



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

NHPUC 14NOV18AM11:16

November 14, 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 October 2018

Dear Director Howland:

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

Phone: 603-773-6534
Fax: 603-773-6734

simmons@unitil.com

Emergency Response Times

NU New Hampshire work orders from 10/1/2018 to 10/31/2018

Total orders in sample: 108

Orders responded to in < 30 minutes for Regular Hours: 66 (61% of total records returned.)

Order Taken	Time	Location	State	Dispatch	Task Code	Task Desc	Work Order	Municipal Onsite	Hold Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
10/1/2018	9:22 AM	13 COLEMAN CT	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052018000896174001		0	19	10/1/2018 9:23	10/1/2018 9:22	10/1/2018 9:23	10/1/2018 9:41	10/1/2018 10:03:00 AM	21	18	Regular Hours	< 30 minutes
10/1/2018	11:00:35 AM	28 KINGS HWY	HAMPTON	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052018000696640001		0	22	10/1/2018 11:01	10/1/2018 10:59	10/1/2018 10:59	10/1/2018 11:21	10/1/2018 11:58:24 AM	36	20	Regular Hours	< 30 minutes
10/1/2018	1:48:35 AM	555 CENTRAL AVE	DOVER	John Wiley	1146 - 0	GAS LEAK INSIDE	052018000607080001		2	14	10/1/2018 1:50	10/1/2018 1:58	10/1/2018 1:59	10/1/2018 14:13	10/1/2018 2:52:35 PM	38	25	Regular Hours	< 30 minutes
10/1/2018	3:18:04 PM	11 N ST REAR	HAMPTON	NH Lance Keeley	1146 - 0	GAS LEAK INSIDE	052018000607529001		0	11	10/1/2018 15:17	10/1/2018 15:21	10/1/2018 15:24	10/1/2018 15:32	10/1/2018 4:09:18 PM	36	14	Regular Hours	< 30 minutes
10/3/2018	7:57:35 AM	52 ANNIS LN	HAMPTON	NH Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	052018000702570001		0	14	10/3/2018 7:58	10/3/2018 7:56	10/3/2018 7:57	10/3/2018 8:11	10/3/2018 9:44:27 AM	92	14	Regular Hours	< 30 minutes
10/3/2018	10:51:23 AM	11 SALEM ST	EXETER	NH Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	052018000702960001		0	16	10/3/2018 10:52	10/3/2018 10:53	10/3/2018 10:56	10/3/2018 11:10	10/3/2018 12:26:22 PM	76	19	Regular Hours	< 30 minutes
10/3/2018	12:59:09 PM	76 KINGS HWY # A	HAMPTON	NH Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	052018000703530001		0	15	10/3/2018 13:25	10/3/2018 13:25	10/3/2018 13:25	10/3/2018 13:40	10/3/2018 3:32:52 PM	112	15	Regular Hours	< 30 minutes
10/4/2018	9:59:04 AM	17 TROUBLE CALL WAY	DOVER	Kevin Clifford	1146 - 0	TO GAS LEAK OUTSIDE	052018000704630001		0	11	10/4/2018 9:55	10/4/2018 10:05	10/4/2018 10:07	10/4/2018 10:16	10/4/2018 11:59:21 AM	102	17	Regular Hours	< 30 minutes
10/4/2018	10:27:59 AM	26 HAMPTON MDWS	HAMPTON	NH Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052018000705560001		0	18	10/4/2018 10:28	10/4/2018 10:27	10/4/2018 10:30	10/4/2018 10:46	10/4/2018 11:23:33 AM	34	18	Regular Hours	< 30 minutes
