



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

July 9, 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 June 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the June 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 June 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 6 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: Christopher LeBlanc, USC

George H. Simmons Jr.
Manager - Regulatory Services

6 Liberty Lane West
Hampton, NH 03842

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simmons@unitil.com

Emergency Response Times
 NU New Hampshire work orders from 6/1/2018 to 6/30/2018
 Total orders in sample: 60

Orders responded to in < 30 minutes for Regular Hours: 29 (48% 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	
6/1/2018	12:19:48 PM	39 TROUBLE CALL WAY	KINGSTON	NH	Anthony Beck	David Martinege	9102 - 0	TC GAS LEAK INSIDE	0520180000361770001	0	2	13	6/1/2018 12:22	6/1/2018 12:29	6/1/2018 12:33	6/1/2018 12:42	6/1/2018 12:57:26 PM	15	22	Regular Hours	< 30 minutes
6/4/2018	12:40:04 PM	33 TROUBLE CALL WAY	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100 - 0	TC GAS LEAK OUTSIDE	0520180000365604001	0	13	6/4/2018 12:40	6/4/2018 12:49	6/4/2018 12:51	6/4/2018 13:02	6/4/2018 2:25:28 PM	82	22	Regular Hours	< 30 minutes	
6/4/2018	2:06:50 PM	835 CENTRAL AVE B	DOVER	NH	Kevin Clifford	David Martinege	1147 - 0	GAS LEAK OUTSIDE	0520180000365916001	0	7	6/4/2018 14:07	6/4/2018 14:10	6/4/2018 14:10	6/4/2018 14:18	6/4/2018 4:30:18 PM	132	11	Regular Hours	< 30 minutes	
6/4/2018	3:16:43 PM	199 WAKEFIELD ST	ROCHESTER	NH	Lance Keely	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000366118001	0	19	6/4/2018 15:17	6/4/2018 15:17	6/4/2018 15:17	6/4/2018 15:36	6/4/2018 3:54:03 PM	17	20	Regular Hours	< 30 minutes	
6/6/2018	9:45:12 AM	460 HIGH ST	SOMERSWORTH	NH	David Perreault	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000370790001	0	13	6/6/2018 9:46	6/6/2018 9:47	6/6/2018 9:48	6/6/2018 10:01	6/6/2018 10:43:06 AM	41	16	Regular Hours	< 30 minutes	
6/6/2018	11:43:05 AM	105 OCEAN BLVD A	HAMPTON	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000371074001	0	24	6/6/2018 11:43	6/6/2018 11:45	6/6/2018 11:52	6/6/2018 12:09	6/6/2018 1:35:38 PM	86	26	Regular Hours	< 30 minutes	
6/7/2018	7:06:18 AM	56 DURHAM RD 4	DOVER	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000372480001	0	25	6/7/2018 7:07	6/7/2018 7:07	6/7/2018 7:11	6/7/2018 7:32	6/7/2018 8:15:31 AM	42	26	Regular Hours	< 30 minutes	
6/7/2018	12:07:20 PM	17 TROUBLE CALL WAY	DOVER	NH	John Wiley	Lynne Copp	9100 - 0	TC GAS LEAK OUTSIDE	0520180000374042001	1	22	6/7/2018 12:08	6/7/2018 12:09	6/7/2018 12:09	6/7/2018 12:32	6/7/2018 1:34:15 PM	61	25	Regular Hours	< 30 minutes	
6/8/2018	7:54:49 AM	12 EPPING AVE	HAMPTON	NH	Daniel LaFortune	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000376301001	0	17	6/8/2018 7:55	6/8/2018 7:57	6/8/2018 7:58	6/8/2018 8:15	6/8/2018 8:38:11 AM	22	20	Regular Hours	< 30 minutes	
6/11/2018	8:05:38 AM	65 CHAMBERLAIN ST	ROCHESTER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000381772001	0	13	6/11/2018 8:06	6/11/2018 8:08	6/11/2018 8:08	6/11/2018 8:21	6/11/2018 8:51:49 AM	30	16	Regular Hours	< 30 minutes	
6/11/2018	8:31:22 AM	19 CONSTITUTION WAY	DOVER	NH	Jeffrey Croteau	David Martinege	1147 - 0	GAS LEAK OUTSIDE	0520180000383477001	0	15	6/11/2018 8:31	6/11/2018 8:32	6/11/2018 8:33	6/11/2018 8:48	6/11/2018 10:08:27 AM	80	16	Regular Hours	< 30 minutes	
6/11/2018	12:32:48 PM	17 TROUBLE CALL WAY	DOVER	NH	Kevin Clifford	David Martinege	9100 - 0	TC GAS LEAK OUTSIDE	0520180000383476001	0	13	6/11/2018 12:33	6/11/2018 12:36	6/11/2018 12:42	6/11/2018 12:49	6/11/2018 2:13:13 PM	83	16	Regular Hours	< 30 minutes	
6/13/2018	8:11:26 AM	105 TOWLE FARM RD BRWRY	HAMPTON	NH	Daniel LaFortune	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000386989001	0	8	6/13/2018 8:12	6/13/2018 8:13	6/13/2018 8:15	6/13/2018 8:22	6/13/2018 8:57:02 AM	35	10	Regular Hours	< 30 minutes	
