



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

July 10, 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 June 2017

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the June 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 June 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 8 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

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Hampton, NH 03842

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simmons@unitil.com

Emergency Response Times
 NU New Hampshire work orders from 06/01/2017 to 06/30/2017
 Total orders in sample: 63

Orders responded to in < 30 minutes: 40 (63% 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		
6/1/2017	3:50:16 PM	80 MAIN ST Apt. STAR Pst. CHINA	SALEM	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0695787N	0	16	6/1/2017 15:51	6/1/2017 16:00	6/1/2017 16:01	6/1/2017 16:16	6/1/2017	4:39:48 PM	23	26	Regular Hours	< 30 minutes
6/5/2017	11:55:49 AM	579 SAGAMORE AVE Apt. 19 Pst. 7	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0696043N	0	16	6/5/2017 15:56	6/5/2017 15:58	6/5/2017 15:59	6/5/2017 12:15	6/5/2017	1:48:57 PM	93	19	Regular Hours	< 30 minutes
6/6/2017	3:05:58 PM	16 GLEN RD	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0696272N	0	0	6/6/2017 15:06	6/6/2017 15:06	6/6/2017 15:07	6/6/2017	3:56:58 PM	49	1	Regular Hours	< 30 minutes	
6/8/2017	7:09:10 AM	100 FIRST ST Apt. 508 Pst. APT	DOVER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0696437N	0	18	6/8/2017 7:09	6/8/2017 7:17	6/8/2017 7:18	6/8/2017 7:35	6/8/2017	10:06:10 AM	150	26	Regular Hours	< 30 minutes
6/8/2017	11:49:39 AM	52 ASHWORTH AVE	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0696480N	0	2	6/8/2017 12:34	6/8/2017 12:38	6/8/2017 12:38	6/8/2017 11:53	6/8/2017	12:19:55 PM	26	3	Regular Hours	< 30 minutes
6/8/2017	12:34:15 PM	831 OCEAN BLVD	HAMPTON	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0696487N	0	12	6/8/2017 12:34	6/8/2017 12:38	6/8/2017 12:38	6/8/2017 12:50	6/8/2017	1:36:54 PM	46	16	Regular Hours	< 30 minutes
6/9/2017	11:04:27 AM	35 NEW ROCHESTER RD	DOVER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0696574N	0	9	6/9/2017 11:04	6/9/2017 11:05	6/9/2017 11:05	6/9/2017 11:14	6/9/2017	1:32:16 PM	137	10	Regular Hours	< 30 minutes
6/9/2017	12:36:53 PM	16 SILVER BROOK RD	SALEM	NH	Anthony Beck	David Martinage	9100	LEAK OUTSIDE	WF0696589N	0	29	6/9/2017 12:37	6/9/2017 12:37	6/9/2017 12:39	6/9/2017 13:07	6/9/2017	2:21:08 PM	73	30	Regular Hours	< 30 minutes
6/12/2017	9:54:26 AM	8 ELEVENTH ST	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0696708N	0	27	6/12/2017 9:55	6/12/2017 9:55	6/12/2017 9:57	6/12/2017 10:23	6/12/2017	10:43:40 AM	20	29	Regular Hours	< 30 minutes
