



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

April 11, 2017

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 March 2017

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the March 2016 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 March 2017 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

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 03/01/2017 to 03/31/2017
 Total orders in sample: 63

Orders responded to in < 30 minutes: 37 (59% of total) for Regular Hours:																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Reponse Category	
3/2/2017	12:12:11 PM	27 WALNUT AVE	HAMPTON	NH	Daniel LaFortune	David Martynage	9000	LEAK INSIDE	WF0686246N	1	10	3/2/2017 12:13	3/2/2017 12:13	3/2/2017 12:15	3/2/2017 12:24	12:40:36 PM	16	12	Regular Hours	< 30 minutes
3/2/2017	3:24:53 PM	57 MARKET ST	PORTSMOUTH	NH	John Wiley	David Martynage	9000	LEAK INSIDE	WF0686254N	0	13	3/2/2017 15:25	3/2/2017 15:28	3/2/2017 15:29	3/2/2017 15:42	3:56:45 PM	14	17	Regular Hours	< 30 minutes
3/6/2017	8:51:00 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0686424N	0	9	3/6/2017 8:51	3/6/2017 8:56	3/6/2017 8:56	3/6/2017 9:05	9:47:11 AM	41	14	Regular Hours	< 30 minutes
3/6/2017	10:19:48 AM	25 NIMBLE HILL RD Apt. HOUSE Pst. WARE	NEWINGTON	NH	Daniel LaFortune	David Martynage	9000	LEAK INSIDE	WF0686435N	0	20	3/6/2017 10:20	3/6/2017 10:21	3/6/2017 10:24	3/6/2017 10:41	12:03:17 PM	81	21	Regular Hours	< 30 minutes
3/6/2017	1:21:25 PM	9 VETERAN MEMORIAL PKY	SALEM	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0686463N	0	17	3/6/2017 13:21	3/6/2017 13:21	3/6/2017 13:22	3/6/2017 13:39	2:16:33 PM	37	18	Regular Hours	< 30 minutes
3/7/2017	10:50:17 AM	0 TROUBLE CALL	SOMERSWORTH	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0686555N	1	0	3/7/2017 10:52	3/7/2017 10:53	3/7/2017 10:53	3/7/2017 10:53	12:23:50 PM	89	3	Regular Hours	< 30 minutes
3/8/2017	7:31:14 AM	403 HIGH ST Apt. A	HAMPTON	NH	Daniel LaFortune	David Martynage	9000	LEAK INSIDE	WF0686640N	0	8	3/8/2017 7:31	3/8/2017 7:32	3/8/2017 7:35	3/8/2017 7:41	8:45:57 AM	64	10	Regular Hours	< 30 minutes
3/8/2017	8:12:26 AM	14 BOULDER BROOK RD	EXETER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0686644N	1	22	3/8/2017 8:14	3/8/2017 8:14	3/8/2017 8:15	3/8/2017 8:37	9:40:18 AM	63	24	Regular Hours	< 30 minutes
3/8/2017	12:55:08 PM	67 MAPLE ST	SOMERSWORTH	NH	David Perreault	David Martynage	9000	LEAK INSIDE	WF0686689N	0	8	3/8/2017 12:55	3/8/2017 12:59	3/8/2017 12:59	3/8/2017 13:07	2:09:13 PM	61	12	Regular Hours	< 30 minutes
3/10/2017	8:35:03 AM	308 LAFAYETTE RD	SEABROOK	NH	Daniel LaFortune	David Martynage	9000	LEAK INSIDE	WF0686807N	0	16	3/10/2017 8:35	3/10/2017 8:36	3/10/2017 8:36	3/10/2017 8:53	9:36:43 AM	43	18	Regular Hours	< 30 minutes
3/10/2017	9:58:10 AM	266 MIDDLE ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0686848N	0	8	3/10/2017 9:58	3/10/2017 10:01	3/10/2017 10:01	3/10/2017 10:10	10:54:57 AM	44	11	Regular Hours	< 30 minutes
