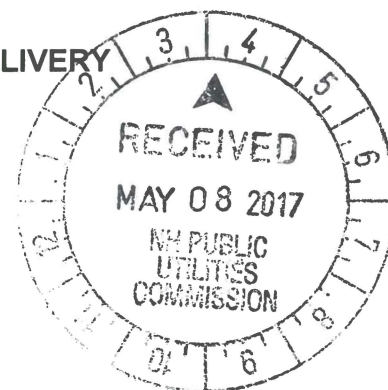




FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

May 8, 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 April 2017

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the April 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 April 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 04/01/2017 to 04/30/2017
 Total orders in sample: 56

Orders responded to in < 30 minutes: 26 (46% 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	
4/3/2017	9:58:27 AM	9 BRADFORD AVE Apt. FRONT	HAMPTON	NH	Daniel LaFortune	David Martingage	9100	LEAK OUTSIDE	WF0688612N	0	10	4/3/2017 9:58	4/3/2017 10:00	4/3/2017 10:01	4/3/2017 10:11	4/3/2017 12:06:45 PM	115	12	Regular Hours	< 30 minutes
4/4/2017	11:35:52 AM	9 SURREY LN	SALEM	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0688824N	0	11	4/4/2017 11:36	4/4/2017 11:35	4/4/2017 11:38	4/4/2017 11:46	4/4/2017 1:09:43 PM	82	11	Regular Hours	< 30 minutes
4/5/2017	7:53:22 AM	606 UNION ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0688907N	0	19	4/5/2017 7:53	4/5/2017 7:54	4/5/2017 7:55	4/5/2017 8:13	4/5/2017 8:45:01 AM	31	20	Regular Hours	< 30 minutes
4/6/2017	10:48:16 AM	333 BARTLETT ST	PORTSMOUTH	NH	Kevin Clifford	David Martingage	9000	LEAK INSIDE	WF0689037N	0	9	4/6/2017 10:48	4/6/2017 10:49	4/6/2017 10:51	4/6/2017 10:58	4/6/2017 11:33:12 AM	34	10	Regular Hours	< 30 minutes
4/14/2017	8:42:19 AM	5 WATSON LN	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0689772N	0	20	4/14/2017 8:42	4/14/2017 8:42	4/14/2017 8:44	4/14/2017 9:02	4/14/2017 9:31:48 AM	28	20	Regular Hours	< 30 minutes
4/14/2017	11:31:07 AM	28 DOVETAIL LN	DOVER	NH	David Perreault	David Martingage	9000	LEAK INSIDE	WF0689815N	0	27	4/14/2017 11:31	4/14/2017 11:32	4/14/2017 11:33	4/14/2017 12:00	4/14/2017 1:06:17 PM	66	29	Regular Hours	< 30 minutes
4/14/2017	3:18:53 PM	253 MAIN ST Apt. DN	SOMERSWORTH	NH	John Wiley	David Martingage	9000	LEAK INSIDE	WF0689924N	0	8	4/14/2017 15:16	4/14/2017 15:16	4/14/2017 15:16	4/14/2017 15:24	4/14/2017 3:37:53 PM	12	9	Regular Hours	< 30 minutes
4/17/2017	1:18:49 PM	63 BARTLETT AVE	SOMERSWORTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0690097N	0	12	4/17/2017 13:19	4/17/2017 13:22	4/17/2017 13:22	4/17/2017 13:34	4/17/2017 2:21:20 PM	46	15	Regular Hours	< 30 minutes
4/18/2017	10:28:54 AM	22 FAIRWAY AVE Apt. A	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0690199N	0	16	4/18/2017 10:29	4/18/2017 10:31	4/18/2017 10:32	4/18/2017 10:48	4/18/2017 12:10:13 PM	82	19	Regular Hours	< 30 minutes
4/18/2017	10:57:27 AM	603 DENNETT ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0690204N	0	13	4/18/2017 10:57	4/18/2017 10:58	4/18/2017 10:59	4/18/2017 11:12	4/18/2017 12:19:08 PM	66	14	Regular Hours	< 30 minutes
4/19/2017	7:34:34 AM	36 BELKNAP ST Apt. C	DOVER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0690288N	0	22	4/19/2017 7:34	4/19/2017 7:35	4/19/2017 7:35	4/19/2017 7:58	4/19/2017 8:54:32 AM	56	23	Regular Hours	< 30 minutes