6/12/2017	11:59:40 AM	7 SHAW ST	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0696739N	2	24	6/12/2017 12:02	6/12/2017 12:04	6/12/2017 13:05	6/12/2017 12:28	6/12/2017	1:39:29 PM	70	28	Regular Hours	< 30 minutes
6/12/2017	1:29:10 PM	403 DOVER POINT RD	DOVER	NH	Lance Keely	Michael Talis	9100	LEAK OUTSIDE	WF0696775N	0	12	6/12/2017 13:29	6/12/2017 13:30	6/12/2017 13:31	6/12/2017 13:43	6/12/2017	4:09:27 PM	146	14	Regular Hours	< 30 minutes
6/12/2017	1:54:02 PM	6 WOLCOTT AVE	SOMERSWORTH	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0696785N	0	17	6/12/2017 13:54	6/12/2017 13:54	6/12/2017 13:55	6/12/2017 14:11	6/12/2017	5:48:39 PM	216	17	Regular Hours	< 30 minutes
6/13/2017	7:21:23 AM	12 TIFFANY RD	SALEM	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0696855N	0	4	6/13/2017 7:21	6/13/2017 7:23	6/13/2017 7:25	6/13/2017 7:28	6/13/2017	8:58:34 AM	90	6	Regular Hours	< 30 minutes
6/13/2017	8:17:01 AM	58 SUNNINGDALE DR	SOMERSWORTH	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0696860N	0	14	6/13/2017 8:17	6/13/2017 8:18	6/13/2017 8:19	6/13/2017 8:32	6/13/2017	10:19:45 AM	107	15	Regular Hours	< 30 minutes
6/13/2017	12:07:51 PM	92 COURT ST Apt. 2	EXETER	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0696898N	1	14	6/13/2017 12:09	6/13/2017 12:09	6/13/2017 12:09	6/13/2017 12:24	6/13/2017	12:37:03 PM	12	16	Regular Hours	< 30 minutes
6/14/2017	8:24:32 AM	35 DOVER AVE	HAMPTON	NH	Lance Keely	Lynne Copp	9100	LEAK OUTSIDE	WF0697014N	0	2	6/14/2017 8:24	6/14/2017 8:26	6/14/2017 8:26	6/14/2017 8:28	6/14/2017	9:34:24 AM	65	3	Regular Hours	< 30 minutes
6/14/2017	9:53:08 AM	4 MELBOURNE ST	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0697026N	0	7	6/14/2017 9:53	6/14/2017 9:58	6/14/2017 9:59	6/14/2017 10:06	6/14/2017	10:30:43 AM	24	13	Regular Hours	< 30 minutes
6/14/2017	10:26:16 AM	76 CONGRESS ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0697033N	0	8	6/14/2017 10:26	6/14/2017 10:27	6/14/2017 10:30	6/14/2017 10:35	6/14/2017	10:49:12 AM	13	9	Regular Hours	< 30 minutes
6/14/2017	2:02:43 PM	119 CONGRESS ST	PORTSMOUTH	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0697099N	0	9	6/14/2017 14:03	6/14/2017 14:05	6/14/2017 14:05	6/14/2017 14:14	6/14/2017	3:27:28 PM	72	11	Regular Hours	< 30 minutes
6/14/2017	2:42:55 PM	314 ROCHESTER HILL RD Apt. HSE1	ROCHESTER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0697107N	0	16	6/14/2017 14:43	6/14/2017 14:44	6/14/2017 14:44	6/14/2017 15:00	6/14/2017	6:08:45 PM	187	17	Regular Hours	< 30 minutes
6/15/2017	8:33:13 AM	1 SUNSET DR	DOVER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0697165N	0	11	6/15/2017 8:33	6/15/2017 8:35	6/15/2017 8:37	6/15/2017 8:46	6/15/2017	11:36:38 AM	170	13	Regular Hours	< 30 minutes

