

Emergency Response Times

NU New Hampshire work orders from 10/01/2012 to 10/31/2012

Total orders in sample: 78

Orders responded to in < 30 minutes: 48 (62% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
10/1/2012	10:39:22 AM 24 BATCHELDER RD	SEABROOK	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0512835N	0	13	10/1/2012 10:39	10/1/2012 10:40	10/1/2012 10:40	10/1/2012 10:53	10/1/2012 11:52:23 AM	58	14	Regular Hours	< 30 minutes
10/1/2012	2:14:07 PM 1 DIXON WAY	SEABROOK	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0512889N	0	25	10/1/2012 14:14	10/1/2012 14:14	10/1/2012 14:22	10/1/2012 14:39	10/1/2012 3:14:02 PM	34	25	Regular Hours	< 30 minutes
10/2/2012	10:59:16 AM 6 ATKINSON ST Apt. 1ST	DOVER	NH	Mark Goldstein	David Martineage	9100	LEAK OUTSIDE	WF0513020N	0	12	10/2/2012 10:59	10/2/2012 11:07	10/2/2012 11:07	10/2/2012 11:19	10/2/2012 1:10:09 PM	110	20	Regular Hours	< 30 minutes
10/2/2012	1:14:06 PM 38 S SCHOOL ST	PORTSMOUTH	NH	Kevin Ruel	David Martineage	5000	GAS LEAKS - SERVICE	WF0513049N	0	10	10/2/2012 13:14	10/2/2012 13:15	10/2/2012 13:16	10/2/2012 13:26	10/2/2012 1:42:46 PM	16	12	Regular Hours	< 30 minutes
10/2/2012	3:11:48 PM 7 DIXON WAY	SEABROOK	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0513074N	0	8	10/2/2012 15:12	10/2/2012 15:13	10/2/2012 15:13	10/2/2012 15:21	10/2/2012 4:17:41 PM	56	9	Regular Hours	< 30 minutes
10/3/2012	8:38:43 AM 247 RICHARDS AVE	PORTSMOUTH	NH	Kevin Ruel	David Martineage	9100	LEAK OUTSIDE	WF0513101N	0	7	10/3/2012 8:38	10/3/2012 8:39	10/3/2012 8:40	10/3/2012 8:47	10/3/2012 9:53:44 AM	66	8	Regular Hours	< 30 minutes
10/3/2012	9:38:32 AM 42 PINE MEADOWS DR	EXETER	NH	Daniel LaFortune	David Martineage	9000	LEAK INSIDE	WF0513115N	1	19	10/3/2012 9:39	10/3/2012 9:40	10/3/2012 9:44	10/3/2012 10:00	10/3/2012 10:17:19 AM	17	21	Regular Hours	< 30 minutes
10/4/2012	12:22:02 PM 115 MADBURY LN	DOVER	NH	Mark Goldstein	Michael Talis	9100	LEAK OUTSIDE	WF0513305N	0	0	10/4/2012 12:22	10/4/2012 12:23	10/4/2012 12:23	10/4/2012 12:23	10/4/2012 1:17:08 PM	53	1	Regular Hours	< 30 minutes
10/4/2012	12:41:17 PM 59 RIDGEWOOD DR Apt. B Pst. 15	ATKINSON	NH	Troy Kimball	Michael Talis	9000	LEAK INSIDE	WF0513309N	0	15	10/4/2012 12:41	10/4/2012 12:42	10/4/2012 12:42	10/4/2012 12:57	10/4/2012 1:24:58 PM	26	16	Regular Hours	< 30 minutes
10/5/2012	1:25:19 PM 52 BRIDLE PATH	DOVER	NH	Mark Goldstein	David Martineage	9000	LEAK INSIDE	WF0513466N	0	14	10/5/2012 13:25	10/5/2012 13:26	10/5/2012 13:30	10/5/2012 13:40	10/5/2012 2:56:34 PM	75	15	Regular Hours	< 30 minutes
10/5/2012	3:51:42 PM 17 STAYSAIL WAY	PORTSMOUTH	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0513483N	0	21	10/5/2012 15:52	10/5/2012 15:56	10/5/2012 15:58	10/5/2012 16:17	10/5/2012 5:51:02 PM	93	26	Regular Hours	< 30 minutes
10/8/2012	1:33:56 PM 19 DAVIS BLVD	EAST ROCHESTER	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WF0513633N	0	15	10/8/2012 13:34	10/8/2012 13:36	10/8/2012 13:36	10/8/2012 13:51	10/8/2012 2:20:44 PM	29	17	Regular Hours	< 30 minutes
10/8/2012	2:12:37 PM 51 SLINGSTON ST Apt. 304 Pst. UNIT	PORTSMOUTH	NH	Kevin Clifford	Jason Brooks	5000	GAS LEAKS - SERVICE	WF0513643N	0	12	10/8/2012 14:13	10/8/2012 14:13	10/8/2012 14:21	10/8/2012 14:26	10/8/2012 3:16:14 PM	49	13	Regular Hours	< 30 minutes
