

Emergency Response Times
 NU New Hampshire work orders from 04/01/2014 to 04/30/2014
 Total orders in sample: 98

Orders responded to in < 30 minutes: 58 (59% 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
4/1/2014 8:39:38 AM	25 HALLS WAY	SEABROOK	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0571000N	0	15	4/1/2014 8:40	4/1/2014 8:40	4/1/2014 8:42	4/1/2014 8:56	4/1/2014 10:27:46 AM	91	17	Regular Hours	< 30 minutes
4/1/2014 9:19:41 AM	154 FLEET ST Pst. #3	PORTSMOUTH	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0571010N	0	8	4/1/2014 9:19	4/1/2014 9:20	4/1/2014 9:21	4/1/2014 9:28	4/1/2014 9:58:15 AM	29	9	Regular Hours	< 30 minutes
4/1/2014 12:26:26 PM	0 TROUBLE CALL	EXETER	NH	David Pernaout	William Jones	9100	LEAK OUTSIDE	WF0571066N	0	16	4/1/2014 13:27	4/1/2014 13:27	4/1/2014 13:28	4/1/2014 13:44	4/1/2014 3:27:29 PM	103	17	Regular Hours	< 30 minutes
4/2/2014 10:55:04 AM	115 WILKONA RD Apt. STORE	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0571146N	1	9	4/2/2014 10:56	4/2/2014 10:59	4/2/2014 11:00	4/2/2014 11:08	4/2/2014 2:28:10 PM	199	13	Regular Hours	< 30 minutes
4/2/2014 2:14:13 PM	43 EZRAS WAY	DOVER	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WF0571205A	0	10	4/2/2014 14:14	4/2/2014 14:16	4/2/2014 14:19	4/2/2014 14:27	4/2/2014 3:22:26 PM	55	13	Regular Hours	< 30 minutes
4/3/2014 7:24:14 AM	4 RAYMOND LN	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0571242N	0	16	4/3/2014 7:24	4/3/2014 7:25	4/3/2014 7:25	4/3/2014 7:41	4/3/2014 8:03:56 AM	22	17	Regular Hours	< 30 minutes
4/3/2014 8:48:05 AM	61 EPPING RD	EXETER	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0571249N	0	21	4/3/2014 8:48	4/3/2014 8:52	4/3/2014 9:02	4/3/2014 9:14	4/3/2014 10:39:52 AM	65	26	Regular Hours	< 30 minutes
4/3/2014 8:57:31 AM	33 MAIN ST	DOVER	NH	Jeffrey Croteau	David Martineau	9100	LEAK OUTSIDE	WF0571250N	0	4	4/3/2014 8:57	4/3/2014 8:59	4/3/2014 9:01	4/3/2014 9:04	4/3/2014 10:04:30 AM	59	7	Regular Hours	< 30 minutes
4/8/2014 7:54:38 AM	1 REUBENS DRIFTWAY	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0571611N	0	19	4/8/2014 7:55	4/8/2014 7:56	4/8/2014 7:56	4/8/2014 8:16	4/8/2014 8:58:50 AM	43	21	Regular Hours	< 30 minutes
4/8/2014 9:19:12 AM	3 LENS AVE	PORTSMOUTH	NH	David Emerton	David Martineau	9100	LEAK OUTSIDE	WF0571627N	0	12	4/8/2014 9:19	4/8/2014 9:19	4/8/2014 9:20	4/8/2014 9:31	4/8/2014 11:26:50 AM	115	12	Regular Hours	< 30 minutes
4/8/2014 10:06:24 AM	6 ALEXANDER DR	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0571646N	0	10	4/8/2014 10:06	4/8/2014 10:07	4/8/2014 10:08	4/8/2014 10:17	4/8/2014 11:24:44 AM	66	11	Regular Hours	< 30 minutes
4/8/2014 11:58:13 AM	2 CHEVY CHASE RD	SEABROOK	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0571676N	0	13	4/8/2014 11:58	4/8/2014 12:00	4/8/2014 12:03	4/8/2014 12:13	4/8/2014 1:41:08 PM	87	15	Regular Hours	< 30 minutes
4/8/2014 1:47:16 PM	300 CONSTITUTION AVE Apt. 100 Pst. SUITE	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0571690N	0	2	4/8/2014 13:47	4/8/2014 13:47	4/8/2014 13:48	4/8/2014 13:50	4/8/2014 2:31:22 PM	41	2	Regular Hours	< 30 minutes
