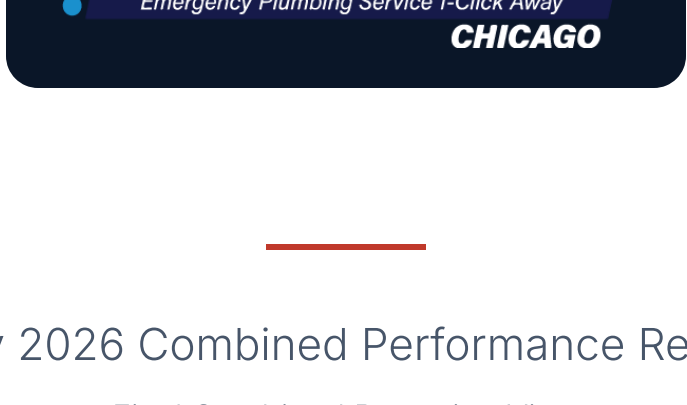




July 2026 Combined Performance Report

Final Combined Reporting View

July 2026

Prepared August 10, 2026
Final Results From Combined July Reporting

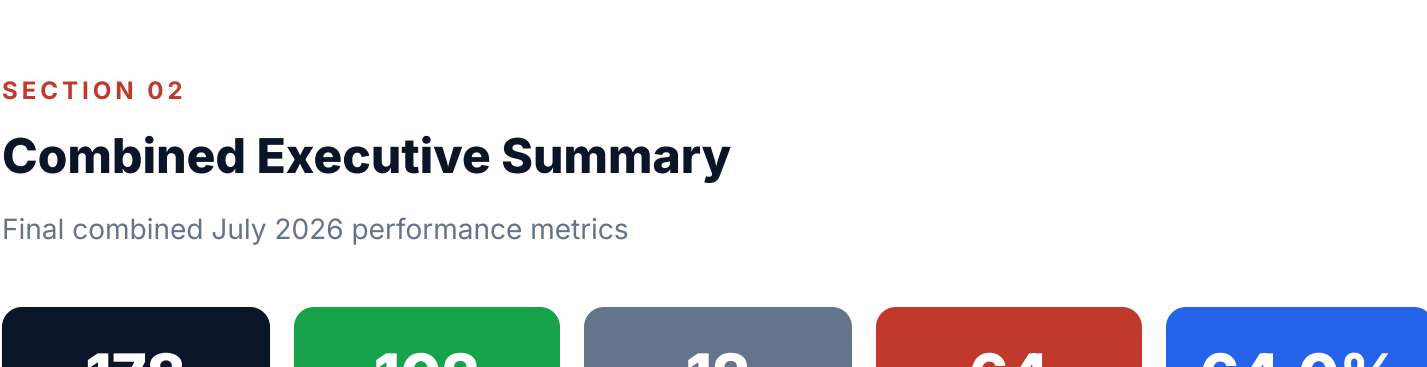
SECTION 01

Combined Summary & Forward Outlook

Top-level summary of the final combined July 2026 results

The final combined July reporting shows **178 program-touching calls and 102 verified jobs**. This is the highest single-month call volume of 2026, bringing all available July reporting into one consolidated result.

July finished with a **64.0% answer rate** and a **57.3% verified rate**, the second-best verified rate of 2026 — trailing only June's 59.8%. The combined picture shows solid conversion at record volume, while the 64-call no-answer gap remains the primary opportunity for improvement.



What the combined results reveal:

- July produced 178 total calls — the highest single month of 2026 — with 102 verified jobs and 64 unanswered calls
- Norman led combined volume with 49 calls, including 26 verified and 18 unanswered
- Walsh and Mendel delivered perfect months — 5 verified jobs from 5 calls and 4 from 4, respectively
- Verified rate held strong at 57.3% — the second-best month of 2026, behind only June's 59.8%