4/19/2017	2:09:31 PM	135 HAMPTON MDWS	HAMPTON	NH	Lance Keelty	Lynne Copp	9000	LEAK INSIDE	WF0690351N	1	14	4/19/2017 14:11	4/19/2017 14:12	4/19/2017 14:12	4/19/2017 14:26	4/19/2017 2:46:35 PM	19	17	Regular Hours	< 30 minutes
4/20/2017	8:44:32 AM	697 ISLINGTON ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0690413N	0	8	4/20/2017 8:44	4/20/2017 8:45	4/20/2017 8:48	4/20/2017 8:54	4/20/2017 10:09:12 AM	74	9	Regular Hours	< 30 minutes
4/21/2017	8:56:34 AM	306 MARCY ST Apt. 1	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0690505N	0	6	4/21/2017 8:56	4/21/2017 8:57	4/21/2017 8:59	4/21/2017 9:04	4/21/2017 9:42:31 AM	38	7	Regular Hours	< 30 minutes
4/21/2017	1:21:54 PM	968 OCEAN BLVD	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0690588N	0	9	4/21/2017 13:22	4/21/2017 13:23	4/21/2017 13:24	4/21/2017 13:32	4/21/2017 1:57:49 PM	24	10	Regular Hours	< 30 minutes
4/24/2017	1:02:50 PM	0 TROUBLE CALL	DOVER	NH	Lance Keelty	William Jones	9100	LEAK OUTSIDE	WF0690747N	0	6	4/24/2017 13:03	4/24/2017 13:03	4/24/2017 13:03	4/24/2017 13:09	4/24/2017 2:24:51 PM	75	6	Regular Hours	< 30 minutes
4/24/2017	1:08:34 PM	7 BOSTON AVE Apt. REAR	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0690751N	0	3	4/24/2017 13:08	4/24/2017 13:10	4/24/2017 13:11	4/24/2017 13:14	4/24/2017 2:01:12 PM	46	6	Regular Hours	< 30 minutes
4/24/2017	2:03:38 PM	150 BRACKETT RD	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0690767N	0	15	4/24/2017 14:04	4/24/2017 14:04	4/24/2017 14:04	4/24/2017 14:20	4/24/2017 3:24:45 PM	64	16	Regular Hours	< 30 minutes
4/25/2017	10:12:39 AM	1 SALLY SWEETS WAY	SALEM	NH	Anthony Beck	David Martingage	9000	LEAK INSIDE	WF0690912N	0	0	4/25/2017 10:12	4/25/2017 10:13	4/25/2017 10:13	4/25/2017 10:43:13 AM	29	1	Regular Hours	< 30 minutes	
4/25/2017	12:08:57 PM	713 SPRINGSBROOK CIR	PORTSMOUTH	NH	Kevin Clifford	David Martingage	9000	LEAK INSIDE	WF0690940N	0	13	4/25/2017 12:09	4/25/2017 12:11	4/25/2017 12:12	4/25/2017 12:25	4/25/2017 1:27:57 PM	62	16	Regular Hours	< 30 minutes
4/25/2017	1:10:12 PM	7 HEATON ST Pst. FL 1	ROCHESTER	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0690954N	0	17	4/25/2017 13:10	4/25/2017 13:15	4/25/2017 13:16	4/25/2017 13:33	4/25/2017 2:22:38 PM	49	22	Regular Hours	< 30 minutes
4/26/2017	7:33:13 AM	6 ISLAND PATH Apt. REAR Pst. CARL	HAMPTON	NH	Lance Keelty	David Martingage	9000	LEAK INSIDE	WF0691040N	0	19	4/26/2017 7:33	4/26/2017 7:33	4/26/2017 7:33	4/26/2017 7:52	4/26/2017 8:10:13 AM	17	19	Regular Hours	< 30 minutes
4/27/2017	1:24:19 PM	38 MAIN ST	DURHAM	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0691295N	1	10	4/27/2017 13:25	4/27/2017 13:26	4/27/2017 13:26	4/27/2017 13:37	4/27/2017 2:58:26 PM	81	12	Regular Hours	< 30 minutes
4/28/2017	7:55:03 AM	25 MELBOURNE ST Apt. FL 1	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0691343N	0	6	4/28/2017 7:55	4/28/2017 7:56	4/28/2017 7:56	4/28/2017 8:02	4/28/2017 8:19:16 AM	16	7	Regular Hours	< 30 minutes