10/4/2018	11:37:15 AM	371 ISLINGTON ST	PORTSMOUTH	NH Jeffrey Croteau	1147 - 0	GAS LEAK OUTSIDE	052018000708750001		0	4	10/4/2018 11:37	10/4/2018 11:37	10/4/2018 11:39	10/4/2018 11:42	10/4/2018 12:51:48 PM	69	4	Regular Hours	< 30 minutes
10/4/2018	12:32:45 PM	9 SCHOOL ST	EXETER	NH Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052018000707743001		0	4	10/4/2018 12:33	10/4/2018 12:31	10/4/2018 12:32	10/4/2018 12:36	10/4/2018 1:09:16 PM	32	3	Regular Hours	< 30 minutes
10/5/2018	1:48:20 PM	1275 MAPLEWOOD AVE 6	PORTSMOUTH	NH Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	052018000716538001		0	14	10/5/2018 1:48	10/5/2018 1:49	10/5/2018 1:49	10/5/2018 14:03	10/5/2018 2:32:05 PM	28	15	Regular Hours	< 30 minutes
10/6/2018	10:46:45 AM	20 TUCKER LN	HAMPTON	NH Anthony Beck	1146 - 0	GAS LEAK INSIDE	052018000718873001		0	6	10/6/2018 10:46	10/6/2018 10:47	10/6/2018 10:48	10/6/2018 10:54	10/6/2018 11:20:59 AM	26	7	Regular Hours	< 30 minutes
10/6/2018	1:27:12 PM	73 WESTSIDE DR	EXETER	NH John Wiley	1147 - 0	GAS LEAK OUTSIDE	052018000719243001		1	24	10/6/2018 1:28	10/6/2018 1:29	10/6/2018 1:37	10/6/2018 1:54	10/6/2018 5:11:46 PM	197	26	Regular Hours	< 30 minutes
10/6/2018	1:54:24 PM	27 1ST ST	HAMPTON	NH Anthony Beck	1146 - 0	GAS LEAK INSIDE	052018000719274001		0	3	10/6/2018 1:54	10/6/2018 1:55	10/6/2018 1:55	10/6/2018 1:59	10/6/2018 2:31:18 PM	31	5	Regular Hours	< 30 minutes
10/6/2018	11:20:39 AM	12 AIRFIELD DR	HAMPTON	NH Anthony Beck	1146 - 0	GAS LEAK INSIDE	052018000712320001		0	18	10/6/2018 11:20	10/6/2018 11:23	10/6/2018 11:24	10/6/2018 11:42	10/6/2018 12:01:55 PM	19	21	Regular Hours	< 30 minutes
10/6/2018	12:21:07 PM	245 ROUTE 108	SOMERSWORTH	NH David Perrault	1147 - 0	GAS LEAK OUTSIDE	052018000721840001		0	3	10/6/2018 12:21	10/6/2018 12:31	10/6/2018 12:34	10/6/2018 12:34	10/6/2018 2:35:12 PM	120	13	Regular Hours	< 30 minutes
10/6/2018	3:48:30 PM	600 CENTRAL HOUSE BLDG 2	SALEM	NH Troy Kimball	1147 - 0	GAS LEAK OUTSIDE	052018000722520001		0	15	10/6/2018 14:49	10/6/2018 15:53	10/6/2018 15:54	10/6/2018 16:08	10/6/2018 5:12:43 PM	63	20	Regular Hours	< 30 minutes
10/10/2018	12:57:44 PM	147 FRONT ST FL 2	EXETER	NH Troy Kimball	1146 - 0	GAS LEAK INSIDE	052018000728622001		0	24	10/10/2018 12:58	10/10/2018 13:00	10/10/2018 13:11	10/10/2018 13:24	10/10/2018 1:30:19 PM	5	27	Regular Hours	< 30 minutes
10/10/2018	3:43:33 PM	9 DUNNS BRIDGE LN A	DOVER	NH Lance Keeley	1147 - 0	GAS LEAK OUTSIDE	052018000733445001		0	13	10/10/2018 15:44	10/10/2018 15:45	10/10/2018 15:46	10/10/2018 15:58	10/10/2018 5:32:07 PM	93	15	Regular Hours	< 30 minutes
