



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

August 1, 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 July 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the July 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 July 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

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Hampton, NH 03842

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Emergency Response Times
 NU New Hampshire work orders from 7/1/2018 to 7/31/2018
 Total orders in sample: 51

Orders responded to in < 30 minutes for Regular Hours: 24 (47% 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		
7/2/2018	10:13:41 AM	12 NOREAST LN	HAMPTON	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000448821001		0	20	7/2/2018 10:13	7/2/2018 10:14	7/2/2018 10:17	7/2/2018 10:34	7/2/2018	10:53:00 AM	18	21	Regular Hours	< 30 minutes
7/2/2018	11:17:28 AM	528 OCEAN BLVD	HAMPTON	NH	Lance Keely	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520180000449200001		0	19	7/2/2018 11:18	7/2/2018 11:18	7/2/2018 11:19	7/2/2018 11:38	7/2/2018	1:07:38 PM	89	20	Regular Hours	< 30 minutes
7/2/2018	12:19:05 PM	2200 WHITE CEDAR BLVD BLDG 1012	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000449247001		0	18	7/2/2018 12:19	7/2/2018 12:21	7/2/2018 12:21	7/2/2018 12:40	7/2/2018	2:26:13 PM	106	21	Regular Hours	< 30 minutes
7/2/2018	12:33:37 PM	123 PORTLAND ST A	ROCHESTER	NH	Daniel LaFortune	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520180000449343001		0	19	7/2/2018 12:34	7/2/2018 12:34	7/2/2018 12:36	7/2/2018 12:54	7/2/2018	1:44:06 PM	50	20	Regular Hours	< 30 minutes
7/2/2018	2:27:39 PM	9 LONGLEAF LN	SOMERSWORTH	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000449675001		0	16	7/2/2018 14:28	7/2/2018 14:32	7/2/2018 14:36	7/2/2018 14:48	7/2/2018	3:07:47 PM	19	20	Regular Hours	< 30 minutes
7/9/2018	10:15:04 AM	552 HIGH ST A	HAMPTON	NH	Anthony Beck	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000460410001		0	6	7/9/2018 10:15	7/9/2018 10:20	7/9/2018 10:22	7/9/2018 10:26	7/9/2018	10:40:08 AM	13	11	Regular Hours	< 30 minutes
7/9/2018	10:24:52 AM	16 MAPLE ST A	DOVER	NH	Robert Pettigrew	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000460447001		0	5	7/9/2018 10:25	7/9/2018 10:25	7/9/2018 10:26	7/9/2018 10:31	7/9/2018	10:55:04 AM	23	6	Regular Hours	< 30 minutes
7/10/2018	9:45:09 AM	19 KEEWAYDIN DR 1	SALEM	NH	Troy Kimball	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000460104001		0	17	7/10/2018 9:45	7/10/2018 9:46	7/10/2018 9:51	7/10/2018 10:03	7/10/2018	10:57:45 AM	53	18	Regular Hours	< 30 minutes
7/11/2018	9:49:37 AM	84 MILTON RD	ROCHESTER	NH	Jeffrey Croteau	David Martinage	1146 - 0	GAS LEAK OUTSIDE	0520180000474083001		0	8	7/11/2018 9:49	7/11/2018 9:50	7/11/2018 9:50	7/11/2018 9:58	7/11/2018	10:53:12 AM	54	8	Regular Hours	< 30 minutes
7/11/2018	10:51:05 AM	84 MILTON RD	ROCHESTER	NH	Jeffrey Croteau	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520180000475852001		0	1	7/11/2018 10:51	7/11/2018 10:51	7/11/2018 10:53	7/11/2018 10:53	7/11/2018	12:02:33 PM	69	2	Regular Hours	< 30 minutes