6/13/2018	8:49:24 AM	99 CLUFF CROSSING RD STE 52	SALEM	NH	Troy Kimball	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000388251001	0	11	6/13/2018 8:49	6/13/2018 8:59	6/13/2018 9:01	6/13/2018 9:10	6/13/2018 9:42:32 AM	31	21	Regular Hours	< 30 minutes	
6/13/2018	1:58:29 PM	18 P ST UP	HAMPTON	NH	Daniel LaFortune	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000399735001	0	8	6/13/2018 13:58	6/13/2018 13:58	6/13/2018 13:59	6/13/2018 14:07	6/13/2018 2:24:54 PM	17	9	Regular Hours	< 30 minutes	
6/14/2018	9:11:02 AM	25 MAPLEWOOD AVE	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000401707001	0	12	6/14/2018 9:11	6/14/2018 9:13	6/14/2018 9:13	6/14/2018 9:25	6/14/2018 2:06:54 PM	281	14	Regular Hours	< 30 minutes	
6/14/2018	9:18:26 AM	23 HIGH ST C	PORTSMOUTH	NH	Robert Pettigrew	David Martinege	1147 - 0	GAS LEAK OUTSIDE	0520180000401833001	2	14	6/14/2018 9:21	6/14/2018 9:21	6/14/2018 9:21	6/14/2018 9:35	6/14/2018 10:43:50 AM	68	17	Regular Hours	< 30 minutes	
6/14/2018	9:38:33 AM	18 CONGRESS ST 212	PORTSMOUTH	NH	Lance Keely	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000401906001	0	14	6/14/2018 9:39	6/14/2018 9:41	6/14/2018 9:42	6/14/2018 9:56	6/14/2018 10:17:59 AM	21	18	Regular Hours	< 30 minutes	
6/14/2018	11:50:21 AM	67 MAIN ST	PLAISTOW	NH	Troy Kimball	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000402366001	0	17	6/14/2018 11:50	6/14/2018 11:51	6/14/2018 11:51	6/14/2018 12:09	6/14/2018 1:00:31 PM	51	18	Regular Hours	< 30 minutes	
6/15/2018	12:15:47 PM	62 WHITEHOUSE RD	ROCHESTER	NH	David Perreault	David Martinege	1147 - 0	GAS LEAK OUTSIDE	0520180000406823001	0	26	6/15/2018 12:19	6/15/2018 12:19	6/15/2018 12:20	6/15/2018 12:45	6/15/2018 11:41:06 PM	655	26	Regular Hours	< 30 minutes	
6/15/2018	1:17:04 PM	30 AUGUSTA WAY	DOVER	NH	Lance Keely	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000405757001	0	19	6/15/2018 13:17	6/15/2018 13:21	6/15/2018 13:21	6/15/2018 13:40	6/15/2018 2:39:29 PM	56	23	Regular Hours	< 30 minutes	
6/18/2018	3:39:20 PM	12 MATHEWS TERRACE	DURHAM	NH	Lance Keely	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000409762001	0	10	6/18/2018 15:39	6/18/2018 15:40	6/18/2018 15:40	6/18/2018 15:51	6/18/2018 4:15:02 PM	23	11	Regular Hours	< 30 minutes	
6/19/2018	1:17:13 PM	41 PARK AVE	GREENLAND	NH	Kevin Clifford	David Martinege	1147 - 0	GAS LEAK OUTSIDE	0520180000415871001	0	15	6/19/2018 13:17	6/19/2018 13:21	6/19/2018 13:22	6/19/2018 13:36	6/19/2018 2:28:38 PM	51	19	Regular Hours	< 30 minutes	
6/21/2018	7:26:03 AM	210 WEST RD 9	PORTSMOUTH	NH	Kevin Clifford	Michael Tails	1147 - 0	GAS LEAK OUTSIDE	0520180000420915001	0	5	6/21/2018 7:26	6/21/2018 7:26	6/21/2018 7:28	6/21/2018 7:34	6/21/2018 8:27:56 AM	53	8	Regular Hours	< 30 minutes	
6/21/2018	12:15:13 PM	80 MAIN ST	EXETER	NH	John Wiley	David Martinege	1147 - 0	GAS LEAK OUTSIDE	0520180000422798001	0	18	6/21/2018 12:15	6/21/2018 12:21	6/21/2018 12:21	6/21/2018 12:39	6/21/2018 1:00:31 PM	20	24	Regular Hours	< 30 minutes	
6/22/2018	9:03:49 AM	12 ALDEN AVE	GREENLAND	NH	Kevin Ruef	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000434987001	6	7	6/22/2018 9:10	6/22/2018 9:12	6/22/2018 9:13	6/22/2018 9:20	6/22/2018 9:39:00 AM	18	16	Regular Hours	< 30 minutes	
6/26/2018	8:10:23 AM	20 GENTIAN RD	HAMPTON	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000430487001	0	8	6/26/2018 8:11	6/26/2018 8:11	6/26/2018 8:12	6/26/2018 8:20	6/26/2018 9:34:39 AM	74	9	Regular Hours	< 30 minutes	
6/26/2018	12:04:50 PM	160 HIGH ST	EXETER	NH	Robert Pettigrew	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000432500001	0	13	6/26/2018 12:05	6/26/2018 12:05	6/26/2018 12:08	6/26/2018 12:18	6/26/2018 1:57:34 PM	98	14	Regular Hours	< 30 minutes	
6/26/2018	2:29:07 PM	16 RENAISSANCE CIR LOT 30	SALEM	NH	Anthony Beck	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000432960001	0	18	6/26/2018 14:30	6/26/2018 14:30	6/26/2018 14:31	6/26/2018 14:48	6/26/2018 4:16:25 PM	87	19	Regular Hours	< 30 minutes	

