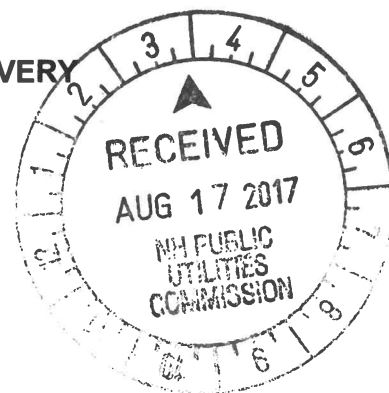




FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

August 17, 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 July 2017

Dear Director Howland:

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

6 Liberty Lane West
Hampton, NH 03842

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simmons@unitil.com

Emergency Response Times
 NU New Hampshire work orders from 07/01/2017 to 07/31/2017
 Total orders in sample: 55

Orders responded to in < 30 minutes: 52 (95% of total) for Regular Hours:																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
7/5/2017	8:25:18 AM	9 BIRCHWOOD PL	DOVER	NH	David Perreault	David Martineau	1147-0	GAS LEAK OUTSIDE	11793	0	17	7/5/2017 8:25	7/5/2017 8:26	7/5/2017 8:26	7/5/2017 8:43	7/5/2017	10:27:26 AM	103	18	Regular Hours	< 30 minutes
7/5/2017	12:32:43 PM	21 K ST	HAMPTON	NH	Kevin Clifford	David Martineau	1146-0	GAS LEAK INSIDE	12390	0	9	7/5/2017 12:33	7/5/2017 12:34	7/5/2017 12:35	7/5/2017 12:43	7/5/2017	1:45:46 PM	61	11	Regular Hours	< 30 minutes
7/7/2017	1:14:26 PM	77 DANIEL ST	PORTSMOUTH	NH	Kevin Clifford	David Martineau	1146-0	GAS LEAK INSIDE	15211	0	9	7/7/2017 13:14	7/7/2017 13:15	7/7/2017 13:15	7/7/2017 13:24	7/7/2017	2:19:28 PM	55	9	Regular Hours	< 30 minutes
7/10/2017	7:51:35 AM	196 MCKINLEY RD	PORTSMOUTH	NH	Kevin Clifford	David Martineau	1147-0	GAS LEAK OUTSIDE	16501	0	17	7/10/2017 7:52	7/10/2017 7:55	7/10/2017 7:55	7/10/2017 8:12	7/10/2017	9:32:25 AM	79	21	Regular Hours	< 30 minutes
7/11/2017	11:04:05 AM	18 HUBBARD RD	DOVER	NH	Robert Pettigrew	David Martineau	1147-0	GAS LEAK OUTSIDE	18606	0	16	7/11/2017 11:04	7/11/2017 11:05	7/11/2017 11:06	7/11/2017 11:22	7/11/2017	1:14:39 PM	112	18	Regular Hours	< 30 minutes
7/11/2017	11:30:33 AM	3 OLD STAGE RD	DOVER	NH	Kevin Clifford	David Martineau	1147-0	GAS LEAK OUTSIDE	18705	0	16	7/11/2017 11:31	7/11/2017 11:31	7/11/2017 11:33	7/11/2017 11:48	7/11/2017	2:41:22 PM	173	17	Regular Hours	< 30 minutes
7/11/2017	12:40:48 PM	57 MARKET ST	PORTSMOUTH	NH	John Wiley	David Martineau	1146-0	GAS LEAK INSIDE	18892	0	14	7/11/2017 12:41	7/11/2017 12:42	7/11/2017 12:42	7/11/2017 12:56	7/11/2017	2:03:16 PM	66	15	Regular Hours	< 30 minutes
7/11/2017	1:55:41 PM	40 MAIN ST	DURHAM	NH	Robert Pettigrew	Michael Talis	1147-0	GAS LEAK OUTSIDE	19064	0	21	7/11/2017 13:56	7/11/2017 13:59	7/11/2017 14:00	7/11/2017 14:20	7/11/2017	4:47:33 PM	146	25	Regular Hours	< 30 minutes
7/12/2017	10:20:04 AM	65 DUNNS BRIDGE LN	DOVER	NH	Robert Pettigrew	William Jones	1147-0	GAS LEAK OUTSIDE	20412	0	0	7/12/2017 10:20	7/12/2017 10:21	7/12/2017 10:22	7/12/2017 10:22	7/12/2017	11:04:35 AM	42	2	Regular Hours	< 30 minutes
7/13/2017	11:43:29 AM	35 PLEASANT VALLEY RD	DOVER	NH	David Perreault	David Martineau	1146-0	GAS LEAK INSIDE	22175	0	9	7/13/2017 11:43	7/13/2017 11:44	7/13/2017 11:45	7/13/2017 11:54	7/13/2017	12:40:29 PM	46	10	Regular Hours	< 30 minutes