7/16/2018	10:07:00 AM	13 WILDFLOWER CIR B	SOMERSWORTH	NH	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000505058001		0	19	7/16/2018 10:07	7/16/2018 10:07	7/16/2018 10:09	7/16/2018 10:27	7/16/2018	10:55:59 AM	28	20	Regular Hours	< 30 minutes
7/17/2018	11:39:36 AM	454 MARCY ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000512787001		0	14	7/17/2018 11:39	7/17/2018 11:42	7/17/2018 11:57	7/17/2018 11:57	7/17/2018	1:44:35 PM	107	17	Regular Hours	< 30 minutes
7/19/2018	7:26:54 AM	5 PORTHALK PL	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000517893001		2	12	7/19/2018 7:29	7/19/2018 7:31	7/19/2018 7:32	7/19/2018 7:43	7/19/2018	9:23:19 AM	99	16	Regular Hours	< 30 minutes
7/19/2018	11:25:02 AM	139 SOUTH ST D	PORTSMOUTH	NH	Kevin Clifford	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520180000519283001		1	4	7/19/2018 11:26	7/19/2018 11:28	7/19/2018 11:28	7/19/2018 11:32	7/19/2018	1:45:42 PM	133	7	Regular Hours	< 30 minutes
7/20/2018	9:16:51 AM	139 SOUTH ST D	PORTSMOUTH	NH	Kevin Clifford	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000521574001		0	10	7/20/2018 9:17	7/20/2018 9:20	7/20/2018 9:23	7/20/2018 9:30	7/20/2018	10:27:24 AM	57	13	Regular Hours	< 30 minutes
7/20/2018	10:20:20 AM	1650 WOODBURY AVE	PORTSMOUTH	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000522086001		0	12	7/20/2018 10:21	7/20/2018 10:23	7/20/2018 10:28	7/20/2018 10:35	7/20/2018	11:38:32 AM	63	14	Regular Hours	< 30 minutes
7/20/2018	11:46:01 AM	359 MARCY ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000522498001		0	16	7/20/2018 11:46	7/20/2018 11:51	7/20/2018 11:51	7/20/2018 12:07	7/20/2018	12:58:42 PM	51	21	Regular Hours	< 30 minutes
7/23/2018	8:36:39 AM	616 PORTLAND ST UNIT 24	ROCHESTER	NH	David Perreault	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000524653001		0	12	7/23/2018 8:36	7/23/2018 8:37	7/23/2018 8:38	7/23/2018 8:50	7/23/2018	9:14:23 AM	24	13	Regular Hours	< 30 minutes
7/23/2018	10:16:00 AM	1 CARRIAGE DR	EXETER	NH	Anthony Beck	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520180000525284001		1	12	7/23/2018 10:17	7/23/2018 10:19	7/23/2018 10:19	7/23/2018 10:31	7/23/2018	12:47:20 PM	135	15	Regular Hours	< 30 minutes
7/24/2018	9:10:09 AM	625 LAFAYETTE DR	HAMPTON	NH	Daniel LaFortune	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000528851001		1	12	7/24/2018 9:11	7/24/2018 9:11	7/24/2018 9:12	7/24/2018 9:24	7/24/2018	11:24:46 AM	120	14	Regular Hours	< 30 minutes
7/26/2018	3:41:24 PM	50 BROOKSIDE DR A5	EXETER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000539312001		1	26	7/26/2018 15:43	7/26/2018 15:43	7/26/2018 15:44	7/26/2018 16:09	7/26/2018	4:28:58 PM	19	28	Regular Hours	< 30 minutes
7/30/2018	10:46:39 AM	162 OLD DOVER RD HSE	ROCHESTER	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000544870001		0	21	7/30/2018 10:47	7/30/2018 10:47	7/30/2018 10:48	7/30/2018 11:08	7/30/2018	12:32:13 PM	83	22	Regular Hours	< 30 minutes
7/31/2018	11:12:02 AM	31 NORMAN RD	SEABROOK	NH	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000548986001		0	27	7/31/2018 11:12	7/31/2018 11:13	7/31/2018 11:25	7/31/2018 11:41	7/31/2018	12:20:02 PM	38	29	Regular Hours	< 30 minutes
