



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

June 4, 2018

Debra Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 S. Fruit St., Suite 10
Concord, New Hampshire 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 11-196 – Emergency Response Odor Call Report (“Report”) for May 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the May 2018 Report in compliance with the terms of the Settlement Agreement (“Agreement”) approved by the Commission in Order No. 25,390 on July 9, 2012 from Docket No. DG 11-196.

As set forth in the Agreement, this Company Report includes individual odor call response data for May 2018 as well as twelve months of accumulated historical odor call response data under the Emergency Response Standards. The accumulated monthly data for each Performance Measure is found on page 7 of the Report.

Please contact Christopher LeBlanc, at (603) 294-5166 if you need any additional information.

Respectfully submitted,

George H. Simmons Jr/E

George H. Simmons Jr.

Enclosure

cc: Thomas P. Meissner Jr., Vice President USC
Christopher LeBlanc, USC

George H. Simmons Jr.
Manager - Regulatory Services

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Hampton, NH 03842

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simmons@unitil.com

Emergency Response Times

NU New Hampshire work orders from 5/1/2018 to 5/31/2018

Total orders in sample: 63

Orders responded to in < 30 minutes for Regular Hours: 37 (59% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
5/1/2018	7:03:47 AM	466 DENNETT ST	PORTSMOUTH	NH	Kevin Clifford	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520180000283981001	0	15	5/1/2018 7:04	5/1/2018 7:07	5/1/2018 7:07	5/1/2018 7:22	5/1/2018	8:48:56 AM	86	19	Regular Hours	< 30 minutes
5/1/2018	9:15:16 AM	1 WINTER ST PLZ	ROCHESTER	NH	David Perreault	David Marinage	1147 - 0	GAS LEAK OUTSIDE	0520180000285456001	0	9	5/1/2018 9:15	5/1/2018 9:20	5/1/2018 9:21	5/1/2018 9:30	5/1/2018	11:44:37 AM	134	15	Regular Hours	< 30 minutes
5/1/2018	3:52:11 PM	100 KANE ST	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000287359001	0	15	5/1/2018 15:52	5/1/2018 15:54	5/1/2018 15:55	5/1/2018 16:10	5/1/2018	4:45:18 PM	34	18	Regular Hours	< 30 minutes
5/2/2018	7:47:23 AM	203 S BROADWAY	SALEM	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000287822001	0	15	5/2/2018 7:48	5/2/2018 7:49	5/2/2018 7:49	5/2/2018 8:04	5/2/2018	8:41:27 AM	36	17	Regular Hours	< 30 minutes
5/2/2018	9:24:59 AM	142 BOXWOOD LN	DOVER	NH	Robert Pettigrew	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000288075001	1	6	5/2/2018 9:26	5/2/2018 9:31	5/2/2018 9:31	5/2/2018 9:38	5/2/2018	10:04:04 AM	25	13	Regular Hours	< 30 minutes
5/3/2018	8:05:23 AM	107 S BROADWAY	SALEM	NH	Anthony Beck	David Marinage	1147 - 0	GAS LEAK OUTSIDE	0520180000291531001	0	23	5/3/2018 8:06	5/3/2018 8:08	5/3/2018 8:10	5/3/2018 8:31	5/3/2018	9:51:28 AM	80	25	Regular Hours	< 30 minutes
5/3/2018	10:52:09 AM	1 TROUBLE CALL WAY	DURHAM	NH	Robert Pettigrew	Michael Talis	9100 - 0	TC GAS LEAK OUTSIDE	0520180000293919001	0	16	5/3/2018 10:52	5/3/2018 10:53	5/3/2018 10:54	5/3/2018 11:09	5/3/2018	12:12:36 PM	62	17	Regular Hours	< 30 minutes