7/14/2017	9:58:02 AM	7 BOSTON AVE FRNT	HAMPTON	NH	John Wiley	David Martineau	1146-0	GAS LEAK INSIDE	23525	0	4	7/14/2017 9:58	7/14/2017 10:01	7/14/2017 10:01	7/14/2017 10:06	7/14/2017	11:15:06 AM	69	8	Regular Hours	< 30 minutes
7/17/2017	9:06:44 AM	58 TROUBLE CALL WAY	ROCHESTER	NH	Robert Pettigrew	William Jones	9100-0	TC GAS LEAK OUTSIDE	25131	0	0	7/17/2017 9:07	7/17/2017 9:12	7/17/2017 9:12	7/17/2017 9:12	7/17/2017	10:48:31 AM	96	5	Regular Hours	< 30 minutes
7/18/2017	11:43:26 AM	24 TROUBLE CALL WAY	EXETER	NH	Robert Pettigrew	David Martineau	9100-0	TC GAS LEAK OUTSIDE	28963	1	12	7/18/2017 11:44	7/18/2017 11:50	7/18/2017 11:51	7/18/2017 12:03	7/18/2017	1:32:31 PM	89	19	Regular Hours	< 30 minutes
7/18/2017	2:09:49 PM	1 WASHINGTON ST HSE	DOVER	NH	Jeffrey Croteau	David Martineau	1146-0	GAS LEAK INSIDE	29522	0	10	7/18/2017 14:10	7/18/2017 14:10	7/18/2017 14:11	7/18/2017 14:20	7/18/2017	4:24:36 PM	123	11	Regular Hours	< 30 minutes
7/19/2017	7:31:12 AM	989 OCEAN BLVD 18	HAMPTON	NH	Anthony Beck	David Martineau	1146-0	GAS LEAK INSIDE	29786	0	26	7/19/2017 7:31	7/19/2017 7:31	7/19/2017 7:34	7/19/2017 7:58	7/19/2017	8:27:45 AM	28	27	Regular Hours	< 30 minutes
7/20/2017	2:15:10 PM	16 OLD STAGE RD	DOVER	NH	Jeffrey Croteau	David Martineau	1147-0	GAS LEAK OUTSIDE	33255	0	10	7/20/2017 14:15	7/20/2017 14:16	7/20/2017 14:17	7/20/2017 14:27	7/20/2017	4:15:40 PM	108	12	Regular Hours	< 30 minutes
7/21/2017	2:21:19 PM	453 CENTRAL AVE 1	DOVER	NH	Daniel LaFortune	Lynne Copp	1146-0	GAS LEAK INSIDE	34841	0	16	7/21/2017 14:21	7/21/2017 14:22	7/21/2017 14:23	7/21/2017 14:38	7/21/2017	3:11:24 PM	32	17	Regular Hours	< 30 minutes
7/24/2017	7:40:49 AM	78 SALMON FALLS RD A	ROCHESTER	NH	Robert Pettigrew	Michael Talis	1147-0	GAS LEAK OUTSIDE	35774	0	15	7/24/2017 7:40	7/24/2017 7:41	7/24/2017 7:42	7/24/2017 7:56	7/24/2017	9:15:58 AM	79	15	Regular Hours	< 30 minutes
7/24/2017	10:55:34 AM	68 ISLAND PATH	HAMPTON	NH	Troy Kimball	Lynne Copp	1146-0	GAS LEAK INSIDE	36545	0	6	7/24/2017 10:56	7/24/2017 10:56	7/24/2017 10:57	7/24/2017 11:03	7/24/2017	11:23:06 AM	19	8	Regular Hours	< 30 minutes
7/24/2017	12:12:35 PM	36 OCEAN BLVD	HAMPTON	NH	Robert Pettigrew	David Martineau	1147-0	GAS LEAK OUTSIDE	36792	0	0	7/24/2017 12:12	7/24/2017 12:13	7/24/2017 12:13	7/24/2017 12:13	7/24/2017	1:01:15 PM	47	1	Regular Hours	< 30 minutes
7/25/2017	8:33:25 AM	7 GARFIELD ST	EXETER	NH	Kevin Clifford	William Jones	1147-0	GAS LEAK OUTSIDE	37829	0	25	7/25/2017 8:33	7/25/2017 8:34	7/25/2017 8:37	7/25/2017 9:00	7/25/2017	10:47:23 AM	107	26	Regular Hours	< 30 minutes
7/25/2017	12:45:02 PM	40 SCOTT AVE	SEABROOK	NH	Kevin Clifford	Lynne Copp	1147-0	GAS LEAK OUTSIDE	38427	0	26	7/25/2017 12:45	7/25/2017 12:46	7/25/2017 12:47	7/25/2017 13:12	7/25/2017	2:55:46 PM	103	27	Regular Hours	< 30 minutes
7/25/2017	3:52:42 PM	23 PLEASANT VALLEY RD	DOVER	NH	John Wiley	David Martineau	1146-0	GAS LEAK INSIDE	38797	0	21	7/25/2017 15:53	7/25/2017 15:53	7/25/2017 15:53	7/25/2017 16:15	7/25/2017	4:37:07 PM	22	22	Regular Hours	< 30 minutes