10/8/2012	3:01:46 PM 67 LANGDALE DR	HAMPTON	NH	Daniel LaFortune	Jason Brooks	9000	LEAK INSIDE	WF0513652N	0	18	10/8/2012 15:02	10/8/2012 15:03	10/8/2012 15:04	10/8/2012 15:21	10/8/2012 4:00:46 PM	39	19	Regular Hours	< 30 minutes
10/9/2012	9:15:30 AM 23 STACEY AVE	SEABROOK	NH	John Wiley	David Martineage	9000	LEAK INSIDE	WF0513700N	0	19	10/9/2012 9:15	10/9/2012 9:17	10/9/2012 9:18	10/9/2012 9:36	10/9/2012 10:00:44 AM	23	21	Regular Hours	< 30 minutes
10/9/2012	1:33:00 PM 6 MEETING PLACE DR Apt. 205 Pst. UNIT	EXETER	NH	John Wiley	David Martineage	9100	LEAK OUTSIDE	WF0513784N	0	23	10/9/2012 13:33	10/9/2012 13:33	10/9/2012 13:34	10/9/2012 13:57	10/9/2012 3:24:25 PM	86	24	Regular Hours	< 30 minutes
10/10/2012	11:29:15 AM 52 MILLER AVE	PORTSMOUTH	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0513953N	0	8	10/10/2012 11:29	10/10/2012 11:30	10/10/2012 11:31	10/10/2012 11:39	10/10/2012 12:14:47 PM	35	9	Regular Hours	< 30 minutes
10/10/2012	3:11:04 PM 257 MIDDLE RD	PORTSMOUTH	NH	Daniel LaFortune	David Martineage	9000	LEAK INSIDE	WF0514028N	0	9	10/10/2012 15:11	10/10/2012 15:18	10/10/2012 15:20	10/10/2012 15:28	10/10/2012 3:42:43 PM	14	17	Regular Hours	< 30 minutes
10/11/2012	8:47:43 AM 186 KINGS HWY	HAMPTON	NH	Kevin Clifford	Michael Talis	9100	LEAK OUTSIDE	WF0514094N	0	7	10/11/2012 8:48	10/11/2012 8:50	10/11/2012 8:51	10/11/2012 8:58	10/11/2012 10:05:52 AM	67	10	Regular Hours	< 30 minutes
10/11/2012	2:14:13 PM 40 LINDEN ST Apt. VOC Pst. CTR	EXETER	NH	Kevin Clifford	David Martineage	9100	LEAK OUTSIDE	WF0514183N	1	19	10/11/2012 14:16	10/11/2012 14:16	10/11/2012 14:18	10/11/2012 14:36	10/11/2012 4:51:06 PM	134	22	Regular Hours	< 30 minutes
10/12/2012	1:57:02 PM 2 UNION ST	DOVER	NH	Kevin Clifford	David Martineage	9000	LEAK INSIDE	WF0514380N	0	3	10/12/2012 13:57	10/12/2012 13:58	10/12/2012 13:59	10/12/2012 14:01	10/12/2012 2:30:05 PM	28	4	Regular Hours	< 30 minutes
10/12/2012	2:14:19 PM 1001 SLINGSTON ST	PORTSMOUTH	NH	John Wiley	David Martineage	9000	LEAK INSIDE	WF0514385N	0	10	10/12/2012 14:14	10/12/2012 14:15	10/12/2012 14:15	10/12/2012 14:26	10/12/2012 3:07:38 PM	41	11	Regular Hours	< 30 minutes
10/12/2012	3:27:15 PM 10 KANGER WAY Apt. A 1 Pst. BLDG	PORTSMOUTH	NH	Kevin Ruel	David Martineage	9100	LEAK OUTSIDE	WF0514410N	0	11	10/12/2012 15:27	10/12/2012 15:27	10/12/2012 15:28	10/12/2012 15:39	10/12/2012 4:23:47 PM	46	12	Regular Hours	< 30 minutes
10/12/2012	3:32:39 PM 4 WINTER ST Apt. B	DOVER	NH	Kevin Clifford	David Martineage	9000	LEAK INSIDE	WF0514413N	0	0	10/12/2012 15:32	10/12/2012 15:33	10/12/2012 15:33	10/12/2012 15:34	10/12/2012 3:57:36 PM	23	1	Regular Hours	< 30 minutes
10/15/2012	7:30:48 AM 5 JADY HILL CR	EXETER	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0514514N	0	24	10/15/2012 7:39	10/15/2012 7:39	10/15/2012 7:42	10/15/2012 8:04	10/15/2012 9:09:55 AM	65	25	Regular Hours	< 30 minutes
10/16/2012	8:06:16 AM 182 LITTLE RIVER RD	HAMPTON	NH	John Wiley	Michael Talis	9000	LEAK INSIDE	WF0514726N	0	5	10/16/2012 8:06	10/16/2012 8:07	10/16/2012 8:07	10/16/2012 8:12	10/16/2012 9:06:55 AM	54	6	Regular Hours	< 30 minutes