6/15/2017	10:03:10 AM	27 MOORING DR	HAMPTON	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0697186N	0	18	6/15/2017 10:03	6/15/2017 10:03	6/15/2017 10:04	6/15/2017 10:22	6/15/2017	12:09:45 PM	107	18	Regular Hours	< 30 minutes
6/15/2017	1:40:12 PM	55 LANGDALE DR	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0697229N	0	21	6/15/2017 13:40	6/15/2017 13:41	6/15/2017 13:41	6/15/2017 14:02	6/15/2017	2:16:14 PM	13	22	Regular Hours	< 30 minutes
6/15/2017	2:16:19 PM	48 PLYMOUTH ST	SEABROOK	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0697233N	3	14	6/15/2017 14:19	6/15/2017 14:19	6/15/2017 14:20	6/15/2017 14:34	6/15/2017	3:01:31 PM	26	18	Regular Hours	< 30 minutes
6/16/2017	8:56:00 AM	2 WOLCOTT AVE	SOMERSWORTH	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0697290N	0	16	6/16/2017 8:56	6/16/2017 8:59	6/16/2017 9:00	6/16/2017 9:15	6/16/2017	10:43:38 AM	87	19	Regular Hours	< 30 minutes
		2200 WHITE CEDAR BLVD Apt. 10-12 Pst.																			
6/19/2017	1:53:55 PM	BLDG5	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0697511N	0	4	6/19/2017 13:54	6/19/2017 13:58	6/19/2017 13:58	6/19/2017 14:03	6/19/2017	3:31:37 PM	88	9	Regular Hours	< 30 minutes
6/21/2017	10:50:37 AM	22 SIERRA DR Apt. 28 Pst. LOT	DOVER	NH	Robert Pettigrew	William Jones	9000	LEAK INSIDE	WF0697708N	1	21	6/21/2017 10:51	6/21/2017 10:54	6/21/2017 10:54	6/21/2017 11:15	6/21/2017	12:37:36 PM	82	24	Regular Hours	< 30 minutes
6/21/2017	1:02:48 PM	453 CENTRAL AVE Apt. 7	DOVER	NH	Robert Pettigrew	Lynne Copp	9000	LEAK INSIDE	WF0697739N	0	10	6/21/2017 13:03	6/21/2017 13:03	6/21/2017 13:04	6/21/2017 13:14	6/21/2017	2:54:07 PM	100	11	Regular Hours	< 30 minutes
6/22/2017	2:08:32 PM	28 ISAAC LUCAS CIR	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0697827N	0	19	6/22/2017 14:08	6/22/2017 14:13	6/22/2017 14:13	6/22/2017 14:32	6/22/2017	3:13:54 PM	41	23	Regular Hours	< 30 minutes
6/22/2017	2:12:31 PM	7 FOX POINT RD	NEWINGTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0697830N	0	7	6/22/2017 14:12	6/22/2017 14:18	6/22/2017 14:18	6/22/2017 14:25	6/22/2017	3:41:45 PM	76	12	Regular Hours	< 30 minutes
6/23/2017	10:54:12 AM	32 OCEAN DR	HAMPTON	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0697881N	0	16	6/23/2017 10:54	6/23/2017 10:55	6/23/2017 10:55	6/23/2017 11:11	6/23/2017	11:29:29 AM	18	16	Regular Hours	< 30 minutes
6/23/2017	2:40:33 PM	6 VANDERPOOL DR Apt. LOT Pst. 12	HAMPTON	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0697922N	0	8	6/23/2017 14:41	6/23/2017 14:41	6/23/2017 14:41	6/23/2017 14:49	6/23/2017	3:07:18 PM	17	9	Regular Hours	< 30 minutes
6/26/2017	2:24:18 PM	5 CHADWICK AVE	PLAISTOW	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0698155N	0	11	6/26/2017 14:24	6/26/2017 14:26	6/26/2017 14:27	6/26/2017 14:37	6/26/2017	3:41:56 PM	64	13	Regular Hours	< 30 minutes
6/27/2017	1:45:25 PM	72 DUNNS BRIDGE LN	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0698341N	0	14	6/27/2017 13:45	6/27/2017 13:51	6/27/2017 13:52	6/27/2017 14:05	6/27/2017	2:33:09 PM	27	20	Regular Hours	< 30 minutes
6/28/2017	8:06:35 AM	132 ELWYN AVE	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0698386N	0	7	6/28/2017 8:07	6/28/2017 8:07	6/28/2017 8:09	6/28/2017 8:14	6/28/2017	8:49:20 AM	34	7	Regular Hours	< 30 minutes
6/28/2017	10:15:37 AM	10 CHESTNUT ST Apt. 2	EXETER	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0698407N	0	10	6/28/2017 10:15	6/28/2017 10:16	6/28/2017 10:19	6/28/2017 10:27	6/28/2017	11:31:23 AM	64	11	Regular Hours	< 30 minutes
6/28/2017	1:42:09 PM	200 STATE ST	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0698453N	0	13	6/28/2017 13:42	6/28/2017 13:44	6/28/2017 13:45	6/28/2017 13:58	6/28/2017	2:27:44 PM	29	16	Regular Hours	< 30 minutes