10/11/2018	9:07:38 AM	14 IRONWOOD LN	ATKINSON	NH Troy Kimball	1146 - 0	GAS LEAK INSIDE	052018000734490001		0	8	10/11/2018 9:08	10/11/2018 9:10	10/11/2018 9:11	10/11/2018 9:18	10/11/2018 9:45:50 AM	27	10	Regular Hours	< 30 minutes
10/11/2018	10:49:44 AM	259 SOUTH ST	PORTSMOUTH	NH Kevin Clifford	1146 - 0	GAS LEAK INSIDE	052018000734887001		1	10	10/11/2018 10:50	10/11/2018 10:51	10/11/2018 10:52	10/11/2018 11:01	10/11/2018 11:53:03 AM	51	12	Regular Hours	< 30 minutes
10/12/2018	9:34:24 AM	281 SAGAMORE AVE	PORTSMOUTH	NH Kevin Clifford	1147 - 0	GAS LEAK OUTSIDE	052018000740311001		0	12	10/12/2018 9:34	10/12/2018 9:35	10/12/2018 9:37	10/12/2018 9:48	10/12/2018 11:58:37 AM	130	13	Regular Hours	< 30 minutes
10/12/2018	10:38:57 AM	47 HAMPTON RD	EXETER	NH Anthony Beck	1147 - 0	GAS LEAK OUTSIDE	052018000740630001		0	14	10/12/2018 10:39	10/12/2018 10:41	10/12/2018 10:43	10/12/2018 10:55	10/12/2018 12:54:24 PM	118	16	Regular Hours	< 30 minutes
10/12/2018	8:30:03 AM	885 OCEAN BLVD	HAMPTON	NH Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	052018000740840001		0	20	10/12/2018 8:30	10/12/2018 8:30	10/12/2018 8:30	10/12/2018 8:50	10/12/2018 2:34:55 PM	344	20	Regular Hours	< 30 minutes
10/12/2018	8:40:18 AM	341 THAXTER DR	PORTSMOUTH	NH Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	052018000744611001		0	10	10/12/2018 8:40	10/12/2018 8:41	10/12/2018 8:41	10/12/2018 8:52	10/12/2018 9:43:22 AM	51	11	Regular Hours	< 30 minutes
10/12/2018	10:45:49 AM	20 GENTIAN RD	HAMPTON	NH Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052018000744657001		0	19	10/12/2018 10:46	10/12/2018 10:46	10/12/2018 10:47	10/12/2018 11:06	10/12/2018 11:20:46 AM	14	20	Regular Hours	< 30 minutes
10/12/2018	1:13:05 PM	35 LAMPLIGHTER LN	SALEM	NH Anthony Beck	1147 - 0	GAS LEAK OUTSIDE	052018000747319001		0	24	10/12/2018 1:13	10/12/2018 1:15	10/12/2018 1:16	10/12/2018 1:39	10/12/2018 3:18:10 PM	98	26	Regular Hours	< 30 minutes
10/16/2018	8:57:55 AM	346 PORTLAND ST A	ROCHESTER	NH David Perrault	1147 - 0	GAS LEAK OUTSIDE	052018000749937001		0	22	10/16/2018 8:58	10/16/2018 8:58	10/16/2018 8:59	10/16/2018 9:21	10/16/2018 11:26:14 AM	124	23	Regular Hours	< 30 minutes
10/16/2018	10:12:35 AM	3 VIRGINIA LN	ROCHESTER	NH Robert Pettigrew	1146 - 0	GAS LEAK INSIDE	052018000750197001		0	23	10/16/2018 10:12	10/16/2018 10:14	10/16/2018 10:15	10/16/2018 10:37	10/16/2018 11:22:51 AM	45	25	Regular Hours	< 30 minutes
10/16/2018	11:03:47 AM	19 MAN ST	SEABROOK	NH Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052018000750624001		0	0	10/16/2018 11:04	10/16/2018 11:30	10/16/2018 11:30	10/16/2018 11:30	10/16/2018 11:40:16 AM	9	27	Regular Hours	< 30 minutes