5/3/2018	12:51:46 PM	41 WINDSOR LN	EVETER	NH	Daniel Lalortune	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520180000293475001	0	9	5/3/2018 12:52	5/3/2018 12:52	5/3/2018 12:53	5/3/2018 13:02	5/3/2018	1:20:16 PM	17	10	Regular Hours	< 30 minutes
5/7/2018	8:29:35 AM	55 HAMPTON NDWS	HAMPTON	NH	Lance Keely	David Marinage	1146 - 0	GAS LEAK INSIDE	0520180000299468001	0	23	5/7/2018 8:29	5/7/2018 8:35	5/7/2018 8:35	5/7/2018 8:59	5/7/2018	9:20:27 AM	21	29	Regular Hours	< 30 minutes
5/7/2018	11:14:41 AM	430 OCEAN RD	PORTSMOUTH	NH	Daniel Lalortune	David Marinage	1146 - 0	GAS LEAK INSIDE	0520180000300218001	0	10	5/7/2018 11:15	5/7/2018 11:15	5/7/2018 11:20	5/7/2018 11:26	5/7/2018	11:50:11 AM	23	11	Regular Hours	< 30 minutes
5/8/2018	8:59:31 AM	16 JONES AVE	HAMPTON	NH	Daniel Lalortune	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520180000302195001	0	12	5/8/2018 8:59	5/8/2018 9:00	5/8/2018 9:07	5/8/2018 9:12	5/8/2018	11:07:08 AM	114	13	Regular Hours	< 30 minutes
5/8/2018	11:36:22 AM	855 ISLINGTON ST 112	PORTSMOUTH	NH	Robert Pettigrew	David Marinage	1146 - 0	GAS LEAK INSIDE	0520180000305618001	0	7	5/8/2018 11:36	5/8/2018 11:37	5/8/2018 11:37	5/8/2018 11:44	5/8/2018	1:12:51 PM	88	8	Regular Hours	< 30 minutes
5/9/2018	8:10:35 AM	27 MILL POND LN	HAMPTON	NH	Daniel Lalortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000307659001	0	24	5/9/2018 8:11	5/9/2018 8:11	5/9/2018 8:12	5/9/2018 8:36	5/9/2018	9:08:18 AM	32	25	Regular Hours	< 30 minutes
5/9/2018	3:00:47 PM	10 ACADIA AVE	HAMPTON	NH	Daniel Lalortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000309906001	1	16	5/9/2018 15:02	5/9/2018 15:03	5/9/2018 15:11	5/9/2018 15:20	5/9/2018	4:36:12 PM	75	19	Regular Hours	< 30 minutes
5/10/2018	12:53:44 PM	17 KIRKLAND ST 1 LEF	DOVER	NH	Lance Keely	David Marinage	1146 - 0	GAS LEAK INSIDE	0520180000311417001	0	16	5/10/2018 12:54	5/10/2018 12:56	5/10/2018 12:56	5/10/2018 13:11	5/10/2018	1:34:37 PM	22	18	Regular Hours	< 30 minutes
5/10/2018	1:00:56 PM	78 MARSHVIEW CIR	SEABROOK	NH	Robert Pettigrew	David Marinage	1147 - 0	GAS LEAK OUTSIDE	0520180000311440001	0	0	5/10/2018 13:01	5/10/2018 13:02	5/10/2018 13:03	5/10/2018 13:03	5/10/2018	1:57:32 PM	54	2	Regular Hours	< 30 minutes
5/11/2018	3:30:03 PM	875 GREENLAND RD UNIT B1	PORTSMOUTH	NH	Robert Pettigrew	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000314369001	0	7	5/11/2018 15:30	5/11/2018 15:31	5/11/2018 15:31	5/11/2018 15:39	5/11/2018	4:10:12 PM	31	9	Regular Hours	< 30 minutes
5/15/2018	8:30:16 AM	159 MIDDLE ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000318573001	0	5	5/15/2018 8:30	5/15/2018 8:34	5/15/2018 8:34	5/15/2018 8:39	5/15/2018	9:03:44 AM	23	9	Regular Hours	< 30 minutes
5/16/2018	7:47:48 AM	16 KEEWAYDIN DR	SALEM	NH	Anthony Beck	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000320642001	0	27	5/16/2018 7:48	5/16/2018 7:48	5/16/2018 7:53	5/16/2018 8:16	5/16/2018	8:37:24 AM	21	28	Regular Hours	< 30 minutes
5/16/2018	8:10:40 AM	99 BOW ST HM	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000321405001	0	5	5/16/2018 8:10	5/16/2018 8:12	5/16/2018 8:13	5/16/2018 8:18	5/16/2018	9:08:29 AM	49	8	Regular Hours	< 30 minutes

