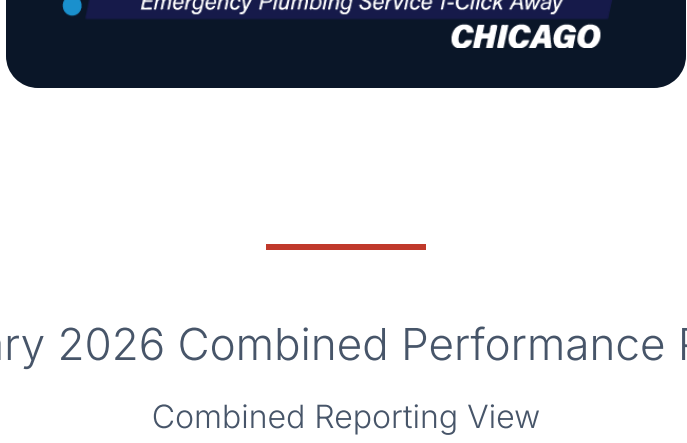




January 2026 Combined Performance Report

Combined Reporting View

January 2026

Prepared September 2, 2026
Retrospective Combined January Reporting

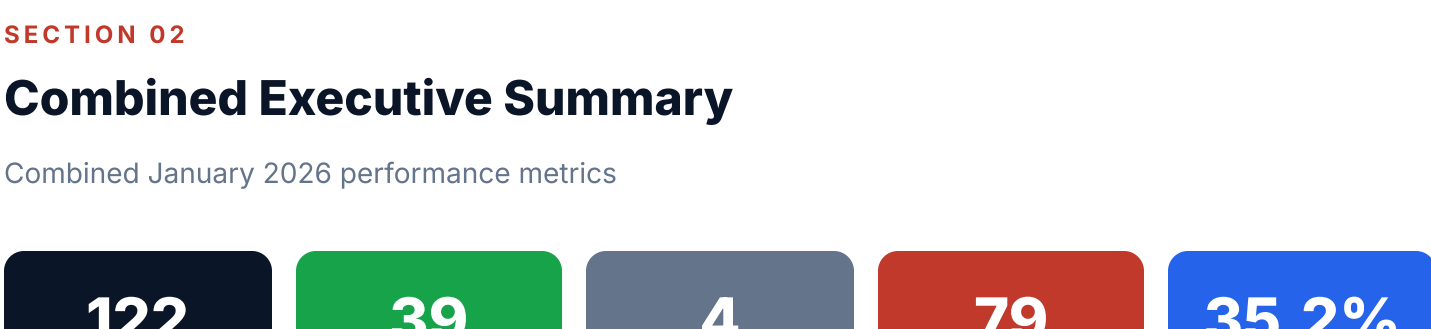
SECTION 01

Combined Summary & Outlook

Top-level summary of the combined January 2026 results

The combined January reporting shows **122 program calls** and **39 verified jobs** across the call center and the contractor network, presented as one consolidated result.

January finished with a **35.2% answer rate** and a **32.0% verified rate**. The 79-call no-answer gap represents the primary opportunity for improvement.



What the combined results reveal:

- January produced **122 total calls** — the highest monthly volume of 2026 year-to-date — with 39 verified jobs and 79 unanswered calls
- Althoff** led **contractor-attributed volume** with 47 calls, including 4 verified and 43 unanswered
- Perfect verified months:** Walsh (3/3), HT Strenger (2/2)
- Verified rate finished at 32.0%** — the highest of 2026 year-to-date

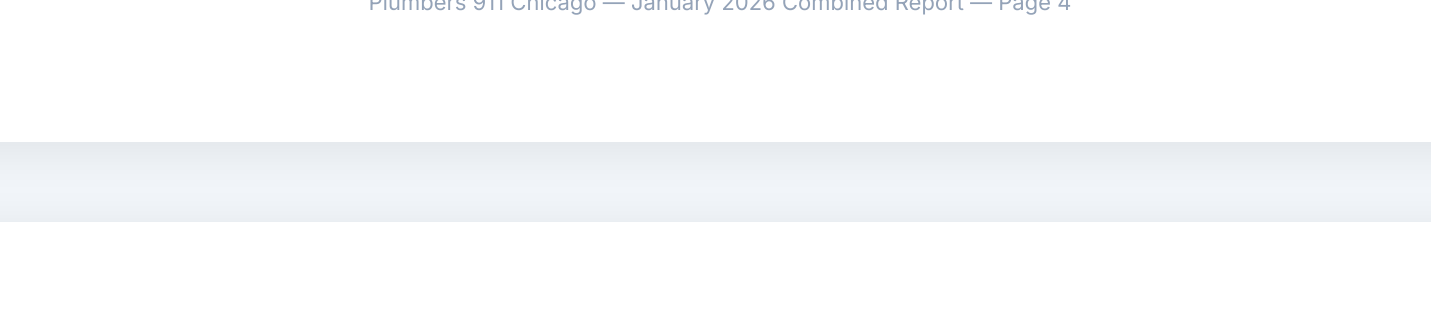
Opportunity Area: The combined January results show that **79 calls went unanswered**. At the 32.0% verified rate, those missed calls represent roughly **25 additional jobs** that may have been earned with full coverage. Among attributed contractors, Althoff missed 43 (54.4%) and Norman missed 13 (16.5%).