3/10/2017	1:18:26 PM	520 SOUTH ST	PORTSMOUTH	NH	Kevin Ruel	David Martynage	9100	LEAK OUTSIDE	WF0686883N	0	9	3/10/2017 13:19	3/10/2017 13:21	3/10/2017 13:21	3/10/2017 13:31	3:09:39 PM	98	12	Regular Hours	< 30 minutes
3/14/2017	11:44:43 AM	23 DOVER AVE	HAMPTON	NH	Daniel LaFortune	David Martynage	9000	LEAK INSIDE	WF0687109N	0	19	3/14/2017 11:45	3/14/2017 11:46	3/14/2017 11:47	3/14/2017 12:05	12:30:11 PM	24	21	Regular Hours	< 30 minutes
3/14/2017	1:50:55 PM	190 ASHWORTH AVE Pst. 3C	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0687117N	0	26	3/14/2017 13:51	3/14/2017 13:52	3/14/2017 13:54	3/14/2017 14:19	2:51:18 PM	32	28	Regular Hours	< 30 minutes
3/15/2017	10:07:13 AM	69 PEMBROKE ST	SEABROOK	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0687154N	0	27	3/15/2017 10:07	3/15/2017 10:08	3/15/2017 10:08	3/15/2017 10:35	11:22:02 AM	46	27	Regular Hours	< 30 minutes
3/15/2017	12:32:58 PM	106 SPRING ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0687168N	0	12	3/15/2017 12:33	3/15/2017 12:33	3/15/2017 12:33	3/15/2017 12:46	1:47:13 PM	60	13	Regular Hours	< 30 minutes
3/15/2017	12:55:33 PM	88 PEMBROKE ST Apt. FL2	SEABROOK	NH	John Wiley	David Martynage	9000	LEAK INSIDE	WF0687172N	0	4	3/15/2017 12:55	3/15/2017 12:56	3/15/2017 12:56	3/15/2017 13:00	1:23:47 PM	23	5	Regular Hours	< 30 minutes
3/15/2017	2:48:31 PM	0 TROUBLE CALL	DOVER	NH	Lance Keely	William Jones	9100	LEAK OUTSIDE	WF0687184N	1	8	3/15/2017 14:50	3/15/2017 14:51	3/15/2017 14:51	3/15/2017 15:00	4:44:13 PM	103	11	Regular Hours	< 30 minutes
3/16/2017	8:59:46 AM	9 STONEBRIDGE DR Apt. 5	PLAISTOW	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0687220N	0	6	3/16/2017 9:00	3/16/2017 9:00	3/16/2017 9:03	3/16/2017 9:07	9:58:01 AM	50	7	Regular Hours	< 30 minutes
3/16/2017	10:36:44 AM	2 DYER AVE	SALEM	NH	Anthony Beck	David Martynage	9100	LEAK OUTSIDE	WF0687232N	0	19	3/16/2017 10:37	3/16/2017 10:37	3/16/2017 10:37	3/16/2017 10:57	1:01:18 PM	124	20	Regular Hours	< 30 minutes
3/16/2017	2:13:26 PM	136 FRANKLIN ST Pst. FRNT	SEABROOK	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0687271N	0	9	3/16/2017 14:14	3/16/2017 14:14	3/16/2017 14:15	3/16/2017 14:24	3:22:52 PM	58	11	Regular Hours	< 30 minutes
3/16/2017	2:26:58 PM	175 COMMERCE WAY Apt. 9	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0687279N	0	11	3/16/2017 14:27	3/16/2017 14:28	3/16/2017 14:29	3/16/2017 14:40	3:26:00 PM	45	13	Regular Hours	< 30 minutes
3/17/2017	9:58:18 AM	4 LITTLE RIVER RD	EXETER	NH	Jeffrey Croteau	William Jones	5000	GAS LEAKS - SERVICE	WF0687324N	0	25	3/17/2017 9:59	3/17/2017 10:01	3/17/2017 10:02	3/17/2017 10:27	11:18:19 AM	50	29	Regular Hours	< 30 minutes
3/17/2017	11:09:27 AM	2 MAIN ST	DURHAM	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0687336N	0	15	3/17/2017 11:10	3/17/2017 11:11	3/17/2017 11:12	3/17/2017 11:27	12:14:08 PM	46	18	Regular Hours	< 30 minutes
3/17/2017	12:18:59 PM	424 CENTRAL AVE	DOVER	NH	David Perreault	David Martynage	9000	LEAK INSIDE	WF0687347N	0	19	3/17/2017 12:19	3/17/2017 12:21	3/17/2017 12:21	3/17/2017 12:40	1:56:50 PM	76	21	Regular Hours	< 30 minutes