4/9/2014 8:46:32 AM	50 GARRISON RD	DOVER	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0571744N	0	16	4/9/2014 8:46	4/9/2014 8:48	4/9/2014 8:48	4/9/2014 9:04	4/9/2014 10:03:54 AM	58	18	Regular Hours	< 30 minutes
4/9/2014 2:42:15 PM	215 COMMERCE WAY Apt. 1 Pst. -	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0571794N	0	8	4/9/2014 14:42	4/9/2014 14:46	4/9/2014 14:46	4/9/2014 14:54	4/9/2014 3:42:04 PM	47	12	Regular Hours	< 30 minutes
4/9/2014 2:57:06 PM	215 COMMERCE WAY Apt. 2	PORTSMOUTH	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0571797N	0	9	4/9/2014 14:57	4/9/2014 15:01	4/9/2014 15:01	4/9/2014 15:10	4/9/2014 3:49:45 PM	39	13	Regular Hours	< 30 minutes
4/10/2014 11:14:14 AM	47 PARTRIDGE GRN	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0571866N	0	13	4/10/2014 11:14	4/10/2014 11:17	4/10/2014 11:17	4/10/2014 11:30	4/10/2014 12:25:45 PM	55	16	Regular Hours	< 30 minutes
4/10/2014 11:46:58 AM	3 PORTSMOUTH AVE	STRATHAM	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0571870N	0	20	4/10/2014 11:47	4/10/2014 11:48	4/10/2014 11:51	4/10/2014 12:08	4/10/2014 1:20:44 PM	72	21	Regular Hours	< 30 minutes
4/11/2014 9:59:26 AM	160 WASHINGTON ST Apt. E6	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0571992N	0	16	4/11/2014 9:59	4/11/2014 10:01	4/11/2014 10:02	4/11/2014 10:17	4/11/2014 10:57:35 AM	39	18	Regular Hours	< 30 minutes
4/11/2014 10:49:47 AM	0 TROUBLE CALL	HAMPTON	NH	Lance Keetty	Michael Talls	9100	LEAK OUTSIDE	WF0571997N	4	18	4/11/2014 10:54	4/11/2014 10:54	4/11/2014 10:55	4/11/2014 11:13	4/11/2014 12:48:06 PM	94	23	Regular Hours	< 30 minutes
4/11/2014 11:38:18 AM	160 WASHINGTON ST Apt. E3	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0572029N	0	14	4/11/2014 11:38	4/11/2014 11:40	4/11/2014 11:41	4/11/2014 11:55	4/11/2014 1:30:23 PM	95	16	Regular Hours	< 30 minutes
4/11/2014 11:44:24 AM	26 MT VERNON ST	DOVER	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0572030N	4	5	4/11/2014 11:48	4/11/2014 11:54	4/11/2014 11:54	4/11/2014 11:59	4/11/2014 12:14:32 PM	15	14	Regular Hours	< 30 minutes

4/17/2014	3:51:37 PM	564 MIDDLE ST	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0572553N	0	0	4/17/2014 15:52	4/17/2014 15:52	4/17/2014 15:53	4/17/2014 15:53	4/17/2014 7:08:45 PM	195	1	Regular Hours	< 30 minutes
4/18/2014	10:42:43 AM	812 SPRINGBROOK CIR	PORTSMOUTH	NH	Kevin Ruel	David Martinage	9000	LEAK INSIDE	WF0572626N	0	9	4/18/2014 10:43	4/18/2014 10:43	4/18/2014 10:50	4/18/2014 10:53	4/18/2014 11:20:39 AM	26	11	Regular Hours	< 30 minutes
4/18/2014	11:17:41 PM	3 PLEASANT ST	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0572695N	0	4	4/18/2014 13:17	4/18/2014 13:18	4/18/2014 13:20	4/18/2014 13:23	4/18/2014 2:06:13 PM	43	5	Regular Hours	< 30 minutes
4/21/2014	10:43:46 AM	5 EAGLES NEST RDG	SALEM	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0572783N	0	18	4/21/2014 10:44	4/21/2014 10:44	4/21/2014 10:45	4/21/2014 11:03	4/21/2014 12:53:14 PM	110	19	Regular Hours	< 30 minutes