5/16/2018	11:38:38 AM	2 STERLING HILL LN APT 224	EXETER	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000322337001		0	13	5/16/2018 11:39	5/16/2018 11:39	5/16/2018 11:41	5/16/2018 11:53	5/16/2018 12:43:45 PM	50	15	Regular Hours	< 30 minutes
5/16/2018	2:50:59 PM	14 DRINKWATER RD	EXETER	NH	Lance Keely	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520180000323028001		0	18	5/16/2018 14:51	5/16/2018 14:52	5/16/2018 14:53	5/16/2018 15:10	5/16/2018 4:40:52 PM	90	19	Regular Hours	< 30 minutes
5/17/2018	7:49:11 AM	15 PISCATAQUA DR	NEWINGTON	NH	Daniel LaFortune	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000324081001		0	13	5/17/2018 7:49	5/17/2018 7:54	5/17/2018 7:54	5/17/2018 8:08	5/17/2018 9:40:30 AM	92	19	Regular Hours	< 30 minutes
5/18/2018	8:59:40 AM	3 HAVEN LN	EXETER	NH	Daniel LaFortune	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520180000328073001		0	20	5/18/2018 9:00	5/18/2018 9:00	5/18/2018 9:03	5/18/2018 9:21	5/18/2018 10:34:14 AM	73	21	Regular Hours	< 30 minutes
5/21/2018	7:50:31 AM	199 FRONT ST	EXETER	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000330117001		0	5	5/21/2018 7:50	5/21/2018 7:56	5/21/2018 7:59	5/21/2018 8:02	5/21/2018 8:24:18 AM	22	11	Regular Hours	< 30 minutes
5/21/2018	9:51:17 AM	26 FAIRFIELD DR	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000330648001		0	13	5/21/2018 9:51	5/21/2018 9:52	5/21/2018 9:52	5/21/2018 10:05	5/21/2018 10:21:35 AM	15	14	Regular Hours	< 30 minutes
5/21/2018	3:28:24 PM	77 FARMINGTON RD	ROCHESTER	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000332875001		1	15	5/21/2018 15:30	5/21/2018 15:33	5/21/2018 15:33	5/21/2018 15:48	5/21/2018 4:29:41 PM	41	20	Regular Hours	< 30 minutes
5/22/2018	10:20:47 AM	361 DENNETT ST	PORTSMOUTH	NH	David Perreault	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000334883001		0	13	5/22/2018 10:21	5/22/2018 10:23	5/22/2018 10:23	5/22/2018 10:37	5/22/2018 1:26:06 PM	169	16	Regular Hours	< 30 minutes
5/23/2018	12:57:57 PM	115 CONCORD ST	SEABROOK	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000338945001		0	9	5/23/2018 12:58	5/23/2018 12:58	5/23/2018 13:01	5/23/2018 13:07	5/23/2018 2:57:41 PM	109	9	Regular Hours	< 30 minutes
5/24/2018	11:29:12 AM	25 THIRD ST	DOVER	NH	Anthony Beck	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520180000341861001		0	8	5/24/2018 11:29	5/24/2018 11:35	5/24/2018 11:35	5/24/2018 11:43	5/24/2018 1:22:17 PM	98	14	Regular Hours	< 30 minutes
5/24/2018	1:31:06 PM	87 WINNACUNNET RD	HAMPTON	NH	Lance Keely	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520180000342321001		0	6	5/24/2018 13:31	5/24/2018 13:31	5/24/2018 13:32	5/24/2018 13:37	5/24/2018 2:01:56 PM	23	6	Regular Hours	< 30 minutes
5/29/2018	11:16:05 AM	31 FARM LN	SEABROOK	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000349542001		0	23	5/29/2018 11:16	5/29/2018 11:21	5/29/2018 11:23	5/29/2018 11:44	5/29/2018 1:47:11 PM	122	28	Regular Hours	< 30 minutes
5/29/2018	2:15:41 PM	14 RIVERVIEW TER	HAMPTON	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000350440001		1	27	5/29/2018 14:17	5/29/2018 14:17	5/29/2018 14:18	5/29/2018 14:44	5/29/2018 2:58:13 PM	13	29	Regular Hours	< 30 minutes
5/29/2018	3:40:52 PM	67 TROUBLE CALL WAY	SOMERSWORTH	NH	John Wiley	David Marlinage	9100 - 0	TC GAS LEAK OUTSIDE	0520180000350926001		3	18	5/29/2018 15:44	5/29/2018 15:44	5/29/2018 15:45	5/29/2018 16:03	5/29/2018 4:24:25 PM	20	22	Regular Hours	< 30 minutes
5/30/2018	7:51:46 AM	19 MYRTLE ST	EXETER	NH	Robert Pettigrew	Michael Tallie	1146 - 0	GAS LEAK INSIDE	0520180000352121001		0	25	5/30/2018 7:52	5/30/2018 7:52	5/30/2018 7:54	5/30/2018 8:18	5/30/2018 8:52:47 AM	34	26	Regular Hours	< 30 minutes
5/30/2018	8:58:28 AM	4 CHARLES ST	HAMPTON	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000353423001		0	13	5/30/2018 8:58	5/30/2018 8:58	5/30/2018 9:00	5/30/2018 9:13	5/30/2018 9:44:17 AM	31	14	Regular Hours	< 30 minutes
5/31/2018	8:50:48 AM	67 TROUBLE CALL WAY	SOMERSWORTH	NH	Robert Pettigrew	Michael Tallie	9100 - 0	TC GAS LEAK OUTSIDE	0520180000356918001		0	10	5/31/2018 8:50	5/31/2018 8:51	5/31/2018 8:51	5/31/2018 9:01	5/31/2018 10:39:07 AM	97	10	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 10 (16% of total records returned)

Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
5/1/2018	5:06:01 AM	28 BELLAMY RD	DOVER	NH	Jeffrey Croteau	Rene Bordenaleu	1146 - 0	GAS LEAK INSIDE	0520180000283964001		3	13	5/1/2018 5:09	5/1/2018 5:16	5/1/2018 5:17	5/1/2018 5:30	5/1/2018 6:18:08 AM	48	24	After Hours	< 30 minutes
5/2/2018	6:12:56 PM	86 CHARLES ST A	ROCHESTER	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000291339001		0	15	5/2/2018 18:13	5/2/2018 18:13	5/2/2018 18:14	5/2/2018 18:29	5/2/2018 6:49:52 PM	20	16	After Hours	< 30 minutes
5/3/2018	6:22:04 AM	137 PORTSMOUTH AVE HANNAFORDS	EXETER	NH	Robert Pettigrew	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520180000291444001		0	14	5/3/2018 6:22	5/3/2018 6:25	5/3/2018 6:26	5/3/2018 6:40	5/3/2018 7:40:11 AM	60	18	After Hours	< 30 minutes
5/3/2018	4:46:33 PM	72 TIDEVIEW DR	DOVER	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000294202001		0	8	5/3/2018 16:46	5/3/2018 16:47	5/3/2018 16:47	5/3/2018 16:55	5/3/2018 5:14:19 PM	18	9	After Hours	< 30 minutes
5/7/2018	5:41:02 AM	11 GREENOUGH RD 1 3	PLAISTOW	NH	Anthony Beck	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000298633001		0	1	5/7/2018 5:41	5/7/2018 5:50	5/7/2018 5:50	5/7/2018 5:51	5/7/2018 6:34:36 AM	42	10	After Hours	< 30 minutes
5/15/2018	6:04:27 PM	216 SPRINGBROOK CIR	PORTSMOUTH	NH	Lance Keely	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520180000320503001		0	11	5/15/2018 18:04	5/15/2018 18:06	5/15/2018 18:06	5/15/2018 18:17	5/15/2018 6:45:46 PM	27	13	After Hours	< 30 minutes