7/31/2018	2:32:40 PM	55 HERITAGE AVE	PORTSMOUTH	NH	David Perreault	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000549571001		1	11	7/31/2018 14:33	7/31/2018 14:34	7/31/2018 14:35	7/31/2018 14:46	7/31/2018	3:41:47 PM	55	14	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 12 (24% 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	
7/2/2018	6:22:03 PM	65 OXFORD AVE	PORTSMOUTH	NH	David Perreault	Lynne Copp	1147-0	GAS LEAK OUTSIDE	0520180000450284001		0	13	7/2/2018 18:22	7/2/2018 18:23	7/2/2018 18:24	7/2/2018 18:37	7/2/2018 8:37:59 PM	120	15	After Hours	< 30 minutes
7/2/2018	6:41:46 PM	135 WATER ST UNIT A	EXETER	NH	Connor Arseneault	Lynne Copp	1147-0	GAS LEAK OUTSIDE	0520180000450301001		0	5	7/2/2018 18:42	7/2/2018 18:50	7/2/2018 18:50	7/2/2018 18:55	7/2/2018 8:16:55 PM	81	13	After Hours	< 30 minutes
7/2/2018	11:18:07 PM	6 ASH ST	HAMPTON	NH	Connor Arseneault	Jason Brooks	1146-0	GAS LEAK INSIDE	0520180000450365001		0	8	7/2/2018 23:18	7/2/2018 23:26	7/2/2018 23:26	7/2/2018 23:35	7/3/2018 12:46:04 AM	71	17	After Hours	< 30 minutes
7/9/2018	8:27:15 PM	32 SPRINGFIELD ESTS 8	ROCHESTER	NH	Robert Pettigrew	Lynne Copp	1147-0	GAS LEAK OUTSIDE	0520180000465214001		0	6	7/9/2018 20:27	7/9/2018 20:28	7/9/2018 20:29	7/9/2018 20:34	7/9/2018 9:38:08 PM	63	6	After Hours	< 30 minutes
7/11/2018	7:29:24 PM	1 BEACON ST 1	SOMERSWORTH	NH	John Wiley	William Jones	1147-0	GAS LEAK OUTSIDE	052018000046907001		0	8	7/11/2018 19:29	7/11/2018 19:30	7/11/2018 19:30	7/11/2018 19:38	7/11/2018 8:06:11 PM	27	8	After Hours	< 30 minutes
7/16/2018	7:18:48 PM	9 DEEPWOOD DR	DOVER	NH	David Perreault	William Jones	1147-0	GAS LEAK OUTSIDE	0520180000510894001		0	10	7/16/2018 19:19	7/16/2018 19:20	7/16/2018 19:21	7/16/2018 19:31	7/16/2018 9:05:35 PM	94	12	After Hours	< 30 minutes
7/18/2018	8:01:55 PM	3 EVERETT ST	DOVER	NH	Robert Pettigrew	William Jones	1147-0	GAS LEAK OUTSIDE	0520180000517829001		0	2	7/18/2018 20:02	7/18/2018 20:02	7/18/2018 20:04	7/18/2018 20:05	7/18/2018 8:57:48 PM	52	3	After Hours	< 30 minutes
7/24/2018	7:21:39 PM	14 WESTRIDGE DR 13 LOT	HAMPTON	NH	Lance Keely	William Jones	1146-0	GAS LEAK INSIDE	0520180000530877001		0	19	7/24/2018 19:22	7/24/2018 19:22	7/24/2018 19:23	7/24/2018 19:42	7/24/2018 8:08:08 PM	26	20	After Hours	< 30 minutes
7/24/2018	9:25:55 PM	58 TROUBLE CALL WAY	ROCHESTER	NH	John Wiley	William Jones	9100-0	TC GAS LEAK OUTSIDE	0520180000530917001		1	5	7/24/2018 21:27	7/24/2018 21:39	7/24/2018 21:40	7/24/2018 21:44	7/24/2018 10:44:36 PM	59	18	After Hours	< 30 minutes
7/25/2018	4:57:07 PM	33 TROUBLE CALL WAY	HAMPTON	NH	John Wiley	David Martineau	9100-0	TC GAS LEAK OUTSIDE	0520180000535680001		0	18	7/25/2018 16:57	7/25/2018 16:57	7/25/2018 16:58	7/25/2018 17:16	7/25/2018 5:59:15 PM	43	19	After Hours	< 30 minutes
7/30/2018	8:23:19 PM	14 UNION ST	EXETER	NH	John Wiley	William Jones	1146-0	GAS LEAK INSIDE	0520180000546975001		0	24	7/30/2018 20:24	7/30/2018 20:28	7/30/2018 20:28	7/30/2018 20:53	7/30/2018 9:32:54 PM	39	29	After Hours	< 30 minutes
7/31/2018	5:06:52 PM	31 OYSTER RIVER RD	DURHAM	NH	Lance Keely	Lynne Copp	1146-0	GAS LEAK INSIDE	0520180000550156001		0	12	7/31/2018 17:07	7/31/2018 17:07	7/31/2018 17:09	7/31/2018 17:20	7/31/2018 5:40:16 PM	19	13	After Hours	< 30 minutes