4/21/2014	11:16:18 AM	77 COURT ST Apt. 1	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0572792N	0	3	4/21/2014 11:16	4/21/2014 11:21	4/21/2014 11:21	4/21/2014 11:24	4/21/2014 2:45:31 PM	200	8	Regular Hours	< 30 minutes
4/21/2014	11:17:27 AM	1 MERRILL INDUSTRIAL DR Apt. 113 Pst. 26	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0572793N	0	11	4/21/2014 11:18	4/21/2014 11:20	4/21/2014 11:21	4/21/2014 11:31	4/21/2014 1:05:15 PM	93	14	Regular Hours	< 30 minutes
4/21/2014	2:40:10 PM	134 RICHARDS AVE	PORTSMOUTH	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0572840N	1	18	4/21/2014 14:41	4/21/2014 14:47	4/21/2014 15:00	4/21/2014 15:05	4/21/2014 4:27:56 PM	77	25	Regular Hours	< 30 minutes
4/22/2014	7:49:38 AM	1 SYCAMORE CT Apt. A Pst. LB32	ATKINSON	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0572944N	0	13	4/22/2014 7:50	4/22/2014 7:50	4/22/2014 7:50	4/22/2014 8:03	4/22/2014 8:32:05 AM	28	13	Regular Hours	< 30 minutes
4/22/2014	8:55:18 AM	75 COURT ST	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0572955N	0	7	4/22/2014 8:55	4/22/2014 8:55	4/22/2014 8:56	4/22/2014 9:03	4/22/2014 9:52:18 AM	48	8	Regular Hours	< 30 minutes
4/22/2014	9:33:28 AM	55 LOCKE RD	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0572959N	0	7	4/22/2014 9:33	4/22/2014 9:35	4/22/2014 9:36	4/22/2014 9:43	4/22/2014 11:18:10 AM	94	10	Regular Hours	< 30 minutes
4/22/2014	12:25:09 PM	160 WASHINGTON ST Apt. A1	ROCHESTER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0573016N	0	16	4/22/2014 12:25	4/22/2014 12:25	4/22/2014 12:25	4/22/2014 12:42	4/22/2014 3:16:02 PM	153	17	Regular Hours	< 30 minutes
4/23/2014	3:02:03 PM	234 UNION ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0573220N	0	11	4/23/2014 15:02	4/23/2014 15:13	4/23/2014 15:14	4/23/2014 15:25	4/23/2014 4:41:58 PM	76	23	Regular Hours	< 30 minutes
4/24/2014	9:54:23 AM	29 VERSAILLES AVE	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0573281N	0	6	4/24/2014 9:55	4/24/2014 9:57	4/24/2014 10:01	4/24/2014 10:03	4/24/2014 11:58:08 AM	114	9	Regular Hours	< 30 minutes
4/24/2014	10:23:33 AM	0 TROUBLE CALL	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0573285N	1	24	4/24/2014 10:24	4/24/2014 10:29	4/24/2014 10:30	4/24/2014 10:53	4/24/2014 2:55:49 PM	241	30	Regular Hours	< 30 minutes
4/24/2014	12:04:29 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0573316N	0	16	4/24/2014 12:04	4/24/2014 12:07	4/24/2014 12:11	4/24/2014 12:23	4/24/2014 1:43:22 PM	79	19	Regular Hours	< 30 minutes
4/25/2014	8:37:42 AM	3612 LAFAYETTE RD	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0573408N	0	8	4/25/2014 8:38	4/25/2014 8:40	4/25/2014 8:40	4/25/2014 8:49	4/25/2014 10:53:07 AM	124	11	Regular Hours	< 30 minutes
4/25/2014	12:13:24 PM	1 LONGHILL RD Pst. STORE	SOMERSWORTH	NH	Laurie Rousseau	Michael Talis	9100	LEAK OUTSIDE	WF0573478N	0	17	4/25/2014 12:13	4/25/2014 12:14	4/25/2014 12:16	4/25/2014 12:31	4/25/2014 2:17:52 PM	106	18	Regular Hours	< 30 minutes