5/15/2018	8:02:12 PM	21 GROVE ST	DOVER	NH	John Wiley	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520180000320566001		0	18	5/15/2018 20:02	5/15/2018 20:03	5/15/2018 20:04	5/15/2018 20:21	5/15/2018	9:01:37 PM	40	19	After Hours	< 30 minutes
5/23/2018	6:04:36 PM	10 MAIN ST	GONIC	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000340156001		0	22	5/23/2018 18:04	5/23/2018 18:06	5/23/2018 18:07	5/23/2018 18:29	5/23/2018	7:15:18 PM	46	24	After Hours	< 30 minutes
5/25/2018	4:40:04 PM	15 EVERGREEN VALLEY DR	DOVER	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000346805001		1	16	5/25/2018 16:41	5/25/2018 16:44	5/25/2018 16:45	5/25/2018 17:01	5/25/2018	5:28:57 PM	27	20	After Hours	< 30 minutes
5/25/2018	8:14:20 PM	11 GREENOUGH RD 22 6	PLAISTOW	NH	Ryan Kelleher	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000347017001		0	5	5/25/2018 20:14	5/25/2018 20:20	5/25/2018 20:20	5/25/2018 20:25	5/25/2018	9:19:08 PM	53	10	After Hours	< 30 minutes
Orders responded to in < 30 minutes for Weekend/Holiday Hours: 6 (10% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
5/5/2018	7:38:47 AM	19 HOMESTEAD CIR	HAMPTON	NH	Robert Pettigrew	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520180000297730001		2	12	5/5/2018 7:41	5/5/2018 7:42	5/5/2018 7:42	5/5/2018 7:55	5/5/2018	9:19:30 AM	84	16	Weekend/Holiday Hours	< 30 minutes
5/6/2018	11:30:20 AM	32 HAMPSHIRE RD UNIT B	SALEM	NH	Anthony Beck	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520180000298386001		0	11	5/6/2018 11:30	5/6/2018 11:31	5/6/2018 11:32	5/6/2018 11:43	5/6/2018	1:28:12 PM	105	12	Weekend/Holiday Hours	< 30 minutes
5/12/2018	1:43:04 AM	607 CENTRAL AVE HSE	DOVER	NH	Lance Keely	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	0520180000314779001		2	0	5/12/2018 1:45	5/12/2018 1:45	5/12/2018 1:46	5/12/2018 1:46	5/12/2018	3:30:14 AM	104	3	Weekend/Holiday Hours	< 30 minutes
5/12/2018	10:58:09 AM	16 P ST FRONT	HAMPTON	NH	Robert Pettigrew	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520180000314846001		1	22	5/12/2018 10:59	5/12/2018 11:00	5/12/2018 11:01	5/12/2018 11:23	5/12/2018	12:03:51 PM	40	25	Weekend/Holiday Hours	< 30 minutes
5/12/2018	1:27:50 PM	36 JADY HILL AVE DWN	EKETER	NH	Robert Pettigrew	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520180000314899001		0	22	5/12/2018 13:28	5/12/2018 13:29	5/12/2018 13:30	5/12/2018 13:51	5/12/2018	2:17:07 PM	25	23	Weekend/Holiday Hours	< 30 minutes