3/20/2017	8:32:23 AM	64 LAFAYETTE RD Apt. 7	NORTH HAMPTON	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WF0687451N	0	16	3/20/2017 8:33	3/20/2017 8:33	3/20/2017 8:34	3/20/2017 8:50	3/20/2017	9:33:39 AM	43	17	Regular Hours	< 30 minutes
3/21/2017	9:44:30 AM	40 MAPLE ST Pst. 1	DOVER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0687615N	0	17	3/21/2017 9:45	3/21/2017 9:46	3/21/2017 9:46	3/21/2017 10:03	3/21/2017	4:59:19 PM	416	18	Regular Hours	< 30 minutes
3/22/2017	9:07:12 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0687692N	0	8	3/22/2017 9:07	3/22/2017 9:12	3/22/2017 9:13	3/22/2017 9:21	3/22/2017	10:31:19 AM	70	14	Regular Hours	< 30 minutes
3/22/2017	12:59:08 PM	185 MADISON ST Apt. 3	PORTSMOUTH	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0687747N	0	10	3/22/2017 12:59	3/22/2017 13:00	3/22/2017 13:02	3/22/2017 13:10	3/22/2017	2:05:47 PM	55	11	Regular Hours	< 30 minutes
3/24/2017	7:25:05 AM	40 MAPLE ST Pst. 3	DOVER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0687874N	0	1	3/24/2017 7:25	3/24/2017 7:32	3/24/2017 7:34	3/24/2017 7:34	3/24/2017	3:48:38 PM	494	9	Regular Hours	< 30 minutes
3/24/2017	11:31:40 AM	700 LAFAYETTE RD Apt. 203	SEABROOK	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0687902N	0	12	3/24/2017 11:31	3/24/2017 11:32	3/24/2017 11:33	3/24/2017 11:45	3/24/2017	1:14:39 PM	89	13	Regular Hours	< 30 minutes
3/24/2017	12:07:45 PM	25 NIMBLE HILL RD Apt. HOUSE Pst. WARE	NEWINGTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0687907N	0	10	3/24/2017 12:08	3/24/2017 12:09	3/24/2017 12:11	3/24/2017 12:20	3/24/2017	12:59:08 PM	39	12	Regular Hours	< 30 minutes
3/29/2017	11:40:28 AM	668 MIDDLE ST Pst. REAR	PORTSMOUTH	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0688305N	0	4	3/29/2017 11:40	3/29/2017 11:51	3/29/2017 11:51	3/29/2017 11:56	3/29/2017	1:18:31 PM	82	15	Regular Hours	< 30 minutes
3/29/2017	1:07:28 PM	0 TROUBLE CALL	SOMERSWORTH	NH	Lance Keely	William Jones	9100	LEAK OUTSIDE	WF0688325N	0	16	3/29/2017 13:08	3/29/2017 13:08	3/29/2017 13:09	3/29/2017 13:24	3/29/2017	2:39:00 PM	74	17	Regular Hours	< 30 minutes
3/29/2017	1:33:47 PM	4 ATLANTIC AVE Pst. B	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0688328N	0	7	3/29/2017 13:34	3/29/2017 13:34	3/29/2017 13:34	3/29/2017 13:42	3/29/2017	2:29:40 PM	47	8	Regular Hours	< 30 minutes
3/30/2017	9:31:59 AM	852 LAFAYETTE RD Apt. UNIT3 Pst. BLDG1	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0688385N	0	17	3/30/2017 9:32	3/30/2017 9:45	3/30/2017 9:47	3/30/2017 10:02	3/30/2017	11:18:25 AM	75	30	Regular Hours	< 30 minutes
3/31/2017	9:41:11 AM	0 TROUBLE CALL	EXETER	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0688454N	1	12	3/31/2017 9:42	3/31/2017 9:43	3/31/2017 9:46	3/31/2017 9:56	3/31/2017	12:53:12 PM	176	15	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 13 (21% of total) for After Hours:																					
3/6/2017	4:26:28 PM	50 BROOKSIDE DR Apt. F3 Pst. APT	EXETER	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0686498N	0	18	3/6/2017 16:26	3/6/2017 16:30	3/6/2017 16:31	3/6/2017 16:49	3/6/2017	5:16:01 PM	26	22	After Hours	< 30 minutes