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 9 (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	
7/7/2018	11:59:43 AM	59 MOORING DR	HAMPTON	NH	Connor Arseneault	Ryan Tardif	1146-0	GAS LEAK INSIDE	0520180000458964001		0	21	7/7/2018 12:00	7/7/2018 12:02	7/7/2018 12:02	7/7/2018 12:23	7/7/2018 1:36:27 PM	73	23	Weekend/Holiday Hours	< 30 minutes
7/7/2018	2:40:58 PM	59 MOORING DR	HAMPTON	NH	Connor Arseneault	Ryan Tardif	1147-0	GAS LEAK OUTSIDE	0520180000459027001		1	9	7/7/2018 14:42	7/7/2018 14:43	7/7/2018 14:43	7/7/2018 14:53	7/7/2018 3:54:23 PM	61	12	Weekend/Holiday Hours	< 30 minutes
7/7/2018	7:39:26 PM	48 FALCONE CIR	HAMPTON	NH	John Wiley	Rene Bordetaleu	1147-0	GAS LEAK OUTSIDE	0520180000459054001		0	13	7/7/2018 19:40	7/7/2018 19:47	7/7/2018 19:47	7/7/2018 20:01	7/7/2018 8:31:55 PM	30	21	Weekend/Holiday Hours	< 30 minutes
7/8/2018	7:24:49 AM	152 MAIN ST	SALEM	NH	Troy Kimball	Jason Brooks	1146-0	GAS LEAK INSIDE	0520180000459067001		0	10	7/8/2018 7:25	7/8/2018 7:38	7/8/2018 7:39	7/8/2018 7:49	7/8/2018 8:46:59 AM	57	24	Weekend/Holiday Hours	< 30 minutes
7/14/2018	8:42:08 AM	34 FOLLY MILL RD FRONT NEW	SEABROOK	NH	Jeffrey Croteau	Ryan Tardif	1147-0	GAS LEAK OUTSIDE	0520180000497809001		0	0	7/14/2018 8:42	7/14/2018 8:47	7/14/2018 8:47	7/14/2018 8:47	7/14/2018 10:37:14 AM	109	5	Weekend/Holiday Hours	< 30 minutes
7/14/2018	9:55:47 AM	10 IRONWOOD LN	ATKINSON	NH	Kurt Houde	Ryan Tardif	1146-0	GAS LEAK INSIDE	0520180000497816001		0	2	7/14/2018 9:56	7/14/2018 10:16	7/14/2018 10:16	7/14/2018 10:19	7/14/2018 10:45:58 AM	28	23	Weekend/Holiday Hours	< 30 minutes
7/21/2018	8:14:43 PM	7 DOVER AVE	HAMPTON	NH	John Wiley	Ryan Tardif	1146-0	GAS LEAK INSIDE	0520180000541521001		0	0	7/21/2018 20:14	7/21/2018 20:16	7/21/2018 20:26	7/21/2018 20:26	7/21/2018 8:44:43 PM	18	11	Weekend/Holiday Hours	< 30 minutes
7/22/2018	9:09:32 AM	7 DOVER AVE C	HAMPTON	NH	John Wiley	Scott Lacouture	1146-0	GAS LEAK INSIDE	0520180000524169001		2	13	7/22/2018 9:11	7/22/2018 9:12	7/22/2018 9:12	7/22/2018 9:25	7/22/2018 9:54:58 AM	29	15	Weekend/Holiday Hours	< 30 minutes
7/22/2018	4:42:37 PM	286 CABOT ST REAR B	PORTSMOUTH	NH	John Wiley	Scott Lacouture	1146-0	GAS LEAK INSIDE	0520180000524195001		0	9	7/22/2018 16:43	7/22/2018 16:44	7/22/2018 16:44	7/22/2018 16:53	7/22/2018 5:19:27 PM	25	10	Weekend/Holiday Hours	< 30 minutes