10/17/2018	7:54:02 AM	28 PARTTIDGE GREEN WAY	ROCHESTER	NH David Perrault	1147 - 0	GAS LEAK OUTSIDE	052018000753197001		0	13	10/17/2018 7:54	10/17/2018 7:56	10/17/2018 7:57	10/17/2018 8:10	10/17/2018 9:48:07 AM	97	16	Regular Hours	< 30 minutes
10/17/2018	11:58:20 AM	218 CENTRAL AVE	DOVER	NH Lance Keeley	1146 - 0	GAS LEAK INSIDE	052018000754670001		0	0	10/17/2018 11:58	10/17/2018 11:59	10/17/2018 11:59	10/17/2018 11:59	10/17/2018 11:58:16 AM	49	0	Regular Hours	< 30 minutes
10/18/2018	12:40:12 PM	5 PLASTON RD C-39	PLASTON	NH Anthony Beck	1147 - 0	GAS LEAK OUTSIDE	052018000755830001		0	14	10/18/2018 12:40	10/18/2018 12:41	10/18/2018 12:46	10/18/2018 12:55	10/18/2018 2:04:48 PM	69	15	Regular Hours	< 30 minutes
10/18/2018	8:43:13 AM	30 DEPOT SQ	HAMPTON	NH Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052018000759408001		0	5	10/18/2018 8:43	10/18/2018 8:44	10/18/2018 8:45	10/18/2018 8:50	10/18/2018 9:59:11 AM	69	6	Regular Hours	< 30 minutes
10/19/2018	9:48:35 AM	5 KM LN	ROCHESTER	NH David Perrault	1146 - 0	GAS LEAK INSIDE	052018000760990001		0	15	10/19/2018 9:48	10/19/2018 9:58	10/19/2018 9:58	10/19/2018 10:13	10/19/2018 10:51:51 AM	38	25	Regular Hours	< 30 minutes
10/19/2018	9:55:55 AM	24 BATCHELDER RD UNIT 117	SEABROOK	NH John Wiley	1147 - 0	GAS LEAK OUTSIDE	052018000760952001		0	17	10/19/2018 9:56	10/19/2018 9:56	10/19/2018 9:57	10/19/2018 10:14	10/19/2018 11:02:39 AM	48	18	Regular Hours	< 30 minutes
10/19/2018	9:57:10 AM	174 ASHWORTH AVE	HAMPTON	NH Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	052018000760947001		0	13	10/19/2018 9:57	10/19/2018 9:57	10/19/2018 9:58	10/19/2018 10:10	10/19/2018 12:07:50 PM	117	13	Regular Hours	< 30 minutes
10/19/2018	11:36:45 AM	25 STERLING HILL LN APT 238	EXETER	NH John Wiley	1146 - 0	GAS LEAK INSIDE	052018000761536001		0	4	10/19/2018 11:37	10/19/2018 11:38	10/19/2018 11:38	10/19/2018 11:42	10/19/2018 12:08:24 PM	26	6	Regular Hours	< 30 minutes
10/19/2018	2:34:13 PM	2952 LAFAYETTE RD B	PORTSMOUTH	NH Kevin Clifford	1147 - 0	GAS LEAK OUTSIDE	052018000762528001		0	0	10/19/2018 14:34	10/19/2018 14:35	10/19/2018 14:35	10/19/2018 14:35	10/19/2018 3:04:08 PM	28	1	Regular Hours	< 30 minutes
10/22/2018	10:30:43 AM	44 LAFAYETTE RD #1	NORTH HAMPTON	NH Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	052018000765185001		0	26	10/22/2018 10:30	10/22/2018 10:51	10/22/2018 10:59	10/22/2018 11:17	10/22/2018 12:57:50 PM	99	27	Regular Hours	< 30 minutes
10/23/2018	1:02:20 PM	11 JACKSON ST A	ROCHESTER	NH Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	052018000769989001		1	17	10/23/2018 1:03	10/23/2018 1:08	10/23/2018 1:09	10/23/2018 1:36	10/23/2018 2:21:36 PM	95	23	Regular Hours	< 30 minutes
10/23/2018	2:23:39 PM	13 FISHER ST	DOVER	NH Lance Keeley	1147 - 0	GAS LEAK OUTSIDE	052018000771316001												