3/9/2017	9:39:35 PM	27 GARDEN ST	PLAISTOW	NH	Ryan Kelleher	William Jones	9000	LEAK INSIDE	WF0686799N	0	11	3/9/2017 21:40	3/9/2017 21:40	3/9/2017 21:52	3/9/2017 21:52	3/9/2017	10:02:11 PM	9	12	After Hours	< 30 minutes
3/14/2017	6:27:55 PM	23 VILLAGE DR	DOVER	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0687130N	1	9	3/14/2017 18:29	3/14/2017 18:38	3/14/2017 18:38	3/14/2017 18:47	3/14/2017	7:22:39 PM	34	19	After Hours	< 30 minutes
3/14/2017	8:49:34 PM	548 LAFAYETTE RD	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0687132N	1	16	3/14/2017 20:50	3/14/2017 20:52	3/14/2017 20:54	3/14/2017 21:08	3/14/2017	10:00:16 PM	51	18	After Hours	< 30 minutes
3/14/2017	11:50:08 PM	49 BRIDLE PATH	DOVER	NH	Lance Keely	Scott Lacouture	9000	LEAK INSIDE	WF0687133N	11	13	3/15/2017 0:01	3/15/2017 0:05	3/15/2017 0:05	3/15/2017 0:18	3/15/2017	12:42:15 AM	24	28	After Hours	< 30 minutes
3/15/2017	5:05:37 PM	2 LOCUST ST	DOVER	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0687136N	0	3	3/15/2017 17:06	3/15/2017 17:08	3/15/2017 17:08	3/15/2017 17:11	3/15/2017	5:42:30 PM	30	5	After Hours	< 30 minutes
3/15/2017	9:11:43 PM	64 BROADWAY Apt. A	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0687205N	0	21	3/15/2017 21:12	3/15/2017 21:19	3/15/2017 21:19	3/15/2017 21:40	3/15/2017	10:33:21 PM	52	29	After Hours	< 30 minutes
3/16/2017	4:15:47 PM	46 DOVER POINT RD Apt. 12 Pst. UNIT	DOVER	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0687292N	0	4	3/16/2017 16:16	3/16/2017 16:17	3/16/2017 16:17	3/16/2017 16:22	3/16/2017	4:50:12 PM	28	6	After Hours	< 30 minutes
3/20/2017	5:26:52 PM	6 FIELDSTONE CIR	HAMPTON	NH	Lance Keely	David Martineau	9000	LEAK INSIDE	WF0687581N	0	10	3/20/2017 17:27	3/20/2017 17:27	3/20/2017 17:27	3/20/2017 17:38	3/20/2017	5:56:07 PM	18	11	After Hours	< 30 minutes
3/22/2017	10:02:03 PM	26 MOUNT VERNON ST	DOVER	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0687781N	0	17	3/22/2017 22:02	3/22/2017 22:03	3/22/2017 22:07	3/22/2017 22:21	3/22/2017	10:51:46 PM	30	19	After Hours	< 30 minutes
3/23/2017	5:20:44 PM	7 GREENLEAF DR	SEABROOK	NH	Lance Keely	David Martineau	9000	LEAK INSIDE	WF0687862N	0	20	3/23/2017 17:21	3/23/2017 17:21	3/23/2017 17:21	3/23/2017 17:42	3/23/2017	6:01:22 PM	19	21	After Hours	< 30 minutes
3/23/2017	7:50:20 PM	0 TROUBLE CALL	DOVER	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0687867N	0	0	3/23/2017 19:50	3/23/2017 20:13	3/23/2017 20:13	3/23/2017 20:13	3/23/2017	9:36:43 PM	82	23	After Hours	< 30 minutes
3/29/2017	6:23:26 PM	66 PORTLAND AVE	DOVER	NH	Lance Keely	David Martineau	9000	LEAK INSIDE	WF0688371N	0	16	3/29/2017 18:23	3/29/2017 18:23	3/29/2017 18:24	3/29/2017 18:39	3/29/2017	7:06:42 PM	26	16	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 4 (6% of total) for Weekend/Holiday Hours:																					
3/4/2017	8:35:59 AM	22 HILLSIDE DR	DOVER	NH	David Perreault	Rene Bordeleau	9000	LEAK INSIDE	WF0686375N	1	21	3/4/2017 8:37	3/4/2017 8:39	3/4/2017 8:41	3/4/2017 9:00	3/4/2017	9:51:55 AM	51	24	Weekend/Holiday	< 30 minutes