Orders responded to in < 30 minutes for After Hours: 11 (18% 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		
6/12/2018	4:38:09 PM	65 TROUBLE CALL WAY	SEABROOK	NH	John Willey	William Jones	9100 - 0	TC GAS LEAK OUTSIDE	0520180000362488001		1	13	6/12/2018 16:39	6/12/2018 16:45	6/12/2018 16:45	6/12/2018 16:59	6/12/2018	5:42:34 PM	43	20	After Hours	< 30 minutes
6/12/2018	5:40:56 PM	14 WELLSWEEP CIR	ROCHESTER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000362734001		1	21	6/12/2018 17:42	6/12/2018 17:42	6/12/2018 17:43	6/12/2018 18:03	6/12/2018	6:24:23 PM	20	22	After Hours	< 30 minutes
6/4/2018	7:16:39 PM	23 APPEVALE DR	DOVER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000366577001		0	9	6/4/2018 19:17	6/4/2018 19:17	6/4/2018 19:18	6/4/2018 19:26	6/4/2018	7:47:35 PM	20	10	After Hours	< 30 minutes
6/6/2018	4:54:07 PM	15 CHESTNUT ST 2FL A	ROCHESTER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000372060001		0	17	6/6/2018 16:54	6/6/2018 16:56	6/6/2018 16:56	6/6/2018 17:14	6/6/2018	5:29:36 PM	15	20	After Hours	< 30 minutes
6/7/2018	6:09:35 PM	198 ISLINGTON ST UNIT 14	PORTSMOUTH	NH	John Willey	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000375167001		1	17	6/7/2018 18:10	6/7/2018 18:11	6/7/2018 18:12	6/7/2018 18:29	6/7/2018	7:19:32 PM	50	19	After Hours	< 30 minutes
6/12/2018	3:56:25 AM	2 INTERSTATE DR	SOMERSWORTH	NH	Kevin Clifford	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520180000387722001		1	16	6/12/2018 3:58	6/12/2018 4:10	6/12/2018 4:11	6/12/2018 4:27	6/12/2018	6:09:47 AM	102	30	After Hours	< 30 minutes
6/12/2018	4:53:33 PM	43 PINE ST	ROCHESTER	NH	Lance Keely	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000394951001		1	17	6/12/2018 16:55	6/12/2018 16:56	6/12/2018 16:56	6/12/2018 17:13	6/12/2018	6:25:28 PM	71	20	After Hours	< 30 minutes
6/12/2018	5:43:36 PM	33 TROUBLE CALL WAY	HAMPTON	NH	John Willey	Lynne Copp	9100 - 0	TC GAS LEAK OUTSIDE	0520180000395613001		0	20	6/12/2018 17:43	6/12/2018 17:44	6/12/2018 17:44	6/12/2018 18:04	6/12/2018	7:00:28 PM	55	21	After Hours	< 30 minutes
6/14/2018	4:48:53 PM	616 PORTLAND ST UNIT 56	ROCHESTER	NH	David Perreault	David Marinage	1147 - 0	GAS LEAK OUTSIDE	0520180000403465001		2	9	6/14/2018 16:51	6/14/2018 16:51	6/14/2018 16:52	6/14/2018 17:01	6/14/2018	6:37:01 PM	95	12	After Hours	< 30 minutes
6/20/2018	5:34:26 PM	11 CONSTITUTION WAY 5	DOVER	NH	Lance Keely	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000420489001		0	0	6/20/2018 17:34	6/20/2018 17:35	6/20/2018 17:35	6/20/2018 17:35	6/20/2018	6:09:34 PM	34	0	After Hours	< 30 minutes
6/22/2018	7:03:36 PM	18 NUDD AVE	HAMPTON	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000426661001		0	13	6/22/2018 19:04	6/22/2018 19:06	6/22/2018 19:06	6/22/2018 19:19	6/22/2018	7:40:37 PM	20	16	After Hours	< 30 minutes