Emergency Response Times

NU New Hampshire work orders from 10/1/2018 to 10/31/2018

Total orders in sample: 108

Orders responded to in < 30 minutes for After Hours: 18 (17% of total records returned.)

Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Ordinance	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
10/2/2018	6:21:19 PM 23 PONDVIEW DR 12 LOT	DOVER	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	052018000701631001		0	16	10/2/2018 18:21	10/2/2018 18:22	10/2/2018 18:22	10/2/2018 18:38	10/2/2018	6:51:00 PM	12	16	After Hours	< 30 minutes
10/4/2018	8:58:28 PM 100 QAK ST	DOVER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	052018000708446001		1	22	10/4/2018 20:59	10/4/2018 21:03	10/4/2018 21:05	10/4/2018 21:25	10/4/2018	10:09:29 PM	43	27	After Hours	< 30 minutes
10/8/2018	5:47:26 PM 70 WINNACUNNET RD	HAMPTON	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	052018000719992001		0	5	10/8/2018 17:47	10/8/2018 17:48	10/8/2018 17:48	10/8/2018 17:53	10/8/2018	7:06:57 PM	73	6	After Hours	< 30 minutes
10/8/2018	8:56:32 PM 292 MILL RD	HAMPTON	NH	Connor Arsenault	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000720054001		1	4	10/8/2018 20:58	10/8/2018 21:02	10/8/2018 21:02	10/8/2018 21:06	10/8/2018	10:48:39 PM	101	10	After Hours	< 30 minutes
10/9/2018	6:37:31 PM 225 MAIN ST 14	SOMERSWORTH	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	052018000722819001		0	14	10/9/2018 18:38	10/9/2018 18:40	10/9/2018 18:40	10/9/2018 18:54	10/9/2018	7:56:33 PM	62	16	After Hours	< 30 minutes
10/10/2018	4:47:32 PM 3 STILLWATER CIR	GONIC	NH	Kevin Ruel	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000733838001		0	10	10/10/2018 16:47	10/10/2018 17:00	10/10/2018 17:01	10/10/2018 17:10	10/10/2018	6:15:56 PM	65	22	After Hours	< 30 minutes
10/11/2018	5:20:32 PM 36 RAILROAD AVE	ROCHESTER	NH	Lance Keely	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000739837001		1	18	10/11/2018 17:21	10/11/2018 17:22	10/11/2018 17:23	10/11/2018 17:40	10/11/2018	7:23:00 PM	102	20	After Hours	< 30 minutes
10/12/2018	4:58:12 PM 27 COOHECO AVE	ROCHESTER	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	052018000744265001		2	16	10/12/2018 16:58	10/12/2018 16:58	10/12/2018 16:58	10/12/2018 17:15	10/12/2018	5:30:44 PM	15	19	After Hours	< 30 minutes
10/15/2018	6:01:29 PM 30 HANCOCK ST DOWNS HSE	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000748388001		0	22	10/15/2018 17:02	10/15/2018 17:02	10/15/2018 17:02	10/15/2018 17:24	10/15/2018	8:00:24 PM	35	23	After Hours	< 30 minutes
10/15/2018	5:36:03 PM 325 LAFAYETTE RD SL	HAMPTON	NH	David LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000748374001		4	6	10/15/2018 17:40	10/15/2018 17:46	10/15/2018 17:48	10/15/2018 17:52	10/15/2018	6:17:56 PM	25	16	After Hours	< 30 minutes
10/16/2018	8:10:37 PM 200 HIGH ST	HAMPTON	NH	Lance Keely	David Martinage	1147 - 0	GAS LEAK OUTSIDE	052018000752544001		0	13	10/16/2018 20:10	10/16/2018 20:11	10/16/2018 20:14	10/16/2018 20:24	10/16/2018	9:53:46 PM	89	14	After Hours	< 30 minutes
10/18/2018	5:40:14 PM 121 BOW ST#1	PORTSMOUTH	NH	Lance Keely	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000759651001		0	17	10/18/2018 17:40	10/18/2018 17:42	10/18/2018 17:42	10/18/2018 18:00	10/18/2018	8:49:59 PM	169	20	After Hours	< 30 minutes
10/19/2018	5:48:25 PM 20 VILLAGE DR	DOVER	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000763684001		0	17	10/19/2018 17:46	10/19/2018 17:47	10/19/2018 17:48	10/19/2018 18:04	10/19/2018	6:29:09 PM	24	18	After Hours	< 30 minutes
10/26/2018	5:46:01 PM 2 SHEARWATER DR	PORTSMOUTH	NH	Lance Keely	David Martinage	1147 - 0	GAS LEAK OUTSIDE	052018000782423001		0	25	10/26/2018 17:46	10/26/2018 17:46	10/26/2018 17:48	10/26/2018 18:11	10/26/2018	7:57:58 PM	105	25	After Hours	< 30 minutes
10/29/2018	6:38:33 AM 30 COMMON ST	ROCHESTER	NH	Kevin Clifford	Michael Talis	1146 - 0	GAS LEAK INSIDE	052018000784021001		0	24	10/29/2018 6:39	10/29/2018 6:42	10/29/2018 6:45	10/29/2018 7:07	10/29/2018	7:43:29 AM	35	29	After Hours	< 30 minutes
10/29/2018	8:13:21 PM 137 EFFING RD H	EXETER	NH	John Wiley	David Martinage	1147 - 0	GAS LEAK OUTSIDE	052018000788414001		0	14	10/29/2018 20:13	10/29/2018 20:14	10/29/2018 20:15	10/29/2018 20:29	10/29/2018	9:08:10 PM	39	15	After Hours	< 30 minutes
10/30/2018	7:26:36 PM 4 MAIN ST ER	E. ROCHESTER	NH	David Pennault	David Martinage	1147 - 0	GAS LEAK OUTSIDE	052018000792559001		0	11	10/30/2018 19:27	10/30/2018 19:28	10/30/2018 19:39	10/30/2018 19:39	10/30/2018	9:30:12 PM	110	12	After Hours	< 30 minutes
10/31/2018	4:30:46 PM 1088 OCEAN BLVD	HAMPTON	NH	Jeffrey Croteau	David Martinage	1146 - 0	GAS LEAK INSIDE	052018000796452001		1	26	10/31/2018 16:31	10/31/2018 16:33	10/31/2018 16:34	10/31/2018 16:59	10/31/2018	5:36:16 PM	36	28	After Hours	< 30 minutes

