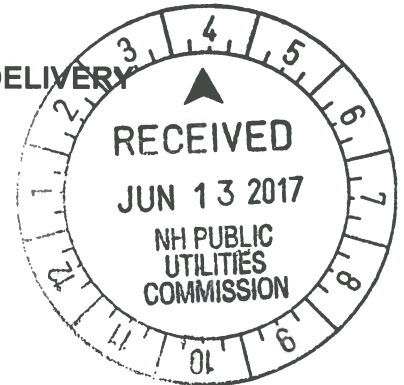




FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

June 13, 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 May 2017

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the May 2017 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 May 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 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: 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
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simmons@unitil.com

Emergency Response Times
 NU New Hampshire work orders from 05/01/2017 to 05/31/2017
 Total orders in sample: 56

Orders responded to in < 30 minutes: 32 (57% 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
5/1/2017 11:43:23 AM	16 MILBERN AVE	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF069145N	0	5	5/1/2017 11:43	5/1/2017 11:45	5/1/2017 11:45	5/1/2017 11:51	5/1/2017 12:11:15 PM	20	7	Regular Hours	< 30 minutes
5/2/2017 11:29:29 AM	107 MAIN ST	SALEM	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0691901N	0	22	5/2/2017 11:29	5/2/2017 11:30	5/2/2017 11:32	5/2/2017 11:53	5/2/2017 1:16:00 PM	82	23	Regular Hours	< 30 minutes
5/2/2017 1:31:36 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0691923N	0	10	5/2/2017 13:31	5/2/2017 13:34	5/2/2017 13:34	5/2/2017 13:44	5/2/2017 4:53:39 PM	189	12	Regular Hours	< 30 minutes
5/4/2017 8:19:11 AM	15 TRAFFORD RD	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0692181N	0	13	5/4/2017 8:19	5/4/2017 8:22	5/4/2017 8:23	5/4/2017 8:36	5/4/2017 9:12:48 AM	36	17	Regular Hours	< 30 minutes
5/4/2017 3:14:23 PM	17 MADBURY RD	DURHAM	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0692280N	0	26	5/4/2017 15:14	5/4/2017 15:16	5/4/2017 15:17	5/4/2017 15:43	5/4/2017 4:24:34 PM	41	28	Regular Hours	< 30 minutes
5/8/2017 12:31:21 PM	7 RIDGEVIEW TER	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0692554N	0	8	5/8/2017 12:31	5/8/2017 12:34	5/8/2017 12:36	5/8/2017 12:43	5/8/2017 2:08:49 PM	85	11	Regular Hours	< 30 minutes
5/9/2017 12:06:13 PM	22 H ST Apt. DOWN	HAMPTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0692700N	0	19	5/9/2017 12:06	5/9/2017 12:08	5/9/2017 12:09	5/9/2017 12:27	5/9/2017 2:04:30 PM	96	21	Regular Hours	< 30 minutes
5/9/2017 2:58:11 PM	45 PARK ST	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0692801N	0	14	5/9/2017 14:58	5/9/2017 14:59	5/9/2017 15:00	5/9/2017 15:14	5/9/2017 4:34:17 PM	80	16	Regular Hours	< 30 minutes
5/10/2017 11:59:23 AM	7 6TH ST	HAMPTON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0692892N	0	5	5/10/2017 11:59	5/10/2017 12:00	5/10/2017 12:00	5/10/2017 12:06	5/10/2017 12:39:46 PM	33	6	Regular Hours	< 30 minutes
5/11/2017 9:51:53 AM	1600 WOODBURY AVE Apt. 1 Pst. UNIT	PORTSMOUTH	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0692977N	0	1	5/11/2017 9:52	5/11/2017 9:52	5/11/2017 9:54	5/11/2017 9:54	5/11/2017 11:02:47 AM	68	2	Regular Hours	< 30 minutes
5/11/2017 10:00:47 AM	16 HIGHLAND AVE Apt. B	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0692980N	0	8	5/11/2017 10:01	5/11/2017 10:03	5/11/2017 10:04	5/11/2017 10:12	5/11/2017 11:47:37 AM	95	11	Regular Hours	< 30 minutes