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 8 (13% 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		
6/22/2018	7:22:34 AM	11 MAGRATH RD	DURHAM	NH	Lance Keely	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520180000362846001		0	9	6/22/2018 7:23	6/22/2018 7:32	6/22/2018 7:33	6/22/2018 7:41	6/22/2018	9:27:09 AM	105	19	Weekend/Holiday Hours	< 30 minutes
6/9/2018	1:10:49 PM	10 HORNE ST APT B	DOVER	NH	David Perreault	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000381514001		0	18	6/9/2018 13:11	6/9/2018 13:15	6/9/2018 13:15	6/9/2018 13:34	6/9/2018	2:43:22 PM	69	23	Weekend/Holiday Hours	< 30 minutes
6/9/2018	2:40:27 PM	15 CHASE ST	HAMPTON	NH	Robert Pettigrew	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000381535001		0	18	6/9/2018 14:40	6/9/2018 14:41	6/9/2018 14:42	6/9/2018 14:59	6/9/2018	3:47:30 PM	48	18	Weekend/Holiday Hours	< 30 minutes
6/9/2018	10:22:09 PM	11 COLONIAL CIR	HAMPTON	NH	Jeffrey Croteau	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520180000381584001		0	0	6/9/2018 22:22	6/9/2018 22:23	6/9/2018 22:23	6/9/2018 22:23	6/9/2018	11:16:42 PM	53	1	Weekend/Holiday Hours	< 30 minutes
6/23/2018	4:38:58 PM	36 ROGERS ST	PORTSMOUTH	NH	Connor Arsenault	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520180000426844001		2	11	6/23/2018 16:41	6/23/2018 16:48	6/23/2018 16:48	6/23/2018 17:00	6/23/2018	5:15:43 PM	15	21	Weekend/Holiday Hours	< 30 minutes
6/23/2018	7:34:57 PM	504 6TH ST	DOVER	NH	John Willey	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000426868001		0	16	6/23/2018 19:35	6/23/2018 19:45	6/23/2018 19:45	6/23/2018 20:01	6/23/2018	8:36:10 PM	34	27	Weekend/Holiday Hours	< 30 minutes
6/24/2018	7:02:21 PM	15 UNION ST	EXETER	NH	Connor Arsenault	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000426950001		0	16	6/24/2018 19:02	6/24/2018 19:06	6/24/2018 19:06	6/24/2018 19:22	6/24/2018	8:17:31 PM	55	19	Weekend/Holiday Hours	< 30 minutes
6/30/2018	9:00:08 PM	30 STACEY AVE	SEABROOK	NH	Lance Keely	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000447364001		0	23	6/30/2018 21:00	6/30/2018 21:06	6/30/2018 21:07	6/30/2018 21:29	6/30/2018	10:33:55 PM	64	29	Weekend/Holiday Hours	< 30 minutes