5/26/2018	4:46:54 PM	13 NEWBURY ST	SEABROOK	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520180000347253001		0	0	5/26/2018 16:47	5/26/2018 16:59	5/26/2018 16:59	5/26/2018 16:59	5/26/2018	5:31:33 PM	32	12	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes for Regular Hours: 3 (5% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
5/7/2018	7:29:09 AM	12 OCEAN BLVD	HAMPTON	NH	Jeffrey Croteau	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000298630001		0	43	5/7/2018 7:29	5/7/2018 7:30	5/7/2018 7:31	5/7/2018 8:13	5/7/2018	9:20:38 AM	66	44	Regular Hours	31-45 Minutes
5/8/2018	9:31:54 AM	58 TROUBLE CALL WAY	ROCHESTER	NH	Kevin Clifford	Michael Talls	9100 - 0	TC GAS LEAK OUTSIDE	0520180000302267001		0	15	5/8/2018 9:32	5/8/2018 9:52	5/8/2018 10:07	5/8/2018 10:08	5/8/2018	10:36:46 AM	28	36	Regular Hours	31-45 Minutes
5/22/2018	2:13:13 PM	46 JEFFERSON ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000335981001		1	30	5/22/2018 14:15	5/22/2018 14:15	5/22/2018 14:16	5/22/2018 14:45	5/22/2018	3:56:41 PM	70	32	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 3 (5% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
5/1/2018	4:38:46 AM	4 SUSANNAHS XING	DOVER	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520180000283963001		0	43	5/1/2018 4:39	5/1/2018 4:39	5/1/2018 4:39	5/1/2018 5:22	5/1/2018	5:52:19 AM	29	44	After Hours	31-45 Minutes
5/10/2018	12:17:11 AM	61 TROUBLE CALL WAY	SALEM	NH	Anthony Beck	Rene Bordeleau	9100 - 0	TC GAS LEAK OUTSIDE	0520180000309982001		1	24	5/10/2018 0:18	5/10/2018 0:26	5/10/2018 0:27	5/10/2018 0:51	5/10/2018	1:27:43 AM	36	34	After Hours	31-45 Minutes
5/10/2018	9:39:25 PM	3 CHADWICK LN	SOMERSWORTH	NH	Daniel LaFortune	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520180000312455001		0	37	5/10/2018 21:39	5/10/2018 21:45	5/10/2018 21:49	5/10/2018 22:23	5/10/2018	10:44:33 PM	21	43	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 2 (3% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
5/6/2018	8:47:00 PM	80 SILVER ST	DOVER	NH	Daniel LaFortune	Scott Lacourture	1146 - 0	GAS LEAK INSIDE	0520180000298592001		1	22	5/6/2018 20:48	5/6/2018 20:57	5/6/2018 20:59	5/6/2018 21:20	5/6/2018	9:36:13 PM	16	33	Weekend/Holiday Hours	31-45 Minutes
5/26/2018	8:02:31 PM	915 WOODBURY AVE	PORTSMOUTH	NH	John Wiley	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000347280001		1	23	5/26/2018 20:03	5/26/2018 20:12	5/26/2018 20:12	5/26/2018 20:36	5/26/2018	8:55:25 PM	19	33	Weekend/Holiday Hours	31-45 Minutes