4/25/2014	12:16:03 PM	7 HEATON ST	ROCHESTER	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0573479N	3	4	4/25/2014 12:19	4/25/2014 12:34	4/25/2014 12:34	4/25/2014 12:39	4/25/2014 12:58:26 PM	18	23	Regular Hours	< 30 minutes
4/28/2014	9:55:16 AM	183 ESKER RD Apt. 37 Pst. LOT	HAMPTON	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0573616N	0	11	4/28/2014 9:55	4/28/2014 9:56	4/28/2014 9:57	4/28/2014 10:07	4/28/2014 12:35:19 PM	147	12	Regular Hours	< 30 minutes
4/28/2014	10:04:03 AM	3612 LAFAYETTE RD	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0573619N	0	17	4/28/2014 10:04	4/28/2014 10:14	4/28/2014 10:15	4/28/2014 10:31	4/28/2014 10:49:33 AM	17	27	Regular Hours	< 30 minutes
4/29/2014	9:09:28 AM	20 KEEFE AVE Apt. 8 Pst. UNIT	HAMPTON	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0573871N	0	15	4/29/2014 9:09	4/29/2014 9:10	4/29/2014 9:11	4/29/2014 9:26	4/29/2014 10:34:18 AM	68	16	Regular Hours	< 30 minutes
4/29/2014	10:27:25 AM	928 SOUTH ST	PORTSMOUTH	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0573908N	0	4	4/29/2014 10:27	4/29/2014 10:28	4/29/2014 10:29	4/29/2014 10:33	4/29/2014 12:48:48 PM	135	5	Regular Hours	< 30 minutes
4/29/2014	11:07:57 AM	10 RUDD AVE Apt. REAR Pst. FRONT	HAMPTON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0573928N	1	2	4/29/2014 11:08	4/29/2014 11:09	4/29/2014 11:10	4/29/2014 11:12	4/29/2014 11:45:33 AM	33	4	Regular Hours	< 30 minutes
4/29/2014	11:24:14 AM	32 OLIVE MEADOW LN	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0573978N	0	23	4/29/2014 11:24	4/29/2014 11:25	4/29/2014 11:27	4/29/2014 11:48	4/29/2014 2:35:58 PM	167	24	Regular Hours	< 30 minutes
4/29/2014	12:49:18 PM	845 SOUTH ST	PORTSMOUTH	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0574004N	0	0	4/29/2014 12:49	4/29/2014 12:49	4/29/2014 12:50	4/29/2014 12:50	4/29/2014 1:09:40 PM	19	0	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 20 (20% of total) for After Hours:																					
4/1/2014	9:01:40 PM	150 GULF RD	DOVER	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WF0571122N	0	13	4/1/2014 21:01	4/1/2014 21:02	4/1/2014 21:02	4/1/2014 21:15	4/2/2014	4:51:04 AM	455	14	After Hours	< 30 minutes
4/2/2014	5:27:10 PM	33 DRAKES LNDG	HAMPTON	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0571226N	0	5	4/2/2014 17:27	4/2/2014 17:28	4/2/2014 17:28	4/2/2014 17:33	4/2/2014	6:04:35 PM	31	6	After Hours	< 30 minutes
4/2/2014	6:06:53 PM	181 FRONT ST Apt. #2	EXETER	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0571227N	0	14	4/2/2014 18:07	4/2/2014 18:07	4/2/2014 18:08	4/2/2014 18:22	4/2/2014	7:05:09 PM	42	15	After Hours	< 30 minutes
4/3/2014	6:39:59 AM	0 TROUBLE CALL	HAMPTON	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0571238N	1	9	4/3/2014 6:40	4/3/2014 6:44	4/3/2014 6:46	4/3/2014 6:54	4/3/2014	9:57:59 AM	183	15	After Hours	< 30 minutes
4/3/2014	4:36:12 PM	485 OCEAN RD	PORTSMOUTH	NH	Alex Groetz	David Martinage	9000	LEAK INSIDE	WF0571305N	0	28	4/3/2014 16:36	4/3/2014 16:37	4/3/2014 16:41	4/3/2014 17:05	4/3/2014	7:27:44 PM	141	29	After Hours	< 30 minutes