5/11/2017 10:35:16 AM	81 BLUE HERON DR	PORTSMOUTH	NH	John Wiley	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0692988N	3	23	5/11/2017 10:39	5/11/2017 10:39	5/11/2017 10:40	5/11/2017 11:02	5/11/2017 11:17:38 AM	15	27	Regular Hours	< 30 minutes
5/12/2017 9:51:23 AM	393 DOVER POINT RD	DOVER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0693146N	0	4	5/12/2017 9:51	5/12/2017 9:52	5/12/2017 9:52	5/12/2017 9:56	5/12/2017 12:04:15 PM	128	4	Regular Hours	< 30 minutes
5/12/2017 10:56:42 AM	3 H ST Apt. UP	HAMPTON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0693158N	0	6	5/12/2017 10:57	5/12/2017 10:58	5/12/2017 11:00	5/12/2017 11:04	5/12/2017 11:48:08 AM	43	8	Regular Hours	< 30 minutes
5/15/2017 1:16:09 PM	36 HAMPTON TOWNE EST	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0693346N	0	15	5/15/2017 13:17	5/15/2017 13:17	5/15/2017 13:18	5/15/2017 13:32	5/15/2017 2:54:59 PM	82	16	Regular Hours	< 30 minutes
5/15/2017 2:59:33 PM	35 HAMPTON TOWNE EST	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0693376N	0	0	5/15/2017 15:00	5/15/2017 15:02	5/15/2017 15:02	5/15/2017 15:02	5/15/2017 3:13:31 PM	10	3	Regular Hours	< 30 minutes
5/15/2017 3:16:00 PM	39 HAMPTON TOWNE EST	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0693433N	0	1	5/15/2017 15:16	5/15/2017 15:16	5/15/2017 15:18	5/15/2017 15:18	5/15/2017 3:30:26 PM	11	2	Regular Hours	< 30 minutes
5/15/2017 3:54:57 PM	38 HAMPTON TOWNE EST	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0693443N	0	3	5/15/2017 15:55	5/15/2017 15:56	5/15/2017 15:59	5/15/2017 15:59	5/15/2017 4:31:18 PM	31	4	Regular Hours	< 30 minutes
5/17/2017 8:59:50 AM	178 MCDONOUGH ST	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0693651N	0	5	5/17/2017 9:00	5/17/2017 9:10	5/17/2017 9:10	5/17/2017 9:15	5/17/2017 10:30:24 AM	74	16	Regular Hours	< 30 minutes
5/17/2017 12:15:41 PM	350 ROUTE 108 Apt. 105 Pst. UNIT	SOMERSWORTH	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0693700N	0	0	5/17/2017 12:15	5/17/2017 12:19	5/17/2017 12:19	5/17/2017 12:19	5/17/2017 2:23:01 PM	123	3	Regular Hours	< 30 minutes
5/17/2017 1:49:40 PM	36 BELKNAP ST Apt. A Pst. B5MT-	DOVER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0693731N	4	15	5/17/2017 13:53	5/17/2017 13:54	5/17/2017 13:55	5/17/2017 14:10	5/17/2017 3:00:40 PM	50	20	Regular Hours	< 30 minutes
5/18/2017 9:33:09 AM	221 N BROADWAY Apt. 1 Pst. UNIT	SALEM	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0693832N	0	8	5/18/2017 9:33	5/18/2017 9:33	5/18/2017 9:35	5/18/2017 9:42	5/18/2017 11:08:05 AM	85	9	Regular Hours	< 30 minutes
5/18/2017 10:33:55 AM	9 LINCOLN ST	EXETER	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0693838N	0	24	5/18/2017 10:34	5/18/2017 10:36	5/18/2017 10:39	5/18/2017 11:00	5/18/2017 11:37:09 AM	36	26	Regular Hours	< 30 minutes
5/18/2017 11:59:09 AM	32 NEW ROCHESTER RD	DOVER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0693869N	0	0	5/18/2017 11:59	5/18/2017 12:04	5/18/2017 12:05	5/18/2017 12:05	5/18/2017 1:09:09 PM	64	5	Regular Hours	< 30 minutes