10/16/2012	9:55:04 AM	28 CHANDLER AVE Apt. 12	PLAISTOW	NH	Daniel LaFortune	Michael Talls	9100	LEAK OUTSIDE	WF0514753N	0	4	10/16/2012 9:55	10/16/2012 9:56	10/16/2012 9:57	10/16/2012 10:00	10/16/2012 11:42:59 AM	102	5	Regular Hours	< 30 minutes
10/16/2012	2:59:24 PM	191 WASHINGTON ST Apt. 1	DOVER	NH	Jeffrey Croteau	David Martingage	9000	LEAK INSIDE	WF0514835N	1	12	10/16/2012 14:40	10/16/2012 14:41	10/16/2012 14:42	10/16/2012 14:54	10/16/2012 3:38:01 PM	43	14	Regular Hours	< 30 minutes
10/17/2012	7:50:00 AM	8 SANBORN ST	EXETER	NH	Mark Goldstein	Michael Talls	9100	LEAK OUTSIDE	WF0514892N	0	15	10/17/2012 7:50	10/17/2012 7:52	10/17/2012 7:52	10/17/2012 8:08	10/17/2012 9:32:02 AM	83	18	Regular Hours	< 30 minutes
10/17/2012	8:29:34 AM	7 CHADWICK LN	SOMERSWORTH	NH	Jeffrey Croteau	Michael Talls	9000	LEAK INSIDE	WF0514895N	0	12	10/17/2012 8:30	10/17/2012 8:31	10/17/2012 8:31	10/17/2012 8:43	10/17/2012 9:13:57 AM	30	13	Regular Hours	< 30 minutes
10/17/2012	9:07:32 AM	63 S MAIN ST	ROCHESTER	NH	Jeffrey Croteau	Michael Talls	9000	LEAK INSIDE	WF0514905N	10	15	10/17/2012 9:17	10/17/2012 9:18	10/17/2012 9:18	10/17/2012 9:34	10/17/2012 10:11:41 AM	17	26	Regular Hours	< 30 minutes
10/17/2012	3:55:44 PM	95 MAIN ST Apt. 3	SOMERSWORTH	NH	Jeffrey Croteau	David Martingage	9100	LEAK OUTSIDE	WF0514964N	0	14	10/17/2012 15:54	10/17/2012 16:01	10/17/2012 16:01	10/17/2012 16:15	10/17/2012 5:20:56 PM	65	19	Regular Hours	< 30 minutes
10/18/2012	7:44:25 AM	15 BATCHELDER RD	SEABROOK	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0515034N	0	12	10/18/2012 7:44	10/18/2012 7:57	10/18/2012 7:57	10/18/2012 8:10	10/18/2012 8:45:45 AM	35	25	Regular Hours	< 30 minutes
10/19/2012	10:13:54 AM	6 MEADOWOOD DR	EXETER	NH	John Wiley	Michael Talls	9000	LEAK INSIDE	WF0515239N	0	14	10/19/2012 10:34	10/19/2012 10:35	10/19/2012 10:35	10/19/2012 10:50	10/19/2012 11:08:23 AM	18	16	Regular Hours	< 30 minutes
10/22/2012	11:11:04 AM	5 WHITE OAK DR	EXETER	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0515406N	1	25	10/22/2012 11:12	10/22/2012 11:14	10/22/2012 11:14	10/22/2012 11:39	10/22/2012 12:27:27 PM	47	28	Regular Hours	< 30 minutes