Orders responded to in 31-45 Minutes for Regular Hours: 5 (8% 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		
6/1/2018	3:00:37 PM	65 MANN ST 2A FR	EXETER	NH	Daniel LaFortune	David Marinage	1146 - 0	GAS LEAK INSIDE	0520180000362239001		0	28	6/1/2018 15:01	6/1/2018 15:15	6/1/2018 15:20	6/1/2018 15:43	6/1/2018	4:17:18 PM	33	43	Regular Hours	31-45 Minutes
6/14/2018	9:24:54 AM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	John Willey	Lynne Copp	9102 - 0	TC GAS LEAK INSIDE	0520180000401856001		1	29	6/14/2018 9:26	6/14/2018 9:34	6/14/2018 9:34	6/14/2018 10:04	6/14/2018	10:11:40 AM	7	39	Regular Hours	31-45 Minutes
6/14/2018	10:09:29 AM	24 TROUBLE CALL WAY	EXETER	NH	Daniel LaFortune	David Marinage	9100 - 0	TC GAS LEAK OUTSIDE	0520180000402046001		0	28	6/14/2018 10:10	6/14/2018 10:11	6/14/2018 10:17	6/14/2018 10:40	6/14/2018	12:49:20 PM	128	31	Regular Hours	31-45 Minutes
6/14/2018	10:45:39 AM	60 HAMPTON TOWNE EST	HAMPTON	NH	John Willey	David Marinage	1147 - 0	GAS LEAK OUTSIDE	0520180000402173001		2	28	6/14/2018 10:48	6/14/2018 10:50	6/14/2018 10:50	6/14/2018 11:18	6/14/2018	11:58:27 AM	39	33	Regular Hours	31-45 Minutes
6/28/2018	10:34:32 AM	50 BROOKSIDE DR A5	EXETER	NH	Daniel LaFortune	David Marinage	1146 - 0	GAS LEAK INSIDE	0520180000445700001		1	29	6/28/2018 10:35	6/28/2018 10:40	6/28/2018 10:40	6/28/2018 11:09	6/28/2018	11:29:09 AM	19	34	Regular Hours	31-45 Minutes