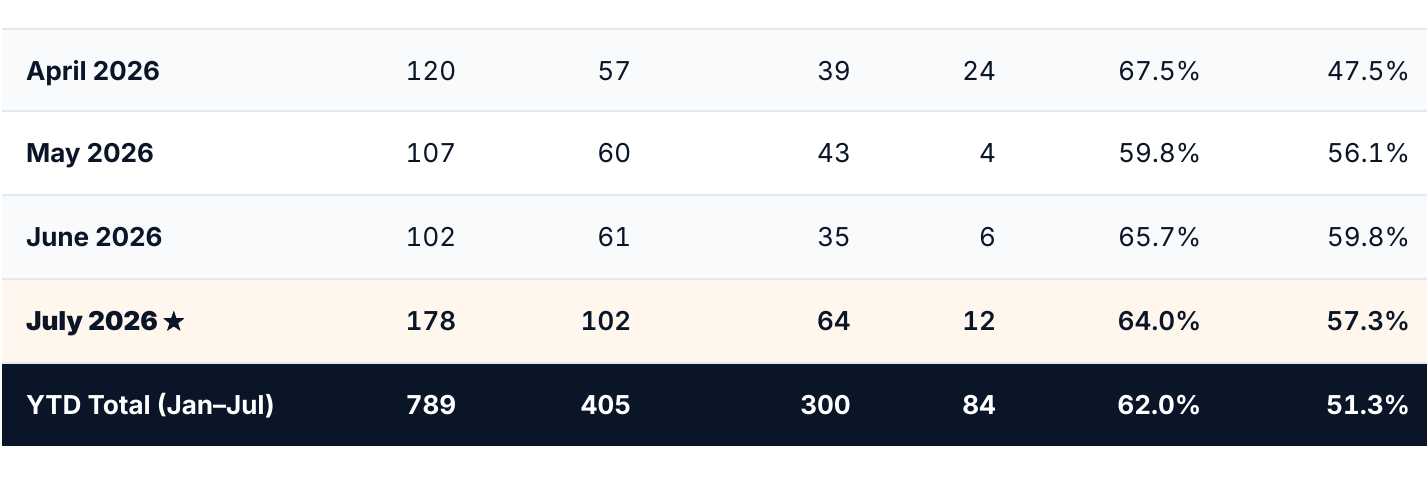
Opportunity Area: The combined July results show that **64 calls went unanswered**. At the 57.3% verified rate, those missed calls represent roughly **37 additional jobs** that may have been earned with full coverage. Norman missed 18 of those 64 (28.1%) and Another Plumbing missed 8 (12.5%) — together those two contractors account for over 40% of July's capacity gap.

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SECTION 02

Combined Executive Summary

Final combined July 2026 performance metrics



These figures represent the **final combined July results** across all available monthly reporting. They are presented as one consolidated performance view of total activity, verified outcomes, unanswered calls, and overall rates.

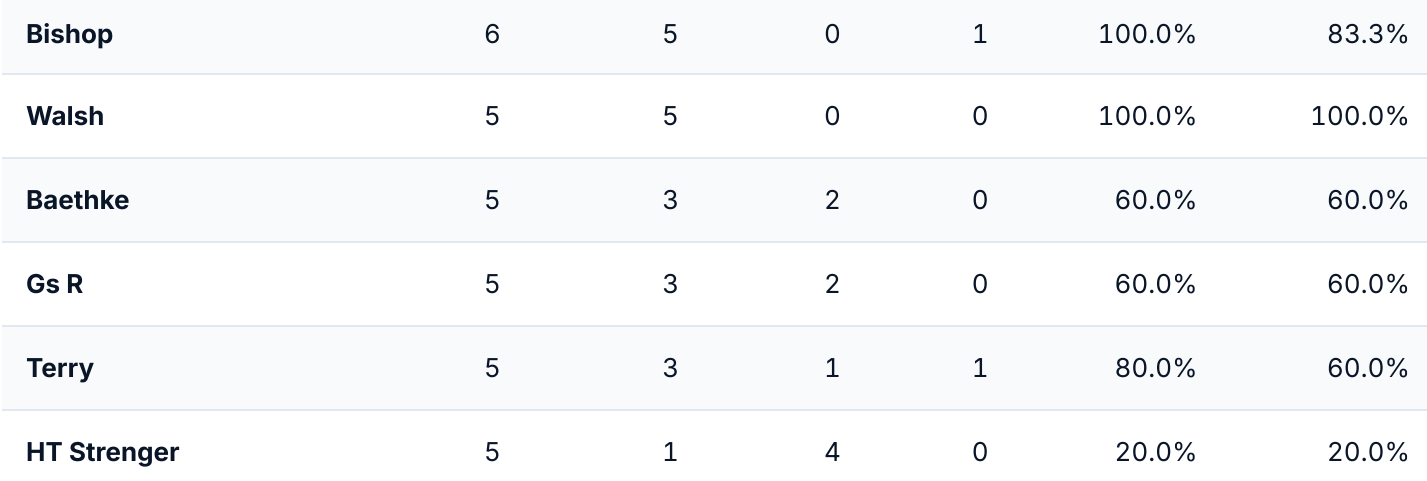
Reporting Basis: All figures in this report are final combined totals and should be read as one consistent July result.