4/7/2014	1:27:37 AM	98 MAIN ST Apt. A	PLAISTOW	NH	Ryan Kelleher	Mark Severens	9100	LEAK OUTSIDE	WF0571431N	0	9	4/7/2014 1:28	4/7/2014 1:37	4/7/2014 1:38	4/7/2014 1:46	4/7/2014	3:31:05 AM	104	19	After Hours	< 30 minutes
4/7/2014	8:27:14 PM	820 STATE ST Apt. B	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0571606N	0	24	4/7/2014 20:28	4/7/2014 20:28	4/7/2014 20:29	4/7/2014 20:52	4/7/2014	9:44:06 PM	51	25	After Hours	< 30 minutes
4/8/2014	4:15:44 PM	41 RUTLAND ST	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0571720N	0	18	4/8/2014 16:16	4/8/2014 16:18	4/8/2014 16:18	4/8/2014 16:36	4/8/2014	5:33:53 PM	57	20	After Hours	< 30 minutes
4/8/2014	4:31:07 PM	5 SANDERLING WAY	PORTSMOUTH	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0571724N	0	12	4/8/2014 16:31	4/8/2014 16:31	4/8/2014 16:31	4/8/2014 16:46	4/8/2014	5:10:16 PM	26	13	After Hours	< 30 minutes
4/8/2014	4:32:33 PM	11 TAMARACK DR	DOVER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0571726N	1	16	4/8/2014 16:33	4/8/2014 16:35	4/8/2014 16:35	4/8/2014 16:51	4/8/2014	5:16:30 PM	25	18	After Hours	< 30 minutes
4/8/2014	4:58:52 PM	5 KIRSTEN AVE	ROCHESTER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0571733N	6	24	4/8/2014 17:05	4/8/2014 17:05	4/8/2014 17:05	4/8/2014 17:29	4/8/2014	6:33:49 PM	64	30	After Hours	< 30 minutes
4/8/2014	4:58:58 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0571732N	1	13	4/8/2014 17:00	4/8/2014 17:10	4/8/2014 17:10	4/8/2014 17:23	4/8/2014	6:40:41 PM	76	24	After Hours	< 30 minutes
4/18/2014	5:26:14 PM	119 MADBURY RD	DURHAM	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0572729N	1	16	4/18/2014 17:27	4/18/2014 17:39	4/18/2014 17:38	4/18/2014 17:55	4/18/2014	6:21:12 PM	25	29	After Hours	< 30 minutes
4/21/2014	5:33:47 PM	711 CENTRAL AVE Apt. 2	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0572925N	1	25	4/21/2014 17:35	4/21/2014 17:36	4/21/2014 17:38	4/21/2014 18:02	4/21/2014	7:41:27 PM	99	28	After Hours	< 30 minutes
4/21/2014	7:06:24 PM	20 HIGH ST Apt. 1 Pst. UNIT	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0572930N	0	24	4/21/2014 19:07	4/21/2014 19:07	4/21/2014 19:07	4/21/2014 19:32	4/21/2014	8:07:51 PM	30	25	After Hours	< 30 minutes
4/21/2014	8:21:29 PM	0 TROUBLE CALL	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0572931N	1	3	4/21/2014 20:22	4/21/2014 20:27	4/21/2014 20:27	4/21/2014 20:31	4/22/2014	1:02:48 AM	271	9	After Hours	< 30 minutes
4/22/2014	6:30:36 PM	2 HEATHER LN	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0573144N	0	20	4/22/2014 18:31	4/22/2014 18:31	4/22/2014 18:32	4/22/2014 18:52	4/22/2014	7:03:14 PM	10	21	After Hours	< 30 minutes
4/24/2014	5:08:40 PM	8 PALMER AVE	PLAISTOW	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WF0573381N	0	28	4/24/2014 17:08	4/24/2014 17:09	4/24/2014 17:09	4/24/2014 17:37	4/24/2014	7:23:57 PM	106	28	After Hours	< 30 minutes
4/24/2014	5:51:32 PM	303 MCKINLEY RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0573387N	0	9	4/24/2014 17:51	4/24/2014 17:54	4/24/2014 17:54	4/24/2014 18:04	4/24/2014	6:18:25 PM	13	13	After Hours	< 30 minutes