Orders responded to in 31-45 Minutes for Regular Hours: 5 (8% 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		
6/1/2018	3:00:37 PM	65 MAIN ST 2A FRT	EXETER	NH	Daniel LaFortune	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000362239001		0	28	6/1/2018 15:01	6/1/2018 15:15	6/1/2018 15:20	6/1/2018 15:43	6/1/2018	4:17:18 PM	33	43	Regular Hours	31-45 Minutes
6/14/2018	9:24:54 AM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	John Wiley	Lynne Copp	9102 - 0	TC GAS LEAK INSIDE	0520180000401856001		1	29	6/14/2018 9:26	6/14/2018 9:34	6/14/2018 9:34	6/14/2018 10:04	6/14/2018	10:11:40 AM	7	39	Regular Hours	31-45 Minutes
6/14/2018	10:09:29 AM	24 TROUBLE CALL WAY	EXETER	NH	Daniel LaFortune	David Martinage	9100 - 0	TC GAS LEAK OUTSIDE	0520180000402046001		0	28	6/14/2018 10:10	6/14/2018 10:11	6/14/2018 10:17	6/14/2018 10:40	6/14/2018	12:49:20 PM	128	31	Regular Hours	31-45 Minutes
6/14/2018	10:45:39 AM	60 HAMPTON TOWNE EST	HAMPTON	NH	John Wiley	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520180000402173001		2	28	6/14/2018 10:48	6/14/2018 10:50	6/14/2018 10:50	6/14/2018 11:18	6/14/2018	11:58:27 AM	39	33	Regular Hours	31-45 Minutes
6/29/2018	10:34:32 AM	50 BROOKSIDE DR A5	EXETER	NH	Daniel LaFortune	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000445700001		1	29	6/29/2018 10:35	6/29/2018 10:40	6/29/2018 10:40	6/29/2018 11:09	6/29/2018	11:29:09 AM	19	34	Regular Hours	31-45 Minutes

Orders responded to in 31-45 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		
6/19/2018	10:59:07 PM	24 TROUBLE CALL WAY	EXETER	NH	Robert Pettigrew	Scott Lacouture	9100 - 0	TC GAS LEAK OUTSIDE	0520180000417016001		0	30	6/19/2018 22:59	6/19/2018 23:06	6/19/2018 23:07	6/19/2018 23:37	6/20/2018	2:14:10 AM	157	38	After Hours	31-45 Minutes

Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 5 (8% 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		
6/9/2018	8:59:52 PM	11 COLONIAL CIR	HAMPTON	NH	Jeffrey Croteau	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520180000381579001		2	34	6/9/2018 21:02	6/9/2018 21:05	6/9/2018 21:05	6/9/2018 21:39	6/9/2018	10:16:05 PM	36	40	Weekend/Holiday Hours	31-45 Minutes
6/10/2018	11:13:56 AM	108 OCEAN DR FL2	SEABROOK	NH	Jeffrey Croteau	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520180000381615001		2	40	6/10/2018 11:16	6/10/2018 11:19	6/10/2018 11:19	6/10/2018 11:59	6/10/2018	12:54:39 PM	55	45	Weekend/Holiday Hours	31-45 Minutes
6/10/2018	3:38:22 PM	14 CLIFF AVE	HAMPTON	NH	Jeffrey Croteau	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520180000381647001		0	36	6/10/2018 15:39	6/10/2018 15:41	6/10/2018 15:41	6/10/2018 16:18	6/10/2018	4:47:32 PM	29	40	Weekend/Holiday Hours	31-45 Minutes
6/17/2018	7:13:29 AM	989 OCEAN BLVD 6	HAMPTON	NH	Robert Pettigrew	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520180000406730001		0	31	6/17/2018 7:14	6/17/2018 7:22	6/17/2018 7:22	6/17/2018 7:53	6/17/2018	9:50:48 AM	117	39	Weekend/Holiday Hours	31-45 Minutes
6/30/2018	6:09:46 PM	453 SALMON FALLS RD	ROCHESTER	NH	Daniel LaFortune	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000447291001		0	32	6/30/2018 18:10	6/30/2018 18:14	6/30/2018 18:16	6/30/2018 18:47	6/30/2018	7:40:50 PM	53	37	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		
6/14/2018	9:16:17 AM	177 MECHANIC ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000401780001		3	26	6/14/2018 9:19	6/14/2018 9:38	6/14/2018 9:39	6/14/2018 10:04	6/14/2018	11:18:04 AM	73	48	Regular Hours	46-60 Minutes

Jun-18											
Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	12	20%	15	8	23%	15	3	25%	15	1	8%
30	36	80%	30	21	83%	30	8	92%	30	7	62%
45	11	98%	45	5	97%	45	1	100%	45	5	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	60		Total	35		Total	12		Total	13	

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	296	37%	15	206	45%	15	56	29%	15	34	23%
30	398	87%	30	220	93%	30	103	82%	30	75	74%
45	94	99%	45	28	100%	45	31	97%	45	35	98%
60	9	100%	60	2	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	798		Total	456		Total	195		Total	147	