3/4/2017	10:15:59 AM	4 CRESTVIEW DR	EXETER	NH	Jeffrey Croteau	Samantha Keach	9000	LEAK INSIDE	WF0686381N	1	27	3/4/2017 10:17	3/4/2017 10:18	3/4/2017 10:19	3/4/2017 10:46	3/4/2017	11:42:30 AM	56	30	Weekend/Holiday	< 30 minutes
3/5/2017	1:54:05 PM	56 BRIDLE PATH	DOVER	NH	John Wiley	Ryan Tardif	9100	LEAK OUTSIDE	WF0686410N	0	13	3/5/2017 13:54	3/5/2017 14:04	3/5/2017 14:05	3/5/2017 14:18	3/5/2017	3:07:23 PM	48	24	Weekend/Holiday	< 30 minutes
3/18/2017	2:19:15 PM	6 WASHINGTON ST Apt. M Pst. MUSEU	DOVER	NH	David Perreault	Scott Lacouture	9100	LEAK OUTSIDE	WF0687438N	1	10	3/18/2017 14:20	3/18/2017 14:24	3/18/2017 14:24	3/18/2017 14:35	3/18/2017	4:25:17 PM	110	15	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (3% of total) for Regular Hours:																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
3/17/2017	7:04:53 AM	440 WINNACUNNET RD Pst. APT 4	HAMPTON	NH	Jeffrey Croteau	David Martineau	9100	LEAK OUTSIDE	WF0687310N	0	32	3/17/2017 7:05	3/17/2017 7:06	3/17/2017 7:06	3/17/2017 7:38	3/17/2017	9:07:52 AM	89	33	Regular Hours	31-45 minutes
3/17/2017	12:31:23 PM	6 MAPLE ST Apt. A	EXETER	NH	Jeffrey Croteau	David Martineau	5000	GAS LEAKS - SERVICE	WF0687354N	1	27	3/17/2017 12:32	3/17/2017 12:35	3/17/2017 12:38	3/17/2017 13:03	3/17/2017	1:34:06 PM	31	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (5% of total) for After Hours:																					
3/10/2017	6:45:53 AM	581 OCEAN BLVD Apt. #20	HAMPTON	NH	Daniel Lafortune	David Martineau	9100	LEAK OUTSIDE	WF0686802N	0	34	3/10/2017 6:46	3/10/2017 6:47	3/10/2017 6:47	3/10/2017 7:21	3/10/2017	8:35:19 AM	73	35	After Hours	31-45 minutes
3/13/2017	8:52:52 PM	70 BLUE HERON DR	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0687067N	3	29	3/13/2017 20:56	3/13/2017 20:58	3/13/2017 21:03	3/13/2017 21:28	3/13/2017	10:18:37 PM	50	35	After Hours	31-45 minutes
3/30/2017	5:40:53 PM	27 WENTWORTH TER	DOVER	NH	Lance Keely	David Martineau	9100	LEAK OUTSIDE	WF0688446N	0	25	3/30/2017 17:41	3/30/2017 17:46	3/30/2017 17:46	3/30/2017 18:12	3/30/2017	7:16:27 PM	64	31	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (5% of total) for Weekend/Holiday Hours:																					
3/4/2017	4:14:00 PM	55 MAIN ST	EAST KINGSTON	NH	Ryan Kelleher	Samantha Keach	9000	LEAK INSIDE	WF0686399N	0	23	3/4/2017 16:14	3/4/2017 16:21	3/4/2017 16:22	3/4/2017 16:45	3/4/2017	5:29:47 PM	44	31	Weekend/Holiday	31-45 minutes
3/19/2017	9:31:41 AM	0 TROUBLE CALL	HAMPTON	NH	Daniel Lafortune	Jason Brooks	9100	LEAK OUTSIDE	WF0687441N	1	26	3/19/2017 9:32	3/19/2017 9:44	3/19/2017 9:45	3/19/2017 10:10	3/19/2017	11:58:31 AM	108	38	Weekend/Holiday	31-45 minutes
3/25/2017	11:20:29 AM	0 TROUBLE CALL	SEABROOK	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0687960N	0	30	3/25/2017 11:20	3/25/2017 11:21	3/25/2017 11:22	3/25/2017 11:52	3/25/2017	1:36:28 PM	103	32	Weekend/Holiday	31-45 minutes

Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																			
<i>Order Taken</i>	<i>Address</i>	<i>Town</i>	<i>State</i>	<i>Serv. Tech</i>	<i>Dispatcher</i>	<i>Task Code</i>	<i>Task Desc.</i>	<i>Work Order</i>	<i>Held Time</i>	<i>Travel Time</i>	<i>Assigned</i>	<i>Accepted</i>	<i>En Route</i>	<i>On Site</i>	<i>Work Completed</i>	<i>Job Time</i>	<i>Response Time</i>	<i>Hour Class</i>	<i>Reponse Category</i>
Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																			
<i>Order Taken</i>	<i>Address</i>	<i>Town</i>	<i>State</i>	<i>Serv. Tech</i>	<i>Dispatcher</i>	<i>Task Code</i>	<i>Task Desc.</i>	<i>Work Order</i>	<i>Held Time</i>	<i>Travel Time</i>	<i>Assigned</i>	<i>Accepted</i>	<i>En Route</i>	<i>On Site</i>	<i>Work Completed</i>	<i>Job Time</i>	<i>Response Time</i>	<i>Hour Class</i>	<i>Reponse Category</i>
Orders responded to in 61-75 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in > 75 minutes: 0 (0% of total) for Regular Hours:																			
<i>Order Taken</i>	<i>Address</i>	<i>Town</i>	<i>State</i>	<i>Serv. Tech</i>	<i>Dispatcher</i>	<i>Task Code</i>	<i>Task Desc.</i>	<i>Work Order</i>	<i>Held Time</i>	<i>Travel Time</i>	<i>Assigned</i>	<i>Accepted</i>	<i>En Route</i>	<i>On Site</i>	<i>Work Completed</i>	<i>Job Time</i>	<i>Response Time</i>	<i>Hour Class</i>	<i>Reponse Category</i>
Orders responded to in > 75 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in > 75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			