5/22/2017 11:25:43 AM	411 DOVER POINT RD	DOVER	NH	Kevin Clifford	Michael Tatis	9000	LEAK INSIDE	WF0694263N	0	13	5/22/2017 11:25	5/22/2017 11:26	5/22/2017 11:28	5/22/2017 11:40	5/22/2017 12:34:57 PM	54	14	Regular Hours	< 30 minutes
5/22/2017 12:56:40 PM	11 W CONCORD ST	DOVER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0694292N	0	9	5/22/2017 12:57	5/22/2017 13:00	5/22/2017 13:00	5/22/2017 13:09	5/22/2017 1:48:42 PM	39	12	Regular Hours	< 30 minutes
5/24/2017 7:53:53 AM	9 HIGH ST	ROCHESTER	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0694633N	0	14	5/24/2017 7:54	5/24/2017 7:55	5/24/2017 7:56	5/24/2017 8:09	5/24/2017 8:41:59 AM	32	15	Regular Hours	< 30 minutes
5/24/2017 8:59:39 AM	1 SALLY SWEETS WAY	SALEM	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0694642N	0	21	5/24/2017 8:59	5/24/2017 9:00	5/24/2017 9:01	5/24/2017 9:21	5/24/2017 10:02:12 AM	40	22	Regular Hours	< 30 minutes
5/25/2017 8:52:55 AM	18 CHURCH ST	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0694809N	0	14	5/25/2017 8:53	5/25/2017 8:56	5/25/2017 9:00	5/25/2017 9:10	5/25/2017 9:26:55 AM	16	17	Regular Hours	< 30 minutes
5/26/2017 8:04:03 AM	28 TRAVELERS DR	SALEM	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0694933N	1	25	5/26/2017 8:05	5/26/2017 8:07	5/26/2017 8:08	5/26/2017 8:33	5/26/2017 9:04:08 AM	31	29	Regular Hours	< 30 minutes
5/30/2017 10:38:29 AM	14 RIDGEVIEW TER	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0695122N	0	12	5/30/2017 10:38	5/30/2017 10:41	5/30/2017 10:42	5/30/2017 10:53	5/30/2017 11:34:36 AM	41	14	Regular Hours	< 30 minutes
5/31/2017 8:56:29 AM	0 TROUBLE CALL	SEABROOK	NH	Daniel LaFortune	David Martinage	9000	LEAK INSIDE	WF0695499N	0	21	5/31/2017 8:57	5/31/2017 8:59	5/31/2017 9:02	5/31/2017 9:20	5/31/2017 9:40:12 AM	19	24	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 12 (21% of total) for After Hours:																					
5/2/2017	6:18:23 PM	446 WINNACUNNET RD Apt. 2 Pst. UNIT	HAMPTON	NH	Lance Keelty	David Martinage	9000	LEAK INSIDE	WF0692025N	0	12	5/2/2017 18:19	5/2/2017 18:19	5/2/2017 18:19	5/2/2017 18:32	5/2/2017	6:57:25 PM	24	14	After Hours	< 30 minutes
5/3/2017	6:23:51 PM	274 LINCOLN AVE	PORTSMOUTH	NH	Lance Keelty	David Martinage	9100	LEAK OUTSIDE	WF0692175N	0	23	5/3/2017 18:24	5/3/2017 18:24	5/3/2017 18:24	5/3/2017 18:47	5/3/2017	8:45:14 PM	117	24	After Hours	< 30 minutes
5/5/2017	5:29:00 PM	15 CULLVER ST Apt. 12 C Pst. UNIT	PLAISTOW	NH	Anthony Beck	David Martinage	9000	LEAK INSIDE	WF0692415N	0	9	5/5/2017 17:29	5/5/2017 17:34	5/5/2017 17:34	5/5/2017 17:44	5/5/2017	6:46:00 PM	61	15	After Hours	< 30 minutes
5/5/2017	5:59:38 PM	8 JENNESS ST	ROCHESTER	NH	Lance Keelty	David Martinage	9000	LEAK INSIDE	WF0692419N	0	18	5/5/2017 18:00	5/5/2017 18:00	5/5/2017 18:00	5/5/2017 18:19	5/5/2017	6:41:24 PM	21	20	After Hours	< 30 minutes
5/8/2017	6:28:40 PM	13 UNION ST	EXETER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0692632N	0	26	5/8/2017 18:28	5/8/2017 18:29	5/8/2017 18:29	5/8/2017 18:55	5/8/2017	7:18:47 PM	23	26	After Hours	< 30 minutes
5/15/2017	4:44:17 PM	40 HAMPTON TOWNE EST	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0693446N	0	0	5/15/2017 16:44	5/15/2017 16:45	5/15/2017 16:45	5/15/2017 16:45	5/15/2017	4:53:53 PM	8	1	After Hours	< 30 minutes