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SECTION 03

July vs 2026 YTD Performance

Final combined results across all seven months of 2026



MONTH	TOTAL	VERIFIED	NO ANSWER	OTHER	ANSWER %	VERIFIED %
January 2026	122	39	79	4	35.2%	32.0%
February 2026	64	32	22	10	65.6%	50.0%
March 2026	96	54	18	24	81.3%	56.3%
April 2026	120	57	39	24	67.5%	47.5%
May 2026	107	60	43	4	59.8%	56.1%
June 2026	102	61	35	6	65.7%	59.8%
July 2026 ★	178	102	64	12	64.0%	57.3%
YTD Total (Jan–Jul)	789	405	300	84	62.0%	51.3%

July delivered the highest combined volume of 2026 at 178 calls — well above June's 102 and the prior high of January's 122. The verified rate of 57.3% is the second-best month of the year, trailing only June's 59.8%, while the answer rate held at 64.0%. July shows the program can sustain strong conversion even as volume scales up significantly.

Year-to-Date Combined Context: Through seven months of 2026, the final combined results show **789 program-touching calls and 405 verified jobs** — a 51.3% verified rate. The 300 unanswered calls (38.0% of combined volume) remain the program's largest performance opportunity.

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SECTION 04

Combined Contractor Performance — July 2026

Final combined call outcomes by contractor, sorted by total volume

CONTRACTOR	TOTAL	VERIFIED	NO ANS	OTHER	ANSWER %	VERIFIED %
Norman	49	26	18	5	63.3%	53.1%
Aleck	17	12	4	1	76.5%	70.6%
David Soltwisch	10	5	4	1	60.0%	50.0%
Another	10	2	8	0	20.0%	20.0%
Old World	9	2	7	0	22.2%	22.2%
Bishop	6	5	0	1	100.0%	83.3%
Walsh	5	5	0	0	100.0%	100.0%
Baethke	5	3	2	0	60.0%	60.0%
Gs R	5	3	2	0	60.0%	60.0%
Terry	5	3	1	1	80.0%	60.0%
HT Strenger	5	1	4	0	20.0%	20.0%
Mendel	4	4	0	0	100.0%	100.0%
Goodberlet	4	3	1	0	75.0%	75.0%
Omega	4	3	1	0	75.0%	75.0%
PJF	4	1	3	0	25.0%	25.0%
Berwyn	3	3	0	0	100.0%	100.0%
Althoff	3	1	2	0	33.3%	33.3%
Johns Service & Sales	3	1	1	1	66.7%	33.3%
Fidelity	2	2	0	0	100.0%	100.0%
John J Cahill	2	2	0	0	100.0%	100.0%
Poehner	2	1	1	0	50.0%	50.0%
Cr Leonard	2	0	2	0	0.0%	0.0%
Park Ridge	1	1	0	0	100.0%	100.0%
Ravinia	1	1	0	0	100.0%	100.0%
Unassigned*	17	12	3	2	82.4%	70.6%
July Combined Total	178	102	64	12	64.0%	57.3%

Reading the table: Each row shows that contractor's final combined activity for July 2026. *Unassigned: 17 contacts (9.6% of combined volume) had no city tag matched to routing, so the contractor could not be identified; included in totals but separated here.

Norman is the volume leader in July at 49 combined calls and 26 verified jobs (53.1% verified rate), though it also posted the program's largest single no-answer count — 18 missed calls. **Aleck** follows at 17 calls with a 76.5% answer rate and 70.6% verified rate, the best efficiency among high-volume contractors. **Bishop** turned in a strong month at 6 calls and an 83.3% verified rate, while **Walsh and Mendel** both went perfect — 5 for 5 and 4 for 4 respectively. **Another Plumbing and Old World** remained the clearest capacity bottlenecks, missing 8 of 10 and 7 of 9 combined calls (20.0% and 22.2% answer rates). Berwyn, Fidelity, John J Cahill, Park Ridge, and Ravinia also posted 100% verified rates on smaller volumes.

Capacity warning: Norman and Another together missed **26 of 64 combined unanswered calls** (40.6%). These two contractors handle some of the largest call volumes in the program. Any solution that supplements their answering capacity at peak times has the largest leverage on overall combined performance.

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SECTION 05

Service Area & Top Markets

Geographic distribution of July 2026 inbound calls with available city information

Available city information shows July 2026 calls originated from **over 40 distinct cities and communities** across the greater Chicagoland area. Calumet City led all markets with 6 calls, followed by Markham and Elmhurst at 5 each. The top markets by inbound call volume are shown below.

1	Calumet City	6 calls	2	Markham	5 calls	3	Elmhurst	5 calls
4	South Holland	4 calls	5	Blue Island	4 calls	6	Carol Stream	4 calls
7	Dekalb	3 calls	8	Joliet	3 calls	9	Bristol	3 calls
10	University Park	2 calls	11	Streamwood	2 calls	12	Orland Park	2 calls

SECTION 06

Combined Insights & July Sentiment

What the final combined results tell us about July 2026



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