Plumbers 911 Chicago — January 2026 Combined Report — Page 2

SECTION 02

Combined Executive Summary

Combined January 2026 performance metrics



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

Plumbers 911 Chicago — January 2026 Combined Report — Page 3

SECTION 03

January vs 2026 YTD Performance

Combined results across the first months of 2026

MONTH	TOTAL	VERIFIED	NO ANSWER	OTHER	ANSWER %	VERIFIED %
YTD Total (January)	122	39	79	4	35.2%	32.0%

January delivered the **highest combined volume of 2026 year-to-date** at 122 calls. The verified rate of 32.0% ranks highest for the year so far, while the answer rate finished at 35.2%.

Year-to-Date Combined Context: Through months of 2026, the combined results show **122 program-touching calls** and **39 verified jobs** — a 32.0% verified rate. The 79 unanswered calls (64.8% of combined volume) remain the program's largest performance opportunity.

Plumbers 911 Chicago — January 2026 Combined Report — Page 4

SECTION 04

Combined Contractor Performance — January 2026

Combined call outcomes by contractor, sorted by total volume

CONTRACTOR	TOTAL	VERIFIED	NO ANS	OTHER	ANSWER %	VERIFIED %
Althoff	47	4	43	0	8.5%	8.5%
Norman	19	6	13	0	31.6%	31.6%
Baethke	7	6	1	0	85.7%	85.7%
Aleck	7	3	4	0	42.9%	42.9%
Johns Service & Sales	6	4	2	0	66.7%	66.7%
Berwyn	5	1	4	0	20.0%	20.0%
David Soltwisch	4	2	2	0	50.0%	50.0%
Another	4	1	3	0	25.0%	25.0%
Walsh	3	3	0	0	100.0%	100.0%
Omega	3	2	1	0	66.7%	66.7%
HT Strenger	2	2	0	0	100.0%	100.0%
Goodberlet	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%
Ravinia	1	1	0	0	100.0%	100.0%
Fidelity	1	0	1	0	0.0%	0.0%
Gs R	1	0	1	0	0.0%	0.0%
Poehner	1	0	1	0	0.0%	0.0%
Unassigned*	8	1	3	4	62.5%	12.5%
January Combined Total	122	39	79	4	35.2%	32.0%

Reading the table: Each row shows that contractor's combined activity for January 2026. *Unassigned: 8 contacts (6.6% of combined volume) had no city tag matched to routing, so the contractor could not be identified; included in totals but separated here.

Althoff was the contractor-attributed volume leader at 47 combined calls and 4 verified jobs (8.5% verified rate). **Norman** followed at 19 calls with a 31.6% answer rate and 31.6% verified rate. The largest attributed no-answer counts belonged to **Althoff** (43 of 47, 8.5% answer rate) and **Norman** (13 of 19, 31.6% answer rate).

Plumbers 911 Chicago — January 2026 Combined Report — Page 5

SECTION 05

Service Area & Top Markets

Geographic distribution of January 2026 inbound calls with available city information

Available city information shows January 2026 calls originated from **64 distinct cities and communities** across the greater Chicagoland area. Lake Bluff led all markets with 8 calls. The top markets by inbound call volume are shown below. City information is not available for every call.

1 Lake Bluff 8 calls	2 Hanover Park 6 calls	3 Calumet City 3 calls
4 Round Lake 3 calls	5 Blue Island 2 calls	6 Braidwood 2 calls
7 La Grange 2 calls	8 Maywood 2 calls	9 Pontiac 2 calls
10 Winfield 2 calls	11 Algonquin 1 call	12 Barrington 1 call

SECTION 06

Combined Insights & January Sentiment

What the combined results tell us about January 2026



Plumbers 911 Chicago — January 2026 Combined Report — Page 6