6/28/2017	1:53:54 PM	5 PORTLAND AVE	DOVER	NH	Robert Pettigrew	David Martinage	9000	LEAK INSIDE	WF0698454N	1	4	6/28/2017 13:55	6/28/2017 13:56	6/28/2017 13:56	6/28/2017 14:00	6/28/2017	2:45:25 PM	45	6	Regular Hours	< 30 minutes
6/29/2017	8:17:50 AM	38 BRAMBER II	ROCHESTER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0698499N	0	14	6/29/2017 8:18	6/29/2017 8:19	6/29/2017 8:20	6/29/2017 8:33	6/29/2017	10:10:16 AM	96	16	Regular Hours	< 30 minutes
6/30/2017	8:23:20 AM	96 Hampton Meadows	Hampton	NH	Robert Pettigrew	Lynne Copp	9000	LEAK INSIDE	MAN000011	3	16	6/30/2017 8:26	6/30/2017 8:29	6/30/2017 8:29	6/30/2017 8:45	6/30/2017	9:31:08 AM	45	22	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 11 (17% of total) for After Hours:																					
6/6/2017	5:55:33 PM	3 MARKET SQ Apt. 4 Pst. STE	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0696323N	0	22	6/6/2017 17:55	6/6/2017 17:58	6/6/2017 17:58	6/6/2017 18:21	6/6/2017	6:35:46 PM	14	26	After Hours	< 30 minutes
6/13/2017	4:37:07 PM	11 CONCORD AVE Apt. 11A	HAMPTON	NH	Lance Keely	David Martinage	9000	LEAK INSIDE	WF0696956N	0	24	6/13/2017 16:37	6/13/2017 16:39	6/13/2017 16:39	6/13/2017 17:04	6/13/2017	5:28:18 PM	24	27	After Hours	< 30 minutes
6/13/2017	7:08:11 PM	3 MELBOURNE ST	PORTSMOUTH	NH	Lance Keely	David Martinage	9100	LEAK OUTSIDE	WF0696962N	0	27	6/13/2017 19:08	6/13/2017 19:09	6/13/2017 19:09	6/13/2017 19:36	6/13/2017	8:45:54 PM	69	28	After Hours	< 30 minutes
6/16/2017	6:40:29 PM	120 GREEN ST	SOMERSWORTH	NH	Lance Keely	David Martinage	9100	LEAK OUTSIDE	WF0697394N	0	16	6/16/2017 18:41	6/16/2017 18:42	6/16/2017 18:42	6/16/2017 18:59	6/16/2017	8:36:15 PM	97	18	After Hours	< 30 minutes
6/23/2017	5:44:22 PM	38 PERKINS AVE	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0697943N	1	22	6/23/2017 17:45	6/23/2017 17:45	6/23/2017 17:46	6/23/2017 18:07	6/23/2017	7:11:53 PM	64	23	After Hours	< 30 minutes
6/23/2017	9:18:24 PM	15 TIFFANY RD	SALEM	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0697957N	1	14	6/23/2017 21:19	6/23/2017 21:26	6/23/2017 21:26	6/23/2017 21:40	6/23/2017	10:11:59 PM	31	22	After Hours	< 30 minutes
6/26/2017	4:42:38 PM	32 STICKNEY TER	HAMPTON	NH	Lance Keely	William Jones	9100	LEAK OUTSIDE	WF0698197N	0	9	6/26/2017 16:43	6/26/2017 16:43	6/26/2017 16:44	6/26/2017 16:52	6/26/2017	6:20:55 PM	88	10	After Hours	< 30 minutes
6/26/2017	9:07:56 PM	20 HANSON ST	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0698202N	0	12	6/26/2017 21:08	6/26/2017 21:08	6/26/2017 21:09	6/26/2017 21:21	6/26/2017	9:30:25 PM	9	13	After Hours	< 30 minutes
6/28/2017	6:35:32 PM	38 CONSTITUTION WAY	DOVER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0698494N	0	22	6/28/2017 18:35	6/28/2017 18:38	6/28/2017 18:39	6/28/2017 19:00	6/28/2017	7:59:39 PM	58	25	After Hours	< 30 minutes
6/28/2017	8:03:41 PM	11 FIREFLY CIR	SOMERSWORTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0698497N	0	18	6/28/2017 20:04	6/28/2017 20:04	6/28/2017 20:04	6/28/2017 20:23	6/28/2017	8:49:35 PM	26	19	After Hours	< 30 minutes
6/29/2017	9:15:17 PM	9 Fern Ct	Dover	NH	John Wiley	William Jones	9000	LEAK INSIDE	MAN0000010	0	12	6/29/2017 21:15	6/29/2017 21:32	6/29/2017 21:32	6/29/2017 21:44	6/29/2017	10:00:17 PM	16	28	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 5 (8% of total) for Weekend/Holiday Hours:																					
6/4/2017	12:55:46 PM	22 DAVIS AVE	DURHAM	NH	David Perreault	Ryan Tardif	9000	LEAK INSIDE	WF0695992N	0	0	6/4/2017 12:56	6/4/2017 13:07	6/4/2017 13:07	6/4/2017 13:07	6/4/2017	2:08:51 PM	61	12	Weekend/Holiday	< 30 minutes
6/10/2017	2:17:30 PM	8 PEARL ST	HAMPTON	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0696655N	0	24	6/10/2017 14:18	6/10/2017 14:18	6/10/2017 14:19	6/10/2017 14:42	6/10/2017	3:19:00 PM	36	25	Weekend/Holiday	< 30 minutes