4/28/2017	11:01:52 AM	240 N BROADWAY Pst. D	SALEM	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0691425N	0	27	4/28/2017 11:02	4/28/2017 11:04	4/28/2017 11:04	4/28/2017 11:31	4/28/2017 11:50:19 AM	18	29	Regular Hours	< 30 minutes
4/28/2017	3:28:32 PM	50 BROOKSIDE DR Apt. B2. Pst. APT	EXETER	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0691479N	0	3	4/28/2017 15:29	4/28/2017 15:29	4/28/2017 15:30	4/28/2017 15:33	4/28/2017 4:55:05 PM	82	4	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 13 (23% of total) for After Hours:																					
4/7/2017	3:48:05 AM	1094 WOODBURY AVE	PORTSMOUTH	NH	Lance Keelty	Jason Brooks	9000	LEAK INSIDE	WF0689095N	0	18	4/7/2017 3:48	4/7/2017 3:54	4/7/2017 3:54	4/7/2017 4:12	4/7/2017	4:53:55 AM	41	24	After Hours	< 30 minutes
4/10/2017	2:47:23 AM	14 HEDMAN AVE	HAMPTON	NH	Anthony Beck	Scott Lacouture	9000	LEAK INSIDE	WF0689263N	0	9	4/10/2017 2:48	4/10/2017 2:50	4/10/2017 2:55	4/10/2017 3:00	4/10/2017	5:30:32 AM	150	12	After Hours	< 30 minutes
4/10/2017	6:29:07 PM	53 DECATUR RD	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0689431N	0	19	4/10/2017 18:29	4/10/2017 18:30	4/10/2017 18:30	4/10/2017 18:49	4/10/2017	7:04:10 PM	14	20	After Hours	< 30 minutes
4/10/2017	6:47:30 PM	167 BROCK ST	ROCHESTER	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0689431N	0	15	4/10/2017 18:48	4/10/2017 18:48	4/10/2017 18:49	4/10/2017 19:04	4/10/2017	7:28:19 PM	24	16	After Hours	< 30 minutes
4/11/2017	6:01:04 PM	29 BROAD ST	ROCHESTER	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0689580N	0	17	4/11/2017 18:01	4/11/2017 18:05	4/11/2017 18:05	4/11/2017 18:23	4/11/2017	6:40:16 PM	17	22	After Hours	< 30 minutes
4/12/2017	4:10:37 PM	115 BOXWOOD LN	DOVER	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0689645N	0	13	4/12/2017 16:11	4/12/2017 16:11	4/12/2017 16:12	4/12/2017 16:24	4/12/2017	4:56:16 PM	31	14	After Hours	< 30 minutes
4/14/2017	10:33:27 PM	22 FAIRWAY AVE Apt. A	ROCHESTER	NH	Kevin Clifford	Rene Bordeleau	9000	LEAK INSIDE	WF0689947N	1	21	4/14/2017 22:34	4/14/2017 22:42	4/14/2017 22:43	4/14/2017 23:04	4/14/2017	11:29:39 PM	25	30	After Hours	< 30 minutes
4/18/2017	4:17:11 PM	115 BOXWOOD LN	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0690267N	0	16	4/18/2017 16:17	4/18/2017 16:18	4/18/2017 16:18	4/18/2017 16:34	4/18/2017	5:22:10 PM	47	17	After Hours	< 30 minutes
4/18/2017	8:54:49 PM	14 KENT AVE	DOVER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0690281N	0	15	4/18/2017 20:55	4/18/2017 20:57	4/18/2017 21:00	4/18/2017 21:13	4/18/2017	10:09:29 PM	55	19	After Hours	< 30 minutes
4/20/2017	5:06:23 PM	697 ISLINGTON ST	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0690487N	0	22	4/20/2017 17:06	4/20/2017 17:10	4/20/2017 17:11	4/20/2017 17:33	4/20/2017	5:56:49 PM	23	26	After Hours	< 30 minutes
4/20/2017	5:13:06 PM	90 WASHINGTON ST	DOVER	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0690488N	0	4	4/20/2017 17:13	4/20/2017 17:15	4/20/2017 17:15	4/20/2017 17:19	4/20/2017	6:12:59 PM	53	6	After Hours	< 30 minutes