Summary for 03/01/2017 to 03/31/2017

Total Hours			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	26	42%	15	21	54%	15	4	25%	15	1	14%
30	28	87%	30	16	95%	30	9	81%	30	3	57%
45	8	100%	45	2	100%	45	3	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	62		Total	39		Total	16		Total	7	

Mar-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	42%	15	21	54%	15	4	25%	15	1	14%
30	28	87%	30	16	95%	30	9	81%	30	3	57%
45	8	100%	45	2	100%	45	3	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	62		Total	39		Total	16		Total	7	

Feb-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	28%	15	18	49%	15	2	8%	15	6	21%
30	52	85%	30	19	100%	30	18	77%	30	15	72%
45	9	95%	45	0	100%	45	5	96%	45	4	86%
60	5	100%	60	0	100%	60	1	100%	60	4	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	92		Total	37		Total	26		Total	29	

Jan-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	33%	15	19	46%	15	0	0%	15	2	15%
30	31	83%	30	18	90%	30	6	67%	30	7	69%
45	11	100%	45	4	100%	45	3	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	63		Total	41		Total	9		Total	13	

Dec-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	27%	15	16	31%	15	6	22%	15	3	21%
30	53	85%	30	32	94%	30	13	70%	30	8	79%
45	11	97%	45	1	96%	45	8	100%	45	2	93%
60	2	99%	60	1	98%	60	0	100%	60	1	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	92		Total	51		Total	27		Total	14	

Nov-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	37%	15	24	49%	15	2	22%	15	2	12%
30	36	85%	30	23	96%	30	3	56%	30	10	71%
45	11	100%	45	2	100%	45	4	100%	45	5	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	75		Total	49		Total	9		Total	17	

Oct-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	39%	15	30	51%	15	3	21%	15	2	13%
30	42	87%	30	26	95%	30	9	86%	30	7	56%
45	11	99%	45	2	98%	45	2	100%	45	7	100%
60	0	99%	60	0	98%	60	0	100%	60	0	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	89		Total	59		Total	14		Total	16	

Sep-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	38%	15	19	40%	15	7	47%	15	2	18%
30	38	90%	30	26	96%	30	6	87%	30	6	73%
45	7	100%	45	2	100%	45	2	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	73		Total	47		Total	15		Total	11	

Aug-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	30%	15	13	29%	15	7	39%	15	1	13%
30	37	82%	30	25	84%	30	8	83%	30	4	63%
45	12	99%	45	6	98%	45	3	100%	45	3	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	71		Total	45		Total	18		Total	8	

Jul-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	27%	15	16	27%	15	9	31%	15	1	10%
30	56	84%	30	35	86%	30	17	90%	30	4	50%
45	14	98%	45	8	100%	45	3	100%	45	3	80%
60	1	99%	60	0	100%	60	0	100%	60	1	90%
75	1	100%	75	0	100%	75	0	100%	75	1	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	98		Total	59		Total	29		Total	10	

Jun-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	48%	15	21	50%	15	8	53%	15	0	0%
30	21	83%	30	17	90%	30	4	80%	30	0	0%
45	9	98%	45	4	100%	45	3	100%	45	2	67%
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	60		Total	42		Total	15		Total	3	

May-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	48%	15	17	52%	15	5	42%	15	3	43%
30	23	92%	30	15	97%	30	5	83%	30	3	86%
45	3	98%	45	1	100%	45	1	92%	45	1	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	52		Total	33		Total	12		Total	7	

Apr-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	14	27%	15	12	46%	15	1	7%	15	1	9%
30	30	85%	30	14	100%	30	9	67%	30	7	73%
45	8	100%	45	0	100%	45	5	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	52		Total	26		Total	15		Total	11	

12 Month Summary

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	304	35%	15	226	43%	15	54	26%	15	24	16%
30	447	85%	30	266	93%	30	107	79%	30	74	67%
45	114	98%	45	32	99%	45	42	99%	45	40	95%
60	11	100%	60	2	100%	60	2	100%	60	7	99%
75	3	100%	75	2	100%	75	0	100%	75	1	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	879		Total	528		Total	205		Total	146	