4/29/2014	7:18:34 PM	46 MAIN ST Apt. A	GONIC	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0574096N	2	6	4/29/2014 19:20	4/29/2014 19:21	4/29/2014 19:22	4/29/2014 19:28	4/29/2014	8:21:13 PM	52	10	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 8 (8% of total) for Weekend/Holiday Hours:																				
4/5/2014	12:57:23 PM	435 EXETER RD Apt. HOUSE Pst. POOL	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9100	LEAK OUTSIDE	WF0571425N	0	8	4/5/2014 12:58	4/5/2014 12:58	4/5/2014 12:59	4/5/2014 13:07	4/5/2014 2:04:35 PM	57	10	Weekend/Holiday	< 30 minutes
4/6/2014	3:12:48 PM	5 BUCKMINSTER WAY Apt. LOT Pst. 23	PORTSMOUTH	NH	Kevin Clifford	Edward Charlton	9000	LEAK INSIDE	WF0571428N	0	9	4/6/2014 15:13	4/6/2014 15:17	4/6/2014 15:17	4/6/2014 15:26	4/6/2014 3:55:38 PM	28	13	Weekend/Holiday	< 30 minutes
4/6/2014	5:25:06 PM	95 MILL RD	HAMPTON	NH	Kevin Clifford	Mark Severens	9000	LEAK INSIDE	WF0571430N	0	18	4/6/2014 17:25	4/6/2014 17:32	4/6/2014 17:33	4/6/2014 17:51	4/6/2014 6:16:10 PM	24	26	Weekend/Holiday	< 30 minutes
4/12/2014	9:26:39 AM	0 TROUBLE CALL	HAMPTON	NH	John Wiley	Jason Brooks	9100	LEAK OUTSIDE	WF0572113N	1	10	4/12/2014 9:27	4/12/2014 9:28	4/12/2014 9:28	4/12/2014 9:39	4/12/2014 10:17:24 AM	38	12	Weekend/Holiday	< 30 minutes
4/12/2014	1:59:41 PM	155 N BROADWAY Pst. 1	SALEM	NH	Anthony Beck	Jason Brooks	9100	LEAK OUTSIDE	WF0572124N	0	22	4/12/2014 14:00	4/12/2014 14:01	4/12/2014 14:03	4/12/2014 14:24	4/12/2014 3:51:02 PM	86	24	Weekend/Holiday	< 30 minutes
4/19/2014	8:41:29 AM	39 CABOT ST	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0572740N	2	23	4/19/2014 8:43	4/19/2014 8:45	4/19/2014 8:46	4/19/2014 9:09	4/19/2014 10:18:13 AM	68	28	Weekend/Holiday	< 30 minutes
4/19/2014	4:30:37 PM	24 TUXBURY RD	PLAISTOW	NH	Troy Kimball	Jason Brooks	9000	LEAK INSIDE	WF0572748N	0	17	4/19/2014 16:31	4/19/2014 16:35	4/19/2014 16:36	4/19/2014 16:53	4/19/2014 5:11:15 PM	17	22	Weekend/Holiday	< 30 minutes
4/27/2014	12:25:24 PM	63 TOFTREE LN	DOVER	NH	Kevin Ruel	Scott Lacouture	9000	LEAK INSIDE	WF0573572N	1	19	4/27/2014 12:26	4/27/2014 12:31	4/27/2014 12:33	4/27/2014 12:51	4/27/2014 1:31:21 PM	39	26	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (2% 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
4/11/2014	1:50:39 PM	25 BRAMBER II	ROCHESTER	NH	Kevin Ruel	Michael Talis	9100	LEAK OUTSIDE	WF0572059N	3	27	4/11/2014 13:54	4/11/2014 13:55	4/11/2014 13:56	4/11/2014 14:22	4/11/2014 3:17:09 PM	54	31	Regular Hours	31-45 minutes
4/23/2014	7:13:40 AM	12 FAIRVIEW DR	PORTSMOUTH	NH	Jeffrey Croteau	Michael Talis	9000	LEAK INSIDE	WF0573151N	6	28	4/23/2014 7:19	4/23/2014 7:21	4/23/2014 7:21	4/23/2014 7:50	4/23/2014 8:48:23 AM	57	36	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (2% of total) for After Hours:																				
4/3/2014	4:57:42 PM	0 TROUBLE CALL	EXETER	NH	Troy Kimball	David Martineage	9100	LEAK OUTSIDE	WF0571307N	1	36	4/3/2014 17:00	4/3/2014 17:03	4/3/2014 17:04	4/3/2014 17:40	4/3/2014 6:22:34 PM	42	42	After Hours	31-45 minutes