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 20 (19% of total records returned.)

Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Ordinance	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
10/6/2018	8:45:27 AM 47 WEARE RD #3	SEABROOK	NH	Connor Arsenault	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	052018000717645001		1	9	10/6/2018 8:46	10/6/2018 8:49	10/6/2018 8:49	10/6/2018 8:59	10/6/2018	10:27:52 AM	88	13	Weekend/Holiday Hours	< 30 minutes
10/6/2018	11:05:53 AM 85 ALBANY ST 1	PORTSMOUTH	NH	Connor Arsenault	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052018000717675001		0	15	10/6/2018 11:06	10/6/2018 11:07	10/6/2018 11:07	10/6/2018 11:23	10/6/2018	1:35:49 PM	132	17	Weekend/Holiday Hours	< 30 minutes
10/6/2018	2:20:51 PM 48 QAK ST	DOVER	NH	David Pennault	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	052018000717770001		0	12	10/6/2018 14:21	10/6/2018 14:21	10/6/2018 14:21	10/6/2018 14:33	10/6/2018	3:30:52 PM	177	12	Weekend/Holiday Hours	< 30 minutes
10/6/2018	2:20:51 PM 49 QAK ST	DOVER	NH	David Pennault	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	052018000717734001		0	12	10/6/2018 14:21	10/6/2018 14:21	10/6/2018 14:21	10/6/2018 14:33	10/6/2018	3:30:49 PM	85	12	Weekend/Holiday Hours	< 30 minutes
10/6/2018	7:38:28 PM 579 SAGAMORE AVE 53	PORTSMOUTH	NH	Connor Arsenault	Ryan Tarif	1146 - 0	GAS LEAK INSIDE	052018000717699001		0	16	10/6/2018 19:39	10/6/2018 19:52	10/6/2018 19:52	10/6/2018 20:08	10/6/2018	8:40:06 PM	30	30	Weekend/Holiday Hours	< 30 minutes
10/7/2018	10:38:01 AM 579 SAGAMORE AVE 34 94	PORTSMOUTH	NH	Connor Arsenault	Samantha Keach	1146 - 0	GAS LEAK INSIDE	052018000717834001		0	21	10/7/2018 10:38	10/7/2018 10:42	10/7/2018 10:42	10/7/2018 11:04	10/7/2018	11:20:01 AM	15	26	Weekend/Holiday Hours	< 30 minutes
10/7/2018	1:03:17 PM 81 TROUBLE CALL WAY	PORTSMOUTH	NH	Connor Arsenault	Samantha Keach	1146 - 0	TC GAS LEAK OUTSIDE	052018000717844001		1	24	10/7/2018 13:04	10/7/2018 13:05	10/7/2018 13:05	10/7/2018 13:29	10/7/2018	3:14:54 PM	105	26	Weekend/Holiday Hours	< 30 minutes
10/13/2018	3:40:22 PM 19 HOUGH ST	DOVER	NH	Robert Pettigrew	Ryan Tarif	1147 - 0	GAS LEAK OUTSIDE	052018000744615001		2	4	10/13/2018 15:42	10/13/2018 15:46	10/13/2018 15:46	10/13/2018 15:50	10/13/2018	5:06:12 PM	75	10	Weekend/Holiday Hours	< 30 minutes
10/13/2018	6:01:01 PM 1 CHELMSFORD ST	SEABROOK	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052018000744639001		2	15	10/13/2018 18:03	10/13/2018 18:09	10/13/2018 18:09	10/13/2018 18:25	10/13/2018	7:10:42 PM	45	24	Weekend/Holiday Hours	< 30 minutes
10/13/2018	9:26:40 PM 14 VALENTINE HILL RD	DURHAM	NH	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052018000744668001		0	16	10/13/2018 21:27	10/13/2018 21:36	10/13/2018 21:37	10/13/2018 21:53	10/13/2018	11:16:44 PM	82	27	Weekend/Holiday Hours	< 30 minutes