4/26/2017	7:12:14 PM	49 AUGUSTA WAY	DOVER	NH	Lance Keelty	Lynne Copp	9000	LEAK INSIDE	WF0691243N	0	9	4/26/2017 19:12	4/26/2017 19:13	4/26/2017 19:13	4/26/2017 19:22	4/26/2017	7:45:08 PM	22	10	After Hours	< 30 minutes
4/28/2017	6:17:59 PM	177 TILTON ST Pst. BSMT	SEABROOK	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0691503N	0	3	4/28/2017 18:18	4/28/2017 18:18	4/28/2017 18:18	4/28/2017 18:21	4/28/2017	7:28:33 PM	66	3	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 11 (20% of total) for Weekend/Holiday Hours:																					
4/2/2017	8:19:01 PM	0 TROUBLE CALL	SALEM	NH	Ryan Kelleher	Samantha Keach	9000	LEAK INSIDE	WF0688585N	0	14	4/2/2017 20:19	4/2/2017 20:27	4/2/2017 20:28	4/2/2017 20:42	4/2/2017	9:15:44 PM	33	23	Weekend/Holiday	< 30 minutes
4/2/2017	9:14:15 PM	47 SILVER BROOK RD	SALEM	NH	Ryan Kelleher	Samantha Keach	9000	LEAK INSIDE	WF0688586N	0	0	4/2/2017 21:14	4/2/2017 21:15	4/2/2017 21:15	4/2/2017 21:15	4/2/2017	9:18:02 PM	2	1	Weekend/Holiday	< 30 minutes
4/8/2017	8:02:21 AM	20 CHESTNUT ST Apt. N6 Pst. 1FL	EXETER	NH	Lance Keelty	Ryan Tardif	9000	LEAK INSIDE	WF0689239N	1	20	4/8/2017 8:03	4/8/2017 8:04	4/8/2017 8:04	4/8/2017 8:24	4/8/2017	8:43:52 AM	19	22	Weekend/Holiday	< 30 minutes
4/8/2017	2:28:15 PM	3 MARKET SQ Apt. 4 Pst. STE	PORTSMOUTH	NH	Lance Keelty	Ryan Tardif	9000	LEAK INSIDE	WF0689251N	1	11	4/8/2017 14:29	4/8/2017 14:29	4/8/2017 14:30	4/8/2017 14:41	4/8/2017	3:12:45 PM	31	13	Weekend/Holiday	< 30 minutes
4/8/2017	3:57:07 PM	34 S MAIN ST	ROCHESTER	NH	David Perreault	Ryan Tardif	9000	LEAK INSIDE	WF0689255N	0	7	4/8/2017 15:57	4/8/2017 15:59	4/8/2017 15:59	4/8/2017 16:07	4/8/2017	5:19:26 PM	72	10	Weekend/Holiday	< 30 minutes
4/9/2017	8:23:21 AM	15 CULVER ST Apt. 28 G Pst. UNIT	PLAISTOW	NH	Anthony Beck	Ryan Tardif	9000	LEAK INSIDE	WF0689260N	0	10	4/9/2017 8:24	4/9/2017 8:31	4/9/2017 8:31	4/9/2017 8:41	4/9/2017	9:14:54 AM	32	18	Weekend/Holiday	< 30 minutes
4/22/2017	9:12:12 AM	28 TRAVELERS DR	SALEM	NH	Kurt House	Jason Brooks	9000	LEAK INSIDE	WF0690630N	0	16	4/22/2017 9:12	4/22/2017 9:24	4/22/2017 9:25	4/22/2017 9:41	4/22/2017	10:33:45 AM	52	28	Weekend/Holiday	< 30 minutes
4/22/2017	9:32:08 AM	1500 LAFAYETTE RD Apt. #10	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0690631N	0	18	4/22/2017 9:32	4/22/2017 9:38	4/22/2017 9:38	4/22/2017 9:56	4/22/2017	10:13:31 AM	16	24	Weekend/Holiday	< 30 minutes
4/22/2017	11:37:56 AM	822 LAFAYETTE RD Apt. 3	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0690639N	1	17	4/22/2017 11:39	4/22/2017 11:43	4/22/2017 11:43	4/22/2017 12:01	4/22/2017	12:39:37 PM	38	23	Weekend/Holiday	< 30 minutes
4/22/2017	12:38:22 PM	822 LAFAYETTE RD Apt. 3	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WF0690647N	0	0	4/22/2017 12:38	4/22/2017 12:39	4/22/2017 12:40	4/22/2017 12:40	4/22/2017	1:07:39 PM	27	1	Weekend/Holiday	< 30 minutes
