



Your Report

Variable: {annual_revenue_plumbing_industry}

Definition: The annual revenue for the previous business fiscal year.

Value: N/A

Top Performers: Elite residential plumbing contractors achieve >\$5M revenue per ServiceTitan benchmarks through service agreements, upsells, and fleet optimization; prioritize recurring revenue (20%+ of total).

Value Tiers: Small (<\$1M): Solo/startup; Medium (\$1M-\$5M): 5-15 techs; Large (>\$5M): Multi-location, 20+ techs.

Red Flag Trigger: <\$500K for >3 employees.

Default Value: \$1.3 million

Variable: {yoy_growth_rate_plumbing_industry}

Definition: The year-over-year percentage increase in revenue.

Value: N/A

Top Performers: Top 20% achieve 15-20% YOY growth per Nexstar/PHCC data via memberships, digital marketing, and electrification services.

Value Tiers: Small (<\$1M): 8-15%; Medium (\$1M-\$5M): 10-18%; Large (>\$5M): 8-15%.

Red Flag Trigger: <5% or negative.

Default Value: 12%

Variable: {technical_staff_time_on_technical_labor_percent_plumbing_industry}

Definition: The percentage of total working hours that technical staff spend on billable technical labor tasks in plumbing operations.

Value: N/A

Top Performers: Elite achieve 78-85% per ServiceTitan via GPS routing, stocked vans, and call-ahead (ServiceTitan 2023).

Value Tiers: N/A – Not applicable

Red Flag Trigger: <70%.

Default Value: 75%

Variable: {owner_hours_per_week_in_field_plumbing_industry}

Definition: The average number of hours per week a plumbing business owner spends performing hands-on field work.

Value: N/A

Top Performers: Owners of >\$2M businesses spend 0 field hours per Nexstar, focusing on sales/systems/expansion.

Value Tiers: <\$1M: 25-40 hours; \$1M-\$2M: 10-20 hours; >\$2M: 0-5 hours.

Red Flag Trigger: >20 hours for >\$1M revenue.

Default Value: 15 hours

Variable: {full_time_operations_managers_count_plumbing_industry}

Definition: The number of full-time operations managers employed in a plumbing business to oversee daily operations and staff.

Value: N/A

Top Performers: 1 manager per 12-15 techs per PHCC for dispatching/training/QA (ServiceTitan benchmarks).

Value Tiers: <\$1M: 0-1; \$1M-\$5M: 1-2; >\$5M: 3+.

Red Flag Trigger: 0 for >\$1.5M revenue or >10 techs.

Default Value: 1

Variable: {callback_rate_percent_plumbing_industry}

Definition: The percentage of plumbing service calls that require a return visit due to unresolved issues or errors.

Value: N/A

Top Performers: <1.5% via tech certification/QA checklists per ServiceTitan/Jobber surveys.

Value Tiers: N/A – Not applicable

Red Flag Trigger: >3%.

Default Value: 2%

Variable: {first_fix_rate_percent_plumbing_industry}

Definition: The percentage of plumbing jobs successfully completed and resolved on the first technician visit.

Value: N/A

Top Performers: 93-97% with van stocking/diagnostic tools per FieldEdge/ Housecall Pro data.

Value Tiers: N/A – Not applicable

Red Flag Trigger: <88%.

Default Value: 90%

Variable: {dispatch_efficiency_percent_plumbing_industry}

Definition: The percentage of dispatch decisions that result in optimal routing, minimal travel time, and maximized job completion.

Value: N/A

Top Performers: 92-97% using ServiceTitan/Housecall Pro AI dispatch per 2023 reports.

Value Tiers: N/A – Not applicable

Red Flag Trigger: <85%.

Default Value: 88%

Variable: {jobs_per_tech_per_day_plumbing_industry}

Definition: The average number of jobs a plumbing technician completes in a single workday.

Value: N/A

Top Performers: 5-7 jobs/day with flat-rate/zone dispatching per Nexstar/ServiceTitan.

Value Tiers: N/A – Not applicable

Red Flag Trigger: <4.

Default Value: 5

Variable: {technician_utilization_percent_plumbing_industry}

Definition: The percentage of a technician's available hours spent on billable work in the plumbing field.

Value: N/A

Top Performers: 82-90% via mobile apps/routing per ServiceTitan 2023 Plumbing Report.

Value Tiers: N/A – Not applicable

Red Flag Trigger: <75%.

Default Value: 78%

Variable: {overtime_hours_percent_of_total_labor_plumbing_industry}

Definition: The percentage of total labor hours in plumbing operations that are overtime.

Value: N/A

Top Performers: <7% with predictive scheduling per Jobber/FieldEdge.

Value Tiers: N/A – Not applicable

Red Flag Trigger: >12%.

Default Value: 7%

Variable: {estimated_service_tech_count_plumbing_industry}

Definition: The estimated number of service technicians needed based on plumbing business revenue.

Value: N/A

Top Performers: \$300K-\$375K revenue per tech via upsell/utilization per PHCC/ServiceTitan.

Value Tiers: <\$1M: 2-5 techs; \$1M-\$5M: 6-20 techs; >\$5M: 25+ techs.

Red Flag Trigger: Revenue per tech <\$220K.

Default Value: Revenue divided by \$275,000

Variable: {revenue_leakage_total_plumbing_industry}

Definition: The estimated annual revenue lost in a plumbing business due to inefficiencies like callbacks.

Value: N/A

Top Performers: <\$20K via <1.5% callbacks/92%+ first-fix per benchmarks.

Value Tiers: \$1M-\$5M: \$25K-\$50K typical (ServiceTitan).

Red Flag Trigger: >\$50K.

Default Value: \$30,000

Variable: {total_revenue_lift_plumbing_industry}

Definition: The potential increase in annual revenue for plumbing businesses through optimization strategies.

Value: N/A

Top Performers: 18-25% lift from efficiencies/expansions per Nexstar case studies.

Value Tiers: N/A – Not applicable

Red Flag Trigger: N/A – Not applicable

Default Value: 15%

Variable: {profit_boost_plumbing_industry}

Definition: Strategies and benchmarks for increasing net profit in plumbing businesses.

Value: N/A

Top Performers: 13-18% net profit via 50-60% gross margins/low owner field time per ServiceTitan/PHCC.

Value Tiers: N/A – Not applicable

Red Flag Trigger: Net profit <7%.

Default Value: N/A – Not applicable

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