10/23/2012	11:05:01 AM	51 HAMPSHIRE CIR	DOVER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0515517N	0	7	10/23/2012 11:05	10/23/2012 11:06	10/23/2012 11:07	10/23/2012 11:14	10/23/2012 12:39:12 PM	84	9	Regular Hours	< 30 minutes
10/25/2012	12:13:45 PM	8 WESTRIDGE DR	HAMPTON	NH	Kevin Clifford	Michael Talls	9100	LEAK OUTSIDE	WF0515816N	0	10	10/25/2012 12:14	10/25/2012 12:14	10/25/2012 12:16	10/25/2012 12:24	10/25/2012 1:15:55 PM	51	10	Regular Hours	< 30 minutes
10/25/2012	12:42:45 PM	7 PINE ST	ROCHESTER	NH	Mark Goldstein	Michael Talls	9100	LEAK OUTSIDE	WF0515827N	12	9	10/25/2012 12:54	10/25/2012 12:56	10/25/2012 12:56	10/25/2012 13:06	10/25/2012 2:46:08 PM	99	23	Regular Hours	< 30 minutes
10/25/2012	3:42:54 PM	0 TROUBLE CALL	EXETER	NH	John Wiley	David Martingage	9100	LEAK OUTSIDE	WF0515891N	0	14	10/25/2012 15:43	10/25/2012 15:45	10/25/2012 15:46	10/25/2012 16:00	10/25/2012 4:16:05 PM	15	17	Regular Hours	< 30 minutes
10/25/2012	3:56:36 PM	455 CENTRAL AVE	DOVER	NH	Jeffrey Croteau	David Martingage	9000	LEAK INSIDE	WF0515894N	0	4	10/25/2012 15:57	10/25/2012 15:57	10/25/2012 15:58	10/25/2012 16:02	10/25/2012 5:20:17 PM	77	5	Regular Hours	< 30 minutes
10/26/2012	9:09:44 AM	6 WASHINGTON ST Apt. M Pst. MUSEU	DOVER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0515955N	0	12	10/26/2012 9:10	10/26/2012 9:15	10/26/2012 9:20	10/26/2012 9:27	10/26/2012 9:59:18 AM	32	17	Regular Hours	< 30 minutes
10/26/2012	11:44:44 AM	24 KENTVILLE TER	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0516048N	0	15	10/26/2012 11:45	10/26/2012 11:50	10/26/2012 11:52	10/26/2012 12:05	10/26/2012 12:32:54 PM	27	21	Regular Hours	< 30 minutes
10/29/2012	9:03:49 AM	0 TROUBLE CALL	ROCHESTER	NH	Laure Rousseau	David Martingage	9000	LEAK INSIDE	WF0516167N	0	4	10/29/2012 9:04	10/29/2012 9:08	10/29/2012 9:10	10/29/2012 9:12	10/29/2012 9:30:11 AM	17	9	Regular Hours	< 30 minutes
10/30/2012	1:49:35 PM	31 DRAKES LNDG	HAMPTON	NH	Daniel LaFortune	Michael Talls	9000	LEAK INSIDE	WF0516276N	0	6	10/30/2012 13:49	10/30/2012 13:50	10/30/2012 13:51	10/30/2012 13:56	10/30/2012 2:17:43 PM	20	7	Regular Hours	< 30 minutes
