verified rate, those missed calls represent roughly **10 additional jobs** that may have been earned with full coverage. Among attributed contractors, Old World missed 1 (3.8%) and PJF missed 1 (3.8%). 22 of the unanswered calls (84.6%) sat in the call-center bucket with no contractor attribution.

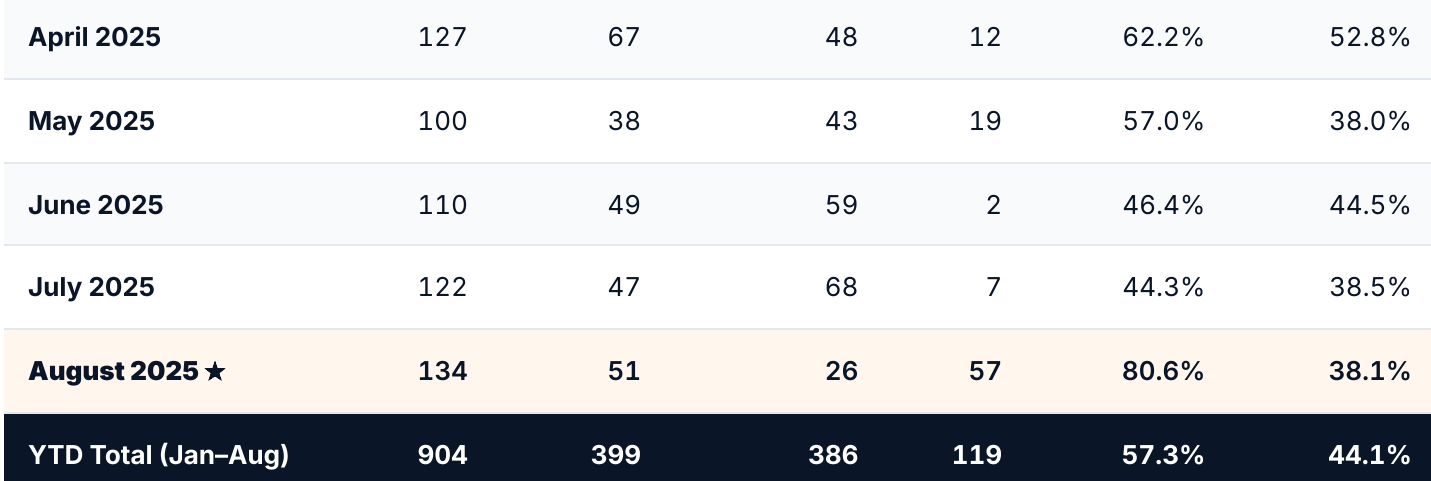
Data Reference Note (January–October 2025): During this period website call lines were forwarded into the call center, so calls handled there appear as “Sent to Call Center” without contractor attribution. A portion of those calls may also be reflected in contractor-attributed figures; the combined totals for this month are provided as a consolidated reference and should be read with that potential overlap in mind.

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SECTION 02

Combined Executive Summary

Combined August 2025 performance metrics



These figures represent the **combined August results** for the full program. They are presented as one consolidated performance view of total activity, verified outcomes, unanswered calls, and overall rates.

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SECTION 03

August vs 2025 YTD Performance

Combined results across the first 8 months of 2025



August delivered the second-highest combined volume of 2025 year-to-date at 134 calls. The verified rate of 38.1% ranks 7th-highest for the year so far, while the answer rate finished at 80.6%.

Year-to-Date Combined Context: Through 8 months of 2025, the combined results show **904 program-touching calls** and **399 verified jobs** — a 44.1% verified rate. The 386 unanswered calls (42.7% of combined volume) remain the program’s largest performance opportunity.

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SECTION 04

Combined Contractor Performance — August 2025

Combined call outcomes by contractor, sorted by total volume

CONTRACTOR	TOTAL	VERIFIED	NO ANS	OTHER	ANSWER %	VERIFIED %
Norman	18	18	0	0	100.0%	100.0%
Baethke	5	4	1	0	80.0%	80.0%
Berwyn	3	3	0	0	100.0%	100.0%
Aleck	2	2	0	0	100.0%	100.0%
Althoff	2	2	0	0	100.0%	100.0%
Bishop	2	2	0	0	100.0%	100.0%
Goodberlet	2	2	0	0	100.0%	100.0%
Another	1	1	0	0	100.0%	100.0%
HT Strenger	1	1	0	0	100.0%	100.0%
Johns Service & Sales	1	1	0	0	100.0%	100.0%
Mendel	1	1	0	0	100.0%	100.0%
Park Ridge	1	1	0	0	100.0%	100.0%
Poehner	1	1	0	0	100.0%	100.0%
Sherman	1	1	0	0	100.0%	100.0%
Fidelity	1	0	1	0	0.0%	0.0%
Old World	1	0	1	0	0.0%	0.0%
PJF	1	0	1	0	0.0%	0.0%
Sent to Call Center*	90	11	22	57	75.6%	12.2%
August Combined Total	134	51	26	57	80.6%	38.1%

Reading the table: Each row shows that contractor’s combined activity for August 2025. **★Sent to Call Center:** 90 calls for this month carried no contractor routing, so contractor attribution is not available; they are shown as a single call-center bucket. Website call lines were forwarded into the call center from January through October 2025, so a portion of these calls may also be reflected in contractor-attributed rows.

Norman was the contractor-attributed volume leader at 18 combined calls and 18 verified jobs (100.0% verified rate). **Baethke** followed at 5 calls with a 80.0% answer rate and 80.0% verified rate. The largest attributed no-answer counts belonged to **Old World** (1 of 1, 0.0% answer rate) and **PJF** (1 of 1, 0.0% answer rate). The call-center bucket answered 68 of 90 calls (75.6%), with 11 verified.

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SECTION 05

Service Area & Top Markets

Geographic distribution of August 2025 inbound calls with available city information

Available city information shows August 2025 calls originated from **41 distinct cities and communities** across the greater Chicagoland area. Blue Island led all markets with 13 calls. The top markets by inbound call volume are shown below. City information is not available for every call.

1	Blue Island	13 calls	2	Calumet City	10 calls	3	University Park	6 calls
4	Round Lake	5 calls	5	Zilla	3 calls	6	Bensenville	2 calls
7	Crete	2 calls	8	Fox River Grove	2 calls	9	Streamwood	2 calls
10	Alsip	1 call	11	Berwyn	1 call	12	Big Rock	1 call

SECTION 06

Combined Insights & August Sentiment

What the combined results tell us about August 2025



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