5/15/2017	4:57:38 PM	37 HAMPTON TOWNE EST	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0693452N	0	0	5/15/2017 16:58	5/15/2017 16:58	5/15/2017 16:58	5/15/2017 16:58	5/15/2017	5:17:57 PM	19	1	After Hours	< 30 minutes
5/15/2017	5:26:08 PM	33 HAMPTON TOWNE EST	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0693457N	0	0	5/15/2017 17:26	5/15/2017 17:27	5/15/2017 17:27	5/15/2017 17:27	5/15/2017	6:00:31 PM	32	1	After Hours	< 30 minutes
5/19/2017	3:51:28 AM	6 WASHINGTON ST	DOVER	NH	Kevin Clifford	Samantha Keach	9000	LEAK INSIDE	WF0693992N	0	24	5/19/2017 3:52	5/19/2017 3:53	5/19/2017 3:54	5/19/2017 4:18	5/19/2017	5:05:32 AM	47	26	After Hours	< 30 minutes
5/19/2017	5:40:45 PM	75 OCEAN BLVD	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0694159N	0	13	5/19/2017 17:41	5/19/2017 17:44	5/19/2017 17:44	5/19/2017 17:57	5/19/2017	6:50:41 PM	52	17	After Hours	< 30 minutes
5/23/2017	8:18:16 PM	0 TROUBLE CALL	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0694624N	0	0	5/23/2017 20:19	5/23/2017 20:19	5/23/2017 20:19	5/23/2017 20:19	5/23/2017	8:45:27 PM	25	1	After Hours	< 30 minutes
5/31/2017	4:43:57 PM	18 VIOLA CIR	SEABROOK	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0695609N	0	9	5/31/2017 16:44	5/31/2017 16:50	5/31/2017 16:50	5/31/2017 16:59	5/31/2017	5:25:29 PM	25	15	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 5 (9% of total) for Weekend/Holiday Hours:																					
5/13/2017	10:14:15 AM	535 BROAD ST	PORTSMOUTH	NH	Jeffrey Croteau	Rene Bordeleau	5000	GAS LEAKS - SERVICE	WF0693242N	1	13	5/13/2017 10:15	5/13/2017 10:15	5/13/2017 10:16	5/13/2017 10:29	5/13/2017	11:00:55 AM	31	14	Weekend/Holiday	< 30 minutes
5/13/2017	4:37:29 PM	229 PLEASANT ST Apt. FL 1	PORTSMOUTH	NH	Jeffrey Croteau	Rene Bordeleau	9000	LEAK INSIDE	WF0693253N	1	23	5/13/2017 16:38	5/13/2017 16:41	5/13/2017 16:41	5/13/2017 17:05	5/13/2017	5:38:45 PM	33	27	Weekend/Holiday	< 30 minutes
5/20/2017	8:11:17 AM	181 FRONT ST Apt. #3	EXETER	NH	Daniel Lafortune	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0694172N	0	24	5/20/2017 8:11	5/20/2017 8:17	5/20/2017 8:17	5/20/2017 8:41	5/20/2017	9:03:54 AM	22	30	Weekend/Holiday	< 30 minutes
5/20/2017	12:24:26 PM	11 F ST	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0694185N	0	15	5/20/2017 12:24	5/20/2017 12:30	5/20/2017 12:30	5/20/2017 12:45	5/20/2017	2:23:32 PM	97	21	Weekend/Holiday	< 30 minutes
5/28/2017	11:00:28 AM	44 INDUSTRIAL PARK	DOVER	NH	John Wiley	Rene Bordeleau	9000	LEAK INSIDE	WF0695130N	0	11	5/28/2017 11:01	5/28/2017 11:07	5/28/2017 11:07	5/28/2017 11:18	5/28/2017	11:42:24 AM	23	18	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: 2 (4% of total) for After Hours:																					
5/5/2017	6:53:14 AM	23 ALEXANDER DR Pst. LT17	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0692312N	0	33	5/5/2017 6:53	5/5/2017 6:57	5/5/2017 6:57	5/5/2017 7:31	5/5/2017	8:09:40 AM	38	38	After Hours	31-45 minutes
5/30/2017	6:43:31 AM	1024 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0695144N	0	29	5/30/2017 6:44	5/30/2017 6:52	5/30/2017 6:53	5/30/2017 7:22	5/30/2017	8:23:18 AM	61	38	After Hours	31-45 minutes