6/11/2017	7:14:23 PM	15 FLORAL AVE Apt. D	DOVER	NH	Kevin Clifford	Samantha Keach	9100	LEAK OUTSIDE	WF0696663N	0	13	6/11/2017 19:15	6/11/2017 19:24	6/11/2017 19:24	6/11/2017 19:37	6/11/2017	8:20:54 PM	43	23	Weekend/Holiday	< 30 minutes
6/24/2017	12:06:00 PM	22 NUDD AVE Apt. FRONT	HAMPTON	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0697963N	0	24	6/24/2017 12:06	6/24/2017 12:09	6/24/2017 12:09	6/24/2017 12:34	6/24/2017	1:27:22 PM	53	28	Weekend/Holiday	< 30 minutes
6/25/2017	7:22:53 PM	1 LANCELOT CT Pst. 1	SALEM	NH	Troy Kimball	Rene Bordeleau	9000	LEAK INSIDE	WF0697975N	1	11	6/25/2017 19:24	6/25/2017 19:30	6/25/2017 19:30	6/25/2017 19:42	6/25/2017	8:10:04 PM	28	19	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 minutes: 3 (5% 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		
6/14/2017	3:22:45 PM	69 TIDEVIEW DR		DOVER	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0697113N	1	36	6/14/2017 15:24	6/14/2017 15:25	6/14/2017 15:25	6/14/2017 16:01	6/14/2017	4:36:33 PM	35	38	Regular Hours	31-45 minutes
6/21/2017	3:26:57 PM	67 WASHINGTON ST		SEABROOK	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0697763N	0	25	6/21/2017 15:27	6/21/2017 15:33	6/21/2017 15:33	6/21/2017 15:58	6/21/2017	5:09:41 PM	70	31	Regular Hours	31-45 minutes
6/29/2017	11:59:42 AM	8 WILLOW ST		SALEM	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0898540N	0	30	6/29/2017 11:59	6/29/2017 12:00	6/29/2017 12:01	6/29/2017 12:30	6/29/2017	12:56:59 PM	26	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 1 (2% of total) for After Hours:																						
6/9/2017	6:43:36 AM	72 KINGS HWY		HAMPTON	NH	Lance Keely	David Martinage	9000	LEAK INSIDE	WF0696530N	0	29	6/9/2017 6:44	6/9/2017 6:53	6/9/2017 6:53	6/9/2017 7:23	6/9/2017	7:42:24 AM	19	39	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (5% of total) for Weekend/Holiday Hours:																						
6/17/2017	3:29:44 PM	133 THORNTON ST		PORTSMOUTH	NH	Daniel Lafortune	Rene Bordeleau	9000	LEAK INSIDE	WF0697421N	1	28	6/17/2017 15:31	6/17/2017 15:37	6/17/2017 15:40	6/17/2017 16:05	6/17/2017	4:24:54 PM	19	35	Weekend/Holiday	31-45 minutes
6/18/2017	11:32:26 AM	22 JONES AVE		HAMPTON	NH	Daniel Lafortune	Samantha Keach	9100	LEAK OUTSIDE	WF0697427N	1	30	6/18/2017 11:33	6/18/2017 11:41	6/18/2017 11:45	6/18/2017 12:11	6/18/2017	1:44:25 PM	93	38	Weekend/Holiday	31-45 minutes
6/18/2017	5:27:34 PM	9 LONGMEADOW RD		DOVER	NH	Kevin Ruel	Scott Lacouture	9000	LEAK INSIDE	WF0697432N	1	29	6/18/2017 17:28	6/18/2017 17:36	6/18/2017 17:36	6/18/2017 18:06	6/18/2017	6:22:04 PM	15	38	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	Response Category
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:																			
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
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	Response 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 06/01/2017 to 06/30/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	35%	15	19	44%	15	2	17%	15	1	13%
30	34	89%	30	21	93%	30	9	92%	30	4	63%
45	7	100%	45	3	100%	45	1	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	63		Total	43		Total	12		Total	8	

Jun-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	35%	15	19	44%	15	2	17%	15	1	13%
30	34	89%	30	21	93%	30	9	92%	30	4	63%
45	7	100%	45	3	100%	45	1	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	63		Total	43		Total	12		Total	8	

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	23%
30	26	89%	30	11	100%	30	8	81%	30	3	73%
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	3	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	

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	308	35%	15	228	43%	15	54	26%	15	26	17%
30	456	86%	30	266	94%	30	111	80%	30	79	67%
45	113	99%	45	30	99%	45	39	99%	45	44	96%
60	10	100%	60	2	100%	60	2	100%	60	6	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	890		Total	528		Total	206		Total	156	