10/14/2018	10:27:34 AM 8 VETERANS WAY	EXETER	NH	John Wiley	Ryan Tarif	1146 - 0	GAS LEAK INSIDE	052018000744679001		0	21	10/14/2018 10:29	10/14/2018 10:35	10/14/2018 10:35	10/14/2018 10:56	10/14/2018	11:23:18 AM	26	28	Weekend/Holiday Hours	< 30 minutes
10/20/2018	2:58:42 PM 103 BOWWOOD PATH UNIT 66	GREENLAND	NH	Connor Arsenault	Ryan Tarif	1147 - 0	GAS LEAK OUTSIDE	052018000763938001		0	17	10/20/2018 14:56	10/20/2018 15:00	10/20/2018 15:01	10/20/2018 15:18	10/20/2018	4:55:33 PM	97	21	Weekend/Holiday Hours	< 30 minutes
10/20/2018	4:20:13 PM 32 HORNE ST	DOVER	NH	Jonathan Colyer	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052018000763984001		4	11	10/20/2018 16:24	10/20/2018 16:34	10/20/2018 16:36	10/20/2018 16:48	10/20/2018	5:44:26 PM	57	26	Weekend/Holiday Hours	< 30 minutes
10/20/2018	8:01:48 PM 57 TROUBLE CALL WAY	PLASTOW	NH	Anthony Beck	Rene Bordeleau	9100 - 0	TC GAS LEAK OUTSIDE	052018000764013001		1	17	10/20/2018 20:03	10/20/2018 20:06	10/20/2018 20:08	10/20/2018 20:24	10/20/2018	9:44:18 PM	79	22	Weekend/Holiday Hours	< 30 minutes
10/21/2018	4:55:13 PM 428 WINNACUNNET RD APT 4	HAMPTON	NH	Lance Keely	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052018000764118001		2	17	10/21/2018 16:57	10/21/2018 16:57	10/21/2018 16:58	10/21/2018 17:15	10/21/2018	5:39:51 PM	24	20	Weekend/Holiday Hours	< 30 minutes
10/27/2018	1:10:27 PM 83 BOWWOOD PATH	GREENLAND	NH	Connor Arsenault	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052018000762828001		3	21	10/27/2018 13:14	10/27/2018 13:14	10/27/2018 13:15	10/27/2018 13:35	10/27/2018	3:18:01 PM	102	25	Weekend/Holiday Hours	< 30 minutes
10/27/2018	3:30:12 PM 66 CABOT ST 1	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052018000762977001		0	14	10/27/2018 15:30	10/27/2018 15:45	10/27/2018 15:45	10/27/2018 16:00	10/27/2018	4:59:50 PM	59	29	Weekend/Holiday Hours	< 30 minutes
10/27/2018	6:45:39 PM 100 DURGIN LN B	PORTSMOUTH	NH	Jeffrey Croteau	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052018000763957001		0	9	10/27/2018 18:46	10/27/2018 18:56	10/27/2018 18:56	10/27/2018 19:05	10/27/2018	8:24:00 PM	78	19	Weekend/Holiday Hours	< 30 minutes
10/28/2018	11:34:34 AM 182 CENTRAL AVE WOODMAN HOUSE	DOVER	NH	Jeffrey Croteau	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052018000763955001		7	0	10/28/2018 11:41	10/28/2018 11:55	10/28/2018 11:55	10/28/2018 11:56	10/28/2018	1:27:44 PM	81	21	Weekend/Holiday Hours	< 30 minutes
10/28/2018	5:36:20 PM 14 CLEVELAND ST	ROCHESTER	NH	Kevin Clifford	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052018000763958001		0	21	10/28/2018 17:57	10/28/2018 18:00	10/28/2018 18:00	10/28/2018 18:22	10/28/2018	6:50:24 PM	98	25	Weekend/Holiday Hours	< 30 minutes

