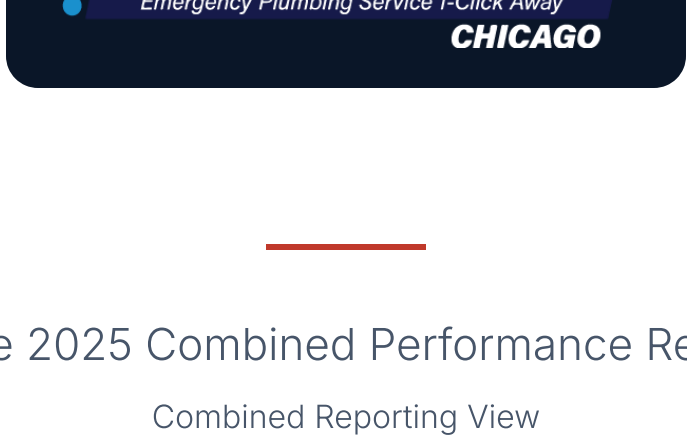




June 2025 Combined Performance Report

Combined Reporting View

June 2025

Prepared September 2, 2026
Retrospective Combined June Reporting

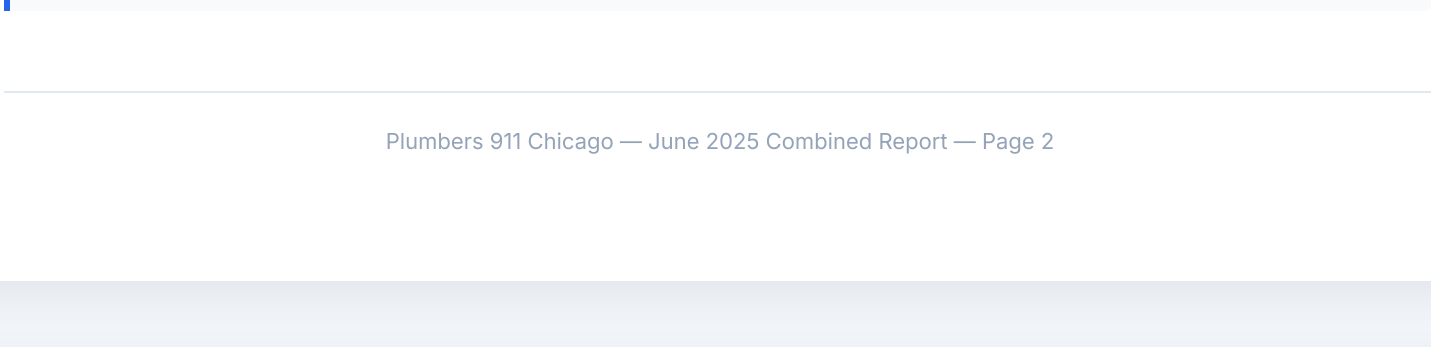
SECTION 01

Combined Summary & Outlook

Top-level summary of the combined June 2025 results

The combined June reporting shows **110 program calls** and **49 verified jobs** across the call center and the contractor network, presented as one consolidated result.

June finished with a **46.4% answer rate** and a **44.5% verified rate**. The 59-call no-answer gap represents the primary opportunity for improvement.



What the combined results reveal:

- **June produced 110 total calls** — the third-highest monthly volume of 2025 year-to-date — with 49 verified jobs and 59 unanswered calls
- **66 calls were routed through the call center** without contractor attribution; 8 verified and 56 unanswered
- **Norman led contractor-attributed volume** with 18 calls, including 18 verified and 0 unanswered
- **Perfect verified months:** Norman (18/18), Goodberlet (4/4), Berwyn (3/3)
- **Verified rate finished at 44.5%** — the third-highest of 2025 year-to-date

Opportunity Area: The combined June results show that **59 calls went unanswered**. At the 44.5% verified rate, those missed calls represent roughly **26 additional jobs** that may have been earned with full coverage. Among attributed contractors, PJF missed 1 (1.7%) and Old World missed 1 (1.7%). 56 of the unanswered calls (94.9%) 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 June 2025 performance metrics



These figures represent the **combined June 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

June vs 2025 YTD Performance

Combined results across the first 6 months of 2025



MONTH	TOTAL	VERIFIED	NO ANSWER	OTHER	ANSWER %	VERIFIED %
January 2025	137	72	53	12	61.3%	52.6%
February 2025	85	36	45	4	47.1%	42.4%
March 2025	89	39	44	6	50.6%	43.8%
April 2025	127	67	48	12	62.2%	52.8%
May 2025	100	38	43	19	57.0%	38.0%
June 2025 ★	110	49	59	2	46.4%	44.5%
YTD Total (Jan–Jun)	648	301	292	55	54.9%	46.5%

June delivered the **third-highest combined volume of 2025 year-to-date** at 110 calls. The verified rate of 44.5% ranks third-highest for the year so far, while the answer rate finished at 46.4%.

Year-to-Date Combined Context: Through 6 months of 2025, the combined results show **648 program-touching calls** and **301 verified jobs** — a 46.5% verified rate. The 292 unanswered calls (45.1% of combined volume) remain the program’s largest performance opportunity.

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SECTION 04

Combined Contractor Performance — June 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%
Goodberlet	4	4	0	0	100.0%	100.0%
Berwyn	3	3	0	0	100.0%	100.0%
Aleck	2	2	0	0	100.0%	100.0%
Baethke	2	2	0	0	100.0%	100.0%
HT Strenger	2	2	0	0	100.0%	100.0%
Ravinia	2	2	0	0	100.0%	100.0%
Terry	2	2	0	0	100.0%	100.0%
Fidelity	1	1	0	0	100.0%	100.0%
Gs R	1	1	0	0	100.0%	100.0%
Omega	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%
Bishop	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*	66	8	56	2	15.2%	12.1%
June Combined Total	110	49	59	2	46.4%	44.5%

Reading the table: Each row shows that contractor’s combined activity for June 2025. ***Sent to Call Center:** 66 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). **Goodberlet** followed at 4 calls with a 100.0% answer rate and 100.0% verified rate. The largest attributed no-answer counts belonged to **PJF** (1 of 1, 0.0% answer rate) and **Old World** (1 of 1, 0.0% answer rate). The call-center bucket answered 10 of 66 calls (15.2%), with 8 verified.

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SECTION 05

Service Area & Top Markets

Geographic distribution of June 2025 inbound calls with available city information

Available city information shows June 2025 calls originated from **37 distinct cities and communities** across the greater Chicagoland area. Round Lake led all markets with 9 calls. The top markets by inbound call volume are shown below. City information is not available for every call.

1 Round Lake 9 calls	2 Calumet City 5 calls	3 Blue Island 2 calls
4 Coal City 2 calls	5 Glenview 2 calls	6 Joliet 2 calls
7 Lockport 2 calls	8 North Aurora 2 calls	9 Sycamore 2 calls
10 Cicero 1 call	11 Clarendon Hills 1 call	12 Dekalb 1 call

SECTION 06

Combined Insights & June Sentiment

What the combined results tell us about June 2025



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