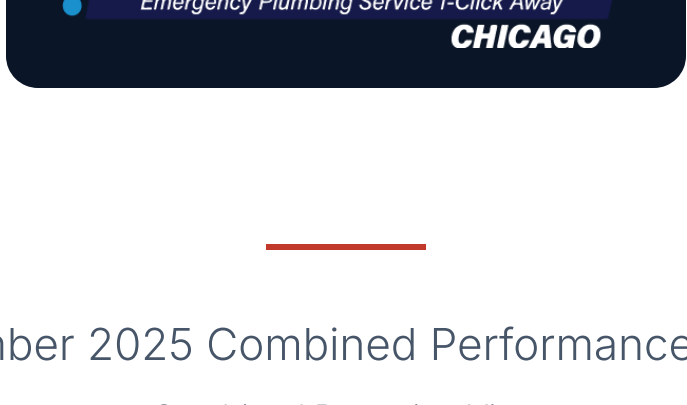




September 2025 Combined Performance Report

Combined Reporting View

September 2025

Prepared September 2, 2026
Retrospective Combined September Reporting

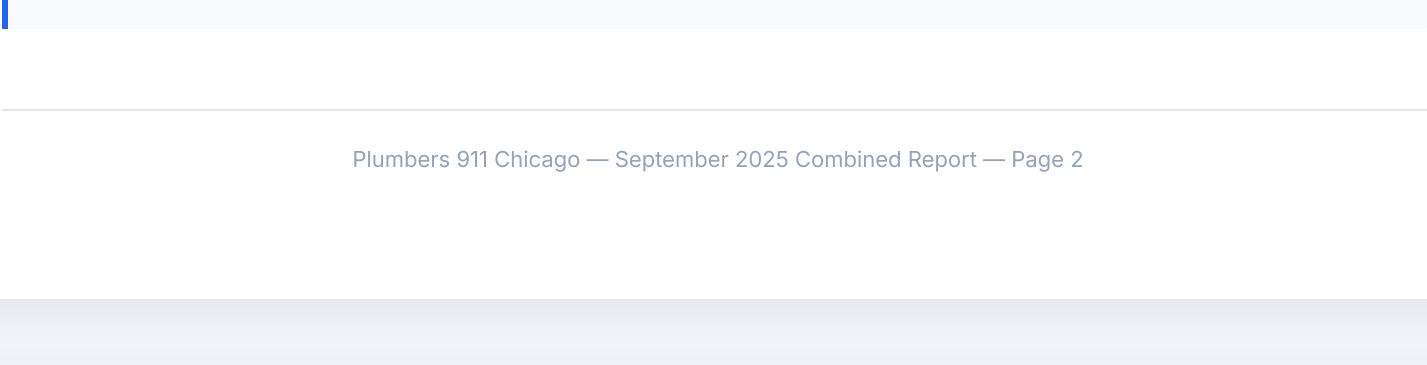
SECTION 01

Combined Summary & Outlook

Top-level summary of the combined September 2025 results

The combined September reporting shows **117 program calls** and **36 verified jobs** across the call center and the contractor network, presented as one consolidated result.

September finished with a **34.2% answer rate** and a **30.8% verified rate**. The 77-call no-answer gap represents the primary opportunity for improvement.



What the combined results reveal:

- September produced 117 total calls — the 5th-highest monthly volume of 2025 year-to-date — with 36 verified jobs and 77 unanswered calls
- 93 calls were routed through the call center without contractor attribution; 14 verified and 75 unanswered
- Norman led contractor-attributed volume with 9 calls, including 8 verified and 1 unanswered
- Perfect verified months: Baethke (2/2), Bishop (2/2), HT Strenger (2/2)
- Verified rate finished at 30.8% — the 9th-highest of 2025 year-to-date

Opportunity Area: The combined September results show that **77 calls went unanswered**. At the 30.8% verified rate, those missed calls represent roughly **24 additional jobs** that may have been earned with full coverage. Among attributed contractors, Fidelity missed 1 (1.3%) and Norman missed 1 (1.3%). 75 of the unanswered calls (97.4%) sat in the call-center bucket with no contractor attribution.