4/3/2014	7:07:10 PM	4 BAKER ST	DOVER	NH	Kevin Ruel	David Martineage	9000	LEAK INSIDE	WF0571311N	1	27	4/3/2014 19:08	4/3/2014 19:19	4/3/2014 19:19	4/3/2014 19:47	4/3/2014 8:21:11 PM	33	40	After Hours	31-45 minutes

Orders responded to in 31-45 minutes: 6 (6% of total) for Weekend/Holiday Hours:																				
4/12/2014	11:16:52 AM	123 CONGRESS ST	PORTSMOUTH	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0572117N	1	34	4/12/2014 11:18	4/12/2014 11:24	4/12/2014 11:24	4/12/2014 11:59	4/12/2014 12:24:07 PM	25	42	Weekend/Holiday	31-45 minutes
4/12/2014	3:52:36 PM	5 KIRSTEN AVE	ROCHESTER	NH	Lance Keethy	Jason Brooks	9000	LEAK INSIDE	WF0572126N	1	25	4/12/2014 15:54	4/12/2014 16:00	4/12/2014 16:00	4/12/2014 16:25	4/12/2014 4:49:32 PM	24	32	Weekend/Holiday	31-45 minutes
4/19/2014	2:27:09 PM	12 MEETINGHOUSE HILL RD	PORTSMOUTH	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0572746N	1	26	4/19/2014 14:28	4/19/2014 14:35	4/19/2014 14:36	4/19/2014 15:02	4/19/2014 4:01:12 PM	58	35	Weekend/Holiday	31-45 minutes
4/19/2014	2:43:14 PM	319 ATLANTIC AVE	SEABROOK	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0572747N	2	39	4/19/2014 14:46	4/19/2014 14:46	4/19/2014 14:47	4/19/2014 15:25	4/19/2014 4:29:30 PM	63	42	Weekend/Holiday	31-45 minutes
4/26/2014	1:32:55 PM	28 CHANDLER AVE Apt. 8	PLAISTOW	NH	Kevin Clifford	Mark Severens	9000	LEAK INSIDE	WF0573557N	0	35	4/26/2014 13:33	4/26/2014 13:35	4/26/2014 13:38	4/26/2014 14:10	4/26/2014 2:36:35 PM	26	37	Weekend/Holiday	31-45 minutes
4/27/2014	10:51:56 AM	19 MYRTLE ST Apt. A	ROCHESTER	NH	Kevin Ruel	Scott Lacouture	9100	LEAK OUTSIDE	WF0573571N	9	23	4/27/2014 11:01	4/27/2014 11:07	4/27/2014 11:07	4/27/2014 11:30	4/27/2014 12:33:14 PM	62	38	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: 2 (2% of total) for After Hours:																				
4/1/2014	7:06:09 PM	0 TROUBLE CALL	SOMERSWORTH	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WF0571119N	1	31	4/1/2014 19:07	4/1/2014 19:22	4/1/2014 19:22	4/1/2014 19:53	4/1/2014 8:51:15 PM	57	47	After Hours	46-60 minutes
4/24/2014	4:42:25 PM	6 H ST	HAMPTON	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0573379N	0	50	4/24/2014 16:42	4/24/2014 16:44	4/24/2014 16:45	4/24/2014 17:34	4/24/2014 5:37:10 PM	2	52	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																				
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:																				

May-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	47%	15	14	52%	15	9	50%	15	0	0%
30	21	90%	30	13	100%	30	6	83%	30	2	50%
45	5	100%	45	0	100%	45	3	100%	45	2	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	49		Total	27		Total	18		Total	4	

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	409	40%	15	295	51%	15	88	35%	15	26	14%
30	444	83%	30	244	94%	30	114	79%	30	86	59%
45	146	98%	45	28	98%	45	44	96%	45	74	97%
60	23	100%	60	9	100%	60	9	100%	60	5	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	1022		Total	576		Total	255		Total	191	