4/30/2017	8:29:46 AM	777 MIDDLE RD Apt. K70	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	9000	LEAK INSIDE	WF0691555N	0	24	4/30/2017 8:30	4/30/2017 8:34	4/30/2017 8:34	4/30/2017 8:58	4/30/2017	10:01:10 AM	62	28	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 minutes: 0 (0% 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		
Orders responded to in 31-45 minutes: 3 (5% of total) for After Hours:																					
4/7/2017	5:02:27 PM	5 LANCELOT CT Pst. 5	SALEM	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0689234N	2	25	4/7/2017 17:04	4/7/2017 17:08	4/7/2017 17:09	4/7/2017 17:34	4/7/2017	6:02:57 PM	28	31	After Hours	31-45 minutes
4/17/2017	9:47:25 PM	22 TUCK RD	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0690151N	0	39	4/17/2017 21:47	4/17/2017 21:50	4/17/2017 21:51	4/17/2017 22:29	4/17/2017	11:09:24 PM	39	42	After Hours	31-45 minutes
4/24/2017	10:07:44 PM	136 HILL ST Apt. 1	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0690871N	0	28	4/24/2017 22:08	4/24/2017 22:15	4/24/2017 22:17	4/24/2017 22:44	4/25/2017	12:08:10 AM	84	36	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (5% of total) for Weekend/Holiday Hours:																					
4/22/2017	9:03:25 PM	16 P ST Apt. FRONT	HAMPTON	NH	Daniel Lafortune	Ryan Tardif	9100	LEAK OUTSIDE	WF0690654N	0	28	4/22/2017 21:04	4/22/2017 21:13	4/22/2017 21:15	4/22/2017 21:42	4/22/2017	11:07:44 PM	85	39	Weekend/Holiday	31-45 minutes
4/23/2017	10:32:51 AM	4 FOOTBRIDGE LN	DOVER	NH	Kevin Ruel	Jason Brooks	9000	LEAK INSIDE	WF0690659N	0	30	4/23/2017 10:33	4/23/2017 10:38	4/23/2017 10:39	4/23/2017 11:09	4/23/2017	11:19:37 AM	10	36	Weekend/Holiday	31-45 minutes
4/30/2017	2:36:08 PM	18 NORTON RD	HAMPTON	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0691557N	0	35	4/30/2017 14:36	4/30/2017 14:39	4/30/2017 14:39	4/30/2017 15:15	4/30/2017	4:44:31 PM	89	39	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																					
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:																					
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:																					

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
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 04/01/2017 to 04/30/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	43%	15	15	58%	15	5	31%	15	4	29%
30	26	89%	30	11	100%	30	8	81%	30	7	79%
45	6	100%	45	0	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	56		Total	26		Total	16		Total	14	

Apr-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	43%	15	15	58%	15	5	31%	15	4	29%
30	26	89%	30	11	100%	30	8	81%	30	7	79%
45	6	100%	45	0	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	56		Total	26		Total	16		Total	14	

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	

12 Month Summary

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	314	36%	15	229	43%	15	58	28%	15	27	18%
30	443	86%	30	263	93%	30	106	80%	30	74	68%
45	112	98%	45	32	99%	45	40	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	883		Total	528		Total	206		Total	149	