Orders responded to in 46-60 Minutes for Regular Hours: 1 (2% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
5/2/2018	8:37:07 AM	17 TROUBLE CALL WAY	DOVER	NH	David Perreault	David Marinage	9102 - 0	TC GAS LEAK INSIDE	0520180000287912001		1	24	5/2/2018 8:38	5/2/2018 9:02	5/2/2018 9:04	5/2/2018 9:26	5/2/2018	10:06:49 AM	40	49	Regular Hours	46-60 Minutes
Orders responded to in 46-60 Minutes for After Hours: 1 (2% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
5/7/2018	6:17:36 AM	10 GROVE ST B	ROCHESTER	NH	Daniel Lafortune	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000298639001		0	39	5/7/2018 6:18	5/7/2018 6:31	5/7/2018 6:38	5/7/2018 7:10	5/7/2018	9:08:35 AM	117	53	After Hours	46-60 Minutes
Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Regular Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for After Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Weekend/Holiday Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Regular Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for After Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Weekend/Holiday Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

May-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	40%	15	18	44%	15	4	29%	15	3	38%
30	28	84%	30	19	90%	30	6	71%	30	3	75%
45	8	97%	45	3	98%	45	3	93%	45	2	100%
60	2	100%	60	1	100%	60	1	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	63		Total	41		Total	14		Total	8	

Apr-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	17	38%	15	14	52%	15	1	14%	15	2	18%
30	22	87%	30	10	89%	30	4	71%	30	8	91%
45	6	100%	45	3	100%	45	2	100%	45	1	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	45		Total	27		Total	7		Total	11	

Mar-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	20	41%	15	15	63%	15	2	13%	15	3	33%
30	24	90%	30	8	96%	30	10	75%	30	6	100%
45	4	98%	45	1	100%	45	3	94%	45	0	100%
60	1	100%	60	0	100%	60	1	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	24		Total	16		Total	9	

Feb-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	42%	15	14	52%	15	5	29%	15	3	33%
30	23	85%	30	12	96%	30	7	71%	30	4	78%
45	7	98%	45	1	100%	45	4	94%	45	2	100%
60	1	100%	60	0	100%	60	1	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	53		Total	27		Total	17		Total	9	

Jan-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	37%	15	24	43%	15	10	28%	15	4	36%
30	49	84%	30	27	91%	30	18	78%	30	4	73%
45	15	99%	45	5	100%	45	7	97%	45	3	100%
60	1	100%	60	0	100%	60	1	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	103		Total	56		Total	36		Total	11	

Dec-17

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	32%	15	15	38%	15	8	40%	15	2	11%
30	37	78%	30	20	88%	30	9	85%	30	8	53%
45	14	96%	45	5	100%	45	2	95%	45	7	89%
60	2	99%	60	0	100%	60	0	95%	60	2	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
Total	79		Total	40		Total	20		Total	19	

Nov-17

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	32%	15	18	36%	15	4	24%	15	5	29%
30	51	93%	30	31	98%	30	10	82%	30	10	88%
45	6	100%	45	1	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	84		Total	50		Total	17		Total	17	

Oct-17

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	38%	15	22	44%	15	6	43%	15	3	18%
30	43	91%	30	26	96%	30	7	93%	30	10	76%
45	7	100%	45	2	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	81		Total	50		Total	14		Total	17	

Sep-17

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	40%	15	14	56%	15	3	33%	15	2	15%
30	24	91%	30	11	100%	30	6	100%	30	7	69%
45	4	100%	45	0	100%	45	0	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	47		Total	25		Total	9		Total	13	

Aug-17

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	40	51%	15	26	54%	15	10	42%	15	4	57%
30	34	94%	30	21	98%	30	10	83%	30	3	100%
45	5	100%	45	1	100%	45	4	100%	45	0	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	79		Total	48		Total	24		Total	7	

Jul-17

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	20	36%	15	18	55%	15	0	0%	15	2	15%
30	27	85%	30	14	97%	30	8	89%	30	5	54%
45	7	98%	45	1	100%	45	1	100%	45	5	92%
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	55		Total	33		Total	9		Total	13	

Jun-17

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	35%	15	19	44%	15	2	17%	15	1	13%
30	34	89%	30	21	93%	30	9	92%	30	4	63%
45	7	100%	45	3	100%	45	1	100%	45	3	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	63		Total	43		Total	12		Total	8	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	306	38%	15	217	47%	15	55	28%	15	34	24%
30	396	88%	30	220	94%	30	104	82%	30	72	75%
45	90	99%	45	26	100%	45	31	97%	45	33	98%
60	8	100%	60	1	100%	60	4	99%	60	3	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
Total	801		Total	464		Total	195		Total	142	