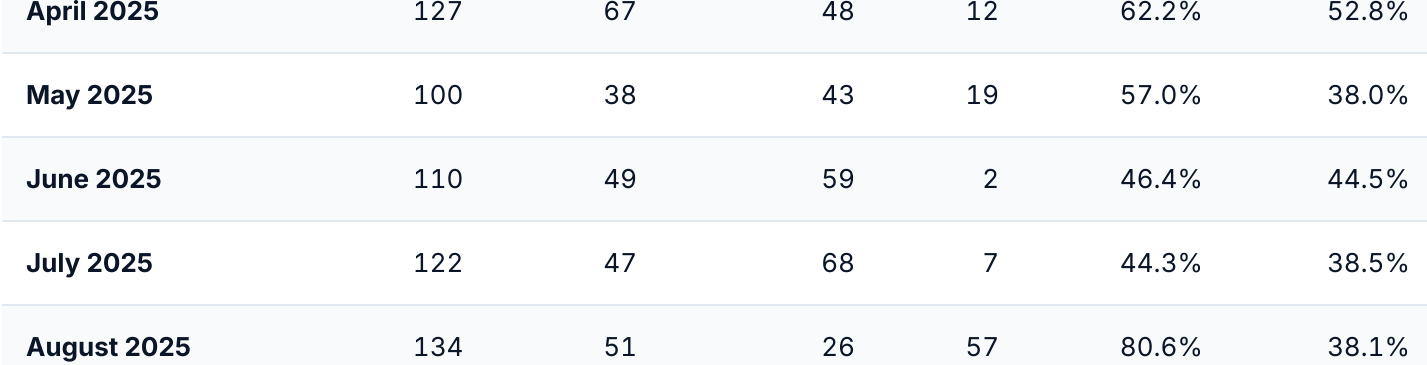
Data Reference Note (January–October 2025): During this period website call lines were forwarded into the call center, so calls handled there appear as “Sent to Call Center” without contractor attribution. A portion of those calls may also be reflected in contractor-attributed figures; the combined totals 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 September 2025 performance metrics



These figures represent the **combined September 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

September vs 2025 YTD Performance

Combined results across the first 9 months of 2025



September delivered the **5th-highest combined volume of 2025 year-to-date** at 117 calls. The verified rate of 30.8% ranks 9th-highest for the year so far, while the answer rate finished at 34.2%.

Year-to-Date Combined Context: Through 9 months of 2025, the combined results show **1021 program-touching calls** and **435 verified jobs** — a 42.6% verified rate. The 463 unanswered calls (45.3% of combined volume) remain the program’s largest performance opportunity.

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SECTION 04

Combined Contractor Performance — September 2025

Combined call outcomes by contractor, sorted by total volume

CONTRACTOR	TOTAL	VERIFIED	NO ANS	OTHER	ANSWER %	VERIFIED %
Norman	9	8	1	0	88.9%	88.9%
Baethke	2	2	0	0	100.0%	100.0%
Bishop	2	2	0	0	100.0%	100.0%
HT Strenger	2	2	0	0	100.0%	100.0%
Park Ridge	2	2	0	0	100.0%	100.0%
Aleck	1	1	0	0	100.0%	100.0%
Althoff	1	1	0	0	100.0%	100.0%
Berwyn	1	1	0	0	100.0%	100.0%
David Soltwisch	1	1	0	0	100.0%	100.0%
Mendel	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%
Sent to Call Center*	93	14	75	4	19.4%	15.1%
September Combined Total	117	36	77	4	34.2%	30.8%

Reading the table: Each row shows that contractor’s combined activity for September 2025. **★Sent to Call Center:** 93 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 9 combined calls and 8 verified jobs (88.9% verified rate). **Baethke** followed at 2 calls with a 100.0% answer rate and 100.0% verified rate. The largest attributed no-answer counts belonged to **Fidelity** (1 of 1, 0.0% answer rate) and **Norman** (1 of 9, 88.9% answer rate). The call-center bucket answered 18 of 93 calls (19.4%), with 14 verified.

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SECTION 05

Service Area & Top Markets

Geographic distribution of September 2025 inbound calls with available city information

Available city information shows September 2025 calls originated from **36 distinct cities** and **communities** across the greater Chicagoland area. Coal City led all markets with 23 calls. The top markets by inbound call volume are shown below. City information is not available for every call.

1	Coal City	23 calls	2	Blue Island	10 calls	3	Calumet City	9 calls
4	Round Lake	6 calls	5	Monee	4 calls	6	Facebook Ads	3 calls
7	Gurnee	2 calls	8	Midlothian	2 calls	9	Oak Brook	2 calls
10	Oak Forest	2 calls	11	Algonquin	1 call	12	Alsip	1 call

SECTION 06

Combined Insights & September Sentiment

What the combined results tell us about September 2025



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