10/30/2012	3:48:06 PM	25 ISLAND PATH Apt. 1	HAMPTON	NH	Daniel LaFortune	Michael Talls	9100	LEAK OUTSIDE	WF0516291N	0	9	10/30/2012 15:48	10/30/2012 15:49	10/30/2012 15:50	10/30/2012 15:58	10/30/2012 4:51:15 PM	58	10	Regular Hours	< 30 minutes
10/31/2012	9:02:05 AM	1275 MAPLEWOOD AVE Apt. 41	PORTSMOUTH	NH	Kevin Ruel	David Martingage	9000	LEAK INSIDE	WF0516316N	0	9	10/31/2012 9:02	10/31/2012 9:02	10/31/2012 9:04	10/31/2012 9:12	10/31/2012 9:30:54 AM	18	10	Regular Hours	< 30 minutes
10/31/2012	12:43:09 PM	10 WINGATE ST	HAMPTON	NH	Daniel LaFortune	Michael Talls	9100	LEAK OUTSIDE	WF0516363N	0	9	10/31/2012 12:43	10/31/2012 12:44	10/31/2012 12:45	10/31/2012 12:54	10/31/2012 2:04:06 PM	69	11	Regular Hours	< 30 minutes
10/31/2012	12:56:39 PM	65 OXFORD AVE	PORTSMOUTH	NH	Kevin Ruel	David Martingage	9000	LEAK INSIDE	WF0516364N	0	7	10/31/2012 12:57	10/31/2012 13:01	10/31/2012 13:02	10/31/2012 13:08	10/31/2012 1:42:36 PM	33	12	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 35 (19% of total) for After Hours:																				
10/5/2012	5:00:28 PM	0 TROUBLE CALL	SOMERSWORTH	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0513490N	2	14	10/5/2012 17:02	10/5/2012 17:02	10/5/2012 17:05	10/5/2012 17:17	10/5/2012 6:27:24 PM	70	16	After Hours	< 30 minutes
10/8/2012	4:11:18 PM	4 PLAISTOW RD Apt. 880 Pst. UNIT	PLAISTOW	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0513669N	0	10	10/8/2012 16:12	10/8/2012 16:17	10/8/2012 16:17	10/8/2012 16:28	10/8/2012 6:39:13 PM	151	16	After Hours	< 30 minutes
10/11/2012	6:02:46 PM	100 ALBANY ST Apt. 2	PORTSMOUTH	NH	Kurt House	David Martingage	9000	LEAK INSIDE	WF0514235N	0	9	10/11/2012 18:03	10/11/2012 18:04	10/11/2012 18:04	10/11/2012 18:14	10/11/2012 6:42:42 PM	28	11	After Hours	< 30 minutes
10/12/2012	4:42:50 PM	411 MIDDLE ST	PORTSMOUTH	NH	Kevin Ruel	David Martingage	9100	LEAK OUTSIDE	WF0514423N	0	9	10/12/2012 16:43	10/12/2012 16:43	10/12/2012 16:43	10/12/2012 16:52	10/12/2012 6:11:59 PM	79	9	After Hours	< 30 minutes
10/15/2012	8:08:51 PM	17 SANDERLING WAY	PORTSMOUTH	NH	Kurt House	David Martingage	9000	LEAK INSIDE	WF0514706M	0	10	10/15/2012 20:09	10/15/2012 20:14	10/15/2012 20:14	10/15/2012 20:25	10/15/2012 8:50:49 PM	25	16	After Hours	< 30 minutes