Orders responded to in 31-45 minutes: 4 (7% of total) for Weekend/Holiday Hours:																					
5/7/2017	5:38:24 PM	30 CHARTER ST Apt. 4	EXETER	NH	Lance Keelty	Samantha Keach	9000	LEAK INSIDE	WF0692442N	0	30	5/7/2017 17:39	5/7/2017 17:43	5/7/2017 17:44	5/7/2017 18:13	5/7/2017	6:42:43 PM	28	35	Weekend/Holiday	31-45 minutes
5/13/2017	8:37:42 AM	6 STRAFFORD AVE	DURHAM	NH	David Perreault	Rene Bordeleau	9000	LEAK INSIDE	WF0693239N	1	29	5/13/2017 8:39	5/13/2017 8:42	5/13/2017 8:45	5/13/2017 9:11	5/13/2017	11:17:12 AM	125	33	Weekend/Holiday	31-45 minutes
5/21/2017	12:45:50 PM	85 GATES ST	PORTSMOUTH	NH	Daniel Lafortune	Scott Lacouture	9000	LEAK INSIDE	WF0694194N	1	28	5/21/2017 12:47	5/21/2017 12:54	5/21/2017 12:54	5/21/2017 13:23	5/21/2017	1:36:55 PM	13	37	Weekend/Holiday	31-45 minutes
5/28/2017	2:15:33 PM	37 NUDD AVE	HAMPTON	NH	Daniel Lafortune	Rene Bordeleau	9000	LEAK INSIDE	WF0695133N	1	24	5/28/2017 14:16	5/28/2017 14:26	5/28/2017 14:26	5/28/2017 14:30	5/28/2017	3:09:04 PM	18	34	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 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 46-60 minutes: 1 (2% of total) for After Hours:																					
5/17/2017	5:39:50 AM	933 OCEAN BLVD Apt. #1 Pst. BLDG	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WF0693641N	4	35	5/17/2017 5:43	5/17/2017 5:50	5/17/2017 5:55	5/17/2017 6:26	5/17/2017	8:49:05 AM	143	46	After Hours	46-60 minutes
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:																					
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 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 05/01/2017 to 05/31/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	46%	15	18	56%	15	7	47%	15	1	11%
30	23	88%	30	14	100%	30	5	80%	30	4	56%
45	6	98%	45	0	100%	45	2	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	56		Total	32		Total	15		Total	9	

May-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	46%	15	18	56%	15	7	47%	15	1	11%
30	23	88%	30	14	100%	30	5	80%	30	4	56%
45	6	98%	45	0	100%	45	2	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	56		Total	32		Total	15		Total	9	

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	

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	

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	315	36%	15	230	44%	15	60	29%	15	25	17%
30	443	85%	30	262	93%	30	106	79%	30	75	66%
45	115	98%	45	31	99%	45	41	99%	45	43	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	887		Total	527		Total	209		Total	151	

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