Emergency Response Times
 NU New Hampshire work orders from 10/1/2018 to 10/31/2018
 Total orders in sample: 108

Orders responded to in 31-45 Minutes for Regular Hours: 1 (1% 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	
10/31/2018	10:51:28 AM	5 APPLIEDORE AVE	NORTH HAMPTON	NH	Daniel LaFortune Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000794993001		0	17	10/31/2018 10:51	10/31/2018 11:06	10/31/2018 11:06	10/31/2018 11:23	10/31/2018 12:46:50 PM	83	32	Regular Hours	31-45 Minutes	
Orders responded to in 31-45 Minutes for After Hours: 2 (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	
10/1/2018	11:15:45 PM	28 KINGS HWY	HAMPTON	NH	Jeffrey Croteau Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520180000698024001		0	29	10/1/2018 23:16	10/1/2018 23:30	10/1/2018 23:30	10/1/2018 23:59	10/2/2018 1:37:57 AM	96	44	After Hours	31-45 Minutes	
10/16/2018	10:10:39 PM	2 BRENTWOOD RD	EXETER	NH	Robert Pettigrew Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000752595001		0	32	10/16/2018 22:10	10/16/2018 22:17	10/16/2018 22:17	10/16/2018 22:49	10/17/2018 12:01:29 AM	72	38	After Hours	31-45 Minutes	
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (1% 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	
10/28/2018	7:34:55 AM	2 CAPTAIN COOK WAY	PLAISTOW	NH	Troy Kimball Rene Bordenleau	1146 - 0	GAS LEAK INSIDE	0520180000783897001		1	10	10/28/2018 7:36	10/28/2018 7:57	10/28/2018 7:57	10/28/2018 8:07	10/28/2018 8:45:14 AM	37	93	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	
Orders responded to in 46-60 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 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	

Emergency Response Times

NU New Hampshire work orders from 10/1/2018 to 10/31/2018

Total orders in sample: 108

Oct-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	39%	15	33	49%	15	5	25%	15	4	19%
30	62	96%	30	33	99%	30	13	90%	30	16	95%
45	4	100%	45	1	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	108		Total	67		Total	20		Total	21	

Sep-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	39%	15	17	50%	15	10	56%	15	8	21%
30	38	81%	30	16	97%	30	4	78%	30	18	68%
45	15	98%	45	1	100%	45	4	100%	45	10	95%
60	2	100%	60	0	100%	60	0	100%	60	2	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
Total	90		Total	34		Total	18		Total	38	

Aug-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	33%	15	16	44%	15	0	0%	15	3	23%
30	32	89%	30	17	92%	30	7	88%	30	8	85%
45	5	98%	45	3	100%	45	1	100%	45	1	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	57		Total	36		Total	8		Total	13	

Emergency Response Times

NU New Hampshire work orders from 10/1/2018 to 10/31/2018

Total orders in sample: 108

Jul-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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	

Emergency Response Times

NU New Hampshire work orders from 10/1/2018 to 10/31/2018

Total orders in sample: 108

Apr-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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	

Emergency Response Times

NU New Hampshire work orders from 10/1/2018 to 10/31/2018

Total orders in sample: 108

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	305	36%	15	203	44%	15	59	30%	15	43	24%
30	424	87%	30	227	93%	30	101	80%	30	96	76%
45	100	98%	45	29	100%	45	33	97%	45	38	97%
60	12	100%	60	2	100%	60	5	99%	60	5	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	842		Total	461		Total	199		Total	182	