10/16/2012	7:41:41 PM	225 MAIN ST Apt. 10	SOMERSWORTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0514882N	0	21	10/16/2012 19:42	10/16/2012 19:42	10/16/2012 19:42	10/16/2012 20:03	10/16/2012 8:54:04 PM	50	22	After Hours	< 30 minutes
10/16/2012	8:55:43 PM	74 SILVER ST Apt. A	DOVER	NH	Jeffrey Croteau	Michael Talis	9000	LEAK INSIDE	WF0514883N	0	14	10/16/2012 20:56	10/16/2012 20:57	10/16/2012 20:57	10/16/2012 21:11	10/16/2012 10:19:24 PM	68	15	After Hours	< 30 minutes
10/18/2012	5:10:57 PM	7 MILL RD Apt. B Pst. UNIT	DURHAM	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0515177N	0	13	10/18/2012 17:11	10/18/2012 17:16	10/18/2012 17:17	10/18/2012 17:30	10/18/2012 6:25:15 PM	54	19	After Hours	< 30 minutes
10/22/2012	4:03:55 PM	21 MAPLE ST	ROCHESTER	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0515460N	0	16	10/22/2012 16:04	10/22/2012 16:05	10/22/2012 16:05	10/22/2012 16:21	10/22/2012 4:57:13 PM	35	18	After Hours	< 30 minutes
10/22/2012	4:36:45 PM	19 WESTSIDE DR	EXETER	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0515468N	0	26	10/22/2012 16:37	10/22/2012 16:38	10/22/2012 16:38	10/22/2012 17:04	10/22/2012 5:40:39 PM	36	27	After Hours	< 30 minutes
10/24/2012	6:57:02 PM	99 BROAD ST	SEABROOK	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0515736N	0	7	10/24/2012 16:45	10/24/2012 16:45	10/24/2012 16:46	10/24/2012 16:53	10/24/2012 5:16:36 PM	23	8	After Hours	< 30 minutes
10/25/2012	7:58:40 PM	118 RICHARDS AVE	PORTSMOUTH	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0515935N	0	11	10/25/2012 18:57	10/25/2012 19:11	10/25/2012 19:11	10/25/2012 19:19	10/25/2012 8:33:23 PM	73	22	After Hours	< 30 minutes
10/25/2012	8:53:57 PM	16 APPLEVALE DR	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0515935N	0	11	10/25/2012 19:59	10/25/2012 19:59	10/25/2012 19:59	10/25/2012 20:11	10/25/2012 8:37:59 PM	26	13	After Hours	< 30 minutes
10/25/2012	8:53:57 PM	16 APPLEVALE DR	DOVER	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WF0515940N	0	9	10/25/2012 20:54	10/25/2012 20:55	10/25/2012 20:57	10/25/2012 21:04	10/25/2012 10:35:32 PM	90	10	After Hours	< 30 minutes
10/29/2012	5:19:47 PM	107 OCEAN DR	SEABROOK	NH	Daniel LaFortune	David Martinage	9000	LEAK INSIDE	WF0516241N	0	18	10/29/2012 17:20	10/29/2012 17:21	10/29/2012 17:22	10/29/2012 17:39	10/29/2012 6:07:02 PM	27	19	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 6 (8% of total) for Weekend/Holiday Hours:																				
10/6/2012	10:43:32 AM	14 CUSHING ST	DOVER	NH	Mark Goldstein	Jason Brooks	9100	LEAK OUTSIDE	WF0513516N	0	8	10/6/2012 10:43	10/6/2012 10:44	10/6/2012 10:44	10/6/2012 10:52	10/6/2012 3:59:43 PM	307	9	Weekend/Holiday	< 30 minutes
10/13/2012	6:44:44 PM	5 BAYBERRY DR	ATKINSON	NH	Troy Kimball	Jason Brooks	5000	GAS LEAKS - SERVICE	WF0514489N	0	12	10/13/2012 18:45	10/13/2012 18:50	10/13/2012 18:50	10/13/2012 19:02	10/13/2012 7:20:30 PM	17	18	Weekend/Holiday	< 30 minutes
10/14/2012	1:30:14 PM	7 CEDARVIEW LN	HAMPTON	NH	John Wiley	Scott Lacouture	9000	LEAK INSIDE	WF0514499N	1	12	10/14/2012 13:31	10/14/2012 13:37	10/14/2012 13:37	10/14/2012 13:49	10/14/2012 2:09:53 PM	13	19	Weekend/Holiday	< 30 minutes
10/20/2012	9:02:42 AM	2 BROOKMOOR DR	DOVER	NH	Jeffrey Croteau	Scott Lacouture	9000	LEAK INSIDE	WF0515328N	0	18	10/20/2012 9:03	10/20/2012 9:05	10/20/2012 9:05	10/20/2012 9:24	10/20/2012 10:09:36 AM	45	21	Weekend/Holiday	< 30 minutes
10/27/2012	10:04:42 AM	16 LOWELL AVE	DOVER	NH	Mark Goldstein	Scott Lacouture	9100	LEAK OUTSIDE	WF0516128N	0	17	10/27/2012 10:05	10/27/2012 10:05	10/27/2012 10:09	10/27/2012 10:23	10/27/2012 11:27:19 AM	64	18	Weekend/Holiday	< 30 minutes