Orders responded to in 31-45 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	
7/11/2018	11:15:38 PM	1275 MAPLEWOOD AVE 28	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	1147-0	GAS LEAK OUTSIDE	0520180000480965001		0	27	7/11/2018 23:16	7/11/2018 23:21	7/11/2018 23:22	7/11/2018 23:48	7/12/2018 1:30:23 AM	101	32	After Hours	31-45 Minutes

Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 4 (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	
7/1/2018	12:06:38 PM	107 ATLANTIC AVE	SEABROOK	NH	Lance Keely	Jason Brooks	1146-0	GAS LEAK INSIDE	0520180000447406001		1	32	7/1/2018 12:07	7/1/2018 12:13	7/1/2018 12:14	7/1/2018 12:46	7/1/2018 1:05:07 PM	19	39	Weekend/Holiday Hours	31-45 Minutes
7/14/2018	7:09:10 AM	34 FOLLY MILL RD FRONT NEW	SEABROOK	NH	Jeffrey Croteau	Ryan Tardif	1146-0	GAS LEAK INSIDE	0520180000497798001		0	35	7/14/2018 7:09	7/14/2018 7:13	7/14/2018 7:14	7/14/2018 7:49	7/14/2018 8:38:26 AM	49	40	Weekend/Holiday Hours	31-45 Minutes
7/15/2018	11:22:01 AM	21 GENTIAN RD	HAMPTON	NH	Jeffrey Croteau	Rene Bordetaleu	1146-0	GAS LEAK INSIDE	0520180000497967001		0	39	7/15/2018 11:22	7/15/2018 11:25	7/15/2018 11:25	7/15/2018 12:04	7/15/2018 12:30:45 PM	25	42	Weekend/Holiday Hours	31-45 Minutes
7/21/2018	8:17:19 PM	9 DOVER AVE	HAMPTON	NH	Robert Pettigrew	Michael Tals	1146-0	GAS LEAK INSIDE	0520180000524153001		1	34	7/21/2018 20:18	7/21/2018 20:19	7/21/2018 20:19	7/21/2018 20:53	7/21/2018 9:08:55 PM	15	36	Weekend/Holiday Hours	31-45 Minutes

Orders responded to in 46-60 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	
7/23/2018	10:32:15 PM	1 RAYNES AVE	PORTSMOUTH	NH	John Wiley	Ryan Tardif	1147-0	GAS LEAK OUTSIDE	0520180000527479001		0	33	7/23/2018 22:32	7/23/2018 22:46	7/23/2018 22:47	7/23/2018 23:20	7/23/2018 11:42:11 PM	21	48	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.)																				
Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																				
Orders responded to in 61-75 Minutes for After Hours: 0 (% of total records returned.)																				
Orders responded to in 61-75 Minutes for Regular Hours: 0 (% of total records returned.)																				
Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																				
Orders responded to in > 75 Minutes for Regular Hours: 0 (% of total records returned.)																				
Orders responded to in > 75 Minutes for After Hours: 0 (% of total records returned.)																				
Orders responded to in > 75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																				

Jul-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	45%	15	11	46%	15	7	50%	15	5	38%
30	22	88%	30	13	100%	30	5	86%	30	4	69%
45	5	98%	45	0	100%	45	1	93%	45	4	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	51		Total	24		Total	14		Total	13	

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	299	38%	15	199	45%	15	63	32%	15	37	25%
30	393	87%	30	219	94%	30	100	82%	30	74	76%
45	92	99%	45	27	100%	45	31	97%	45	34	99%
60	9	100%	60	2	100%	60	5	100%	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	794		Total	447		Total	200		Total	147	