10/27/2012	12:30:00 PM	15 JOHNSON AVE Apt. 1	HAMPTON	NH	Kevin Clifford	Scott Lacouture	5000	GAS LEAKS - SERVICE	WF0516135N	2	20	10/27/2012 12:32	10/27/2012 12:32	10/27/2012 12:33	10/27/2012 12:53	10/27/2012 1:35:08 PM	41	23	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (3% of total) for Regular Hours:																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
10/2/2012	2:32:53 PM	13 GLEN RD	HAMPTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0513064N	0	32	10/2/2012 14:33	10/2/2012 14:34	10/2/2012 14:44	10/2/2012 15:06	10/2/2012 3:54:24 PM	48	33	Regular Hours	31-45 minutes
10/18/2012	8:27:00 AM	63 S MAIN ST	ROCHESTER	NH	Mark Goldstein	Michael Talis	9000	LEAK INSIDE	WF0515041N	0	35	10/18/2012 8:27	10/18/2012 8:35	10/18/2012 8:35	10/18/2012 9:10	10/18/2012 9:54:11 AM	43	43	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 1 (1% of total) for After Hours:																				
10/24/2012	10:04:11 PM	188 SUMMER ST Apt. REAR Pst. RT	PORTSMOUTH	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0515756N	0	32	10/24/2012 22:04	10/24/2012 22:07	10/24/2012 22:07	10/24/2012 22:39	10/24/2012 11:15:06 PM	35	35	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 4 (5% of total) for Weekend/Holiday Hours:																				
10/6/2012	12:29:44 AM	0 TROUBLE CALL	EXETER	NH	Kevin Clifford	Scott Lacouture	9100	LEAK OUTSIDE	WF0513506N	0	33	10/6/2012 0:30	10/6/2012 0:38	10/6/2012 0:43	10/6/2012 1:11	10/6/2012 2:04:49 AM	53	41	Weekend/Holiday	31-45 minutes
10/14/2012	9:03:53 PM	12 MAPLE ST Apt. 2	DOVER	NH	Kevin Ruel	Jason Brooks	5000	GAS LEAKS - SERVICE	WF0514507N	0	30	10/14/2012 21:04	10/14/2012 21:12	10/14/2012 21:12	10/14/2012 21:42	10/14/2012 10:05:13 PM	22	39	Weekend/Holiday	31-45 minutes
10/21/2012	10:11:55 AM	44 GEREMONTY DR	SALEM	NH	Kurt House	Mark Severens	9100	LEAK OUTSIDE	WF0515345N	0	20	10/21/2012 10:12	10/21/2012 10:24	10/21/2012 10:24	10/21/2012 10:45	10/21/2012 8:17:44 PM	272	33	Weekend/Holiday	31-45 minutes
10/27/2012	9:38:23 AM	5 SALLY SWEETS WAY Apt. 145 Pst. 1	SALEM	NH	Kevin Clifford	Scott Lacouture	5000	GAS LEAKS - SERVICE	WF0516122N	1	39	10/27/2012 9:39	10/27/2012 9:42	10/27/2012 9:43	10/27/2012 10:21	10/27/2012 10:46:25 AM	24	43	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in 46-60 minutes: 1 (1% of total) for After Hours:																				
10/15/2012	11:05:45 PM	113 HENRY LAW AVE	DOVER	NH	Kevin Ruel	Jason Brooks	9100	LEAK OUTSIDE	WF0514708N	0	41	10/15/2012 23:06	10/15/2012 23:11	10/15/2012 23:12	10/15/2012 23:53	10/16/2012 12:33:58 AM	40	47	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 1 (1% of total) for Weekend/Holiday Hours:																				
10/13/2012	12:19:29 PM	393 LAFAYETTE RD Apt. FL 1	HAMPTON	NH	Kevin Clifford	Mark Severens	5000	GAS LEAKS - SERVICE	WF0514479N	0	46	10/13/2012 12:20	10/13/2012 12:20	10/13/2012 12:29	10/13/2012 13:07	10/13/2012 1:54:25 PM	46	48	Weekend/Holiday	46-60 minutes
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in 61-75 minutes: 0 (0% of total) for After Hours:																				
Orders responded to in 61-75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																				
Orders responded to in > 75 minutes: 0 (0% of total) for Regular Hours:																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in > 75 minutes: 0 (0% of total) for After Hours:																				
Orders responded to in > 75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																				

Summary for 10/01/2012 to 10/31/2012

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	33	42%	15	26	52%	15	6	35%	15	1	9%
30	36	88%	30	22	96%	30	9	88%	30	5	55%
45	7	97%	45	2	100%	45	1	94%	45	4	91%
60	2	100%	60	0	100%	60	1	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	78		Total	50		Total	17		Total	11	

Oct-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	33	42%	15	26	52%	15	6	35%	15	1	9%
30	36	88%	30	22	96%	30	9	88%	30	5	55%
45	7	97%	45	2	100%	45	1	94%	45	4	91%
60	2	100%	60	0	100%	60	1	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	78		Total	50		Total	17		Total	11	

Sep-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	48%	15	25	52%	15	5	50%	15	1	14%
30	26	88%	30	19	92%	30	4	90%	30	3	57%
45	7	98%	45	4	100%	45	1	100%	45	2	86%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	65		Total	48		Total	10		Total	7	

Aug-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	39%	15	24	53%	15	2	20%	15	0	0%
30	31	85%	30	20	98%	30	5	70%	30	6	50%
45	7	96%	45	0	98%	45	2	90%	45	5	92%
60	3	100%	60	1	100%	60	1	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	67		Total	45		Total	10		Total	12	

Jul-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	39%	15	25	43%	15	3	38%	15	0	0%
30	32	83%	30	28	91%	30	3	75%	30	1	17%
45	10	97%	45	5	100%	45	2	100%	45	3	67%
60	2	100%	60	0	100%	60	0	100%	60	2	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	72		Total	58		Total	8		Total	6	

Jun-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	41%	15	24	51%	15	3	19%	15	4	31%
30	36	88%	30	22	98%	30	9	75%	30	5	69%
45	7	97%	45	1	100%	45	2	88%	45	4	100%
60	2	100%	60	0	100%	60	2	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	76		Total	47		Total	16		Total	13	

May-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	45%	15	30	61%	15	4	21%	15	1	11%
30	32	87%	30	15	92%	30	13	89%	30	4	56%
45	9	99%	45	3	98%	45	2	100%	45	4	100%
60	1	100%	60	1	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	77		Total	49		Total	19		Total	9	

Apr-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	41%	15	16	46%	15	5	50%	15	2	18%
30	23	82%	30	14	86%	30	4	90%	30	5	64%
45	10	100%	45	5	100%	45	1	100%	45	4	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	56		Total	35		Total	10		Total	11	

Mar-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	35%	15	17	50%	15	4	25%	15	3	17%
30	26	74%	30	12	85%	30	9	81%	30	5	44%
45	17	99%	45	4	97%	45	3	100%	45	10	100%
60	1	100%	60	1	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	68		Total	34		Total	16		Total	18	

Feb-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	18	28%	15	10	25%	15	5	38%	15	3	25%
30	34	80%	30	24	85%	30	6	85%	30	4	58%
45	9	94%	45	3	93%	45	2	100%	45	4	92%
60	4	100%	60	3	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	65		Total	40		Total	13		Total	12	

Jan-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	34%	15	24	39%	15	7	41%	15	0	0%
30	42	81%	30	27	82%	30	7	82%	30	8	73%
45	13	96%	45	7	94%	45	3	100%	45	3	100%
60	3	99%	60	3	98%	60	0	100%	60	0	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	90		Total	62		Total	17		Total	11	

Dec-11

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	41	38%	15	35	52%	15	3	14%	15	3	15%
30	44	78%	30	26	91%	30	11	64%	30	7	50%
45	21	97%	45	5	99%	45	7	95%	45	9	95%
60	3	100%	60	1	100%	60	1	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	109		Total	67		Total	22		Total	20	

Nov-11

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	60	33%	15	42	42%	15	11	32%	15	7	15%
30	82	79%	30	48	90%	30	14	74%	30	20	59%
45	31	96%	45	9	99%	45	9	100%	45	13	87%
60	7	100%	60	1	100%	60	0	100%	60	6	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	180		Total	100		Total	34		Total	46	

12 Month Summary

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	381	38%	15	298	47%	15	58	30%	15	25	14%
30	444	82%	30	277	91%	30	94	79%	30	73	56%
45	148	97%	45	48	98%	45	35	97%	45	65	93%
60	29	100%	60	11	100%	60	5	100%	60	13	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	1003		Total	635		Total	192		Total	176	