7/26/2017	9:40:12 AM	9 PLASTOW RD PAPA GINO'S	PLAISTOW	NH	Anthony Beck	Michael Talis	1147-0	GAS LEAK OUTSIDE	39414	2	0	7/26/2017 9:42	7/26/2017 9:43	7/26/2017 9:44	7/26/2017 9:44	7/26/2017	11:40:02 AM	115	4	Regular Hours	< 30 minutes
7/26/2017	1:09:43 PM	149 PORTLAND AVE BLDG 5	DOVER	NH	David Perreault	William Jones	1146-0	GAS LEAK INSIDE	40006	3	19	7/26/2017 13:12	7/26/2017 13:13	7/26/2017 13:15	7/26/2017 13:32	7/26/2017	2:06:42 PM	34	22	Regular Hours	< 30 minutes
7/27/2017	9:49:11 AM	58 MCDONOUGH ST	PORTSMOUTH	NH	Lance Keelty	David Martineau	1147-0	GAS LEAK OUTSIDE	41364	0	8	7/27/2017 9:49	7/27/2017 9:49	7/27/2017 9:50	7/27/2017 9:58	7/27/2017	10:58:15 AM	60	8	Regular Hours	< 30 minutes
7/27/2017	12:38:00 PM	36 TOWLE AVE	HAMPTON	NH	Kevin Clifford	David Martineau	1146-0	GAS LEAK INSIDE	41814	1	22	7/27/2017 12:39	7/27/2017 12:40	7/27/2017 12:43	7/27/2017 13:03	7/27/2017	1:34:49 PM	31	25	Regular Hours	< 30 minutes
7/28/2017	2:45:17 PM	292 STATE ST	PORTSMOUTH	NH	Kevin Clifford	David Martineau	1147-0	GAS LEAK OUTSIDE	43331	0	13	7/28/2017 14:45	7/28/2017 14:46	7/28/2017 14:47	7/28/2017 14:59	7/28/2017	3:54:46 PM	55	14	Regular Hours	< 30 minutes
7/31/2017	7:56:24 AM	58 MCDONOUGH ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	1147-0	GAS LEAK OUTSIDE	45587	0	18	7/31/2017 7:56	7/31/2017 7:57	7/31/2017 7:57	7/31/2017 8:15	7/31/2017	12:51:02 PM	275	19	Regular Hours	< 30 minutes
7/31/2017	10:52:19 AM	535 UNION ST	PORTSMOUTH	NH	Kevin Clifford	David Martineau	1146-0	GAS LEAK INSIDE	46064	0	6	7/31/2017 10:52	7/31/2017 10:53	7/31/2017 10:54	7/31/2017 11:00	7/31/2017	11:55:21 AM	54	8	Regular Hours	< 30 minutes
7/31/2017	11:18:57 AM	12 CORA AVE	HAMPTON	NH	Daniel LaFortune	William Jones	1147-0	GAS LEAK OUTSIDE	46131	0	6	7/31/2017 11:19	7/31/2017 11:20	7/31/2017 11:21	7/31/2017 11:27	7/31/2017	12:47:44 PM	79	8	Regular Hours	< 30 minutes
7/31/2017	3:13:45 PM	222 WILLARD AVE	PORTSMOUTH	NH	David Perreault	David Martineau	1147-0	GAS LEAK OUTSIDE	46696	0	6	7/31/2017 15:14	7/31/2017 15:15	7/31/2017 15:16	7/31/2017 15:21	7/31/2017	5:49:22 PM	147	7	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 8 (15% of total) for After Hours:																					

7/3/2017	8:43:21 PM	24 TROUBLE CALL WAY	EXETER	NH	Lance Keelty	William Jones	9100 - 0	TC GAS LEAK OUTSIDE	9882		0	24	7/3/2017 20:44	7/3/2017 20:46	7/3/2017 20:46	7/3/2017 21:11	7/3/2017	10:03:37 PM	52	27	After Hours	< 30 minutes
7/5/2017	8:53:27 PM	92 OLD ROCHESTER RD	DOVER	NH	David Perreault	William Jones	1147 - 0	GAS LEAK OUTSIDE	13051		1	11	7/5/2017 20:54	7/5/2017 21:06	7/5/2017 21:06	7/5/2017 21:18	7/5/2017	11:17:35 PM	119	24	After Hours	< 30 minutes
7/6/2017	5:04:12 PM	9 WHIPPLE CT	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	1147 - 0	GAS LEAK OUTSIDE	14390		1	21	7/6/2017 17:05	7/6/2017 17:06	7/6/2017 17:07	7/6/2017 17:28	7/6/2017	6:21:29 PM	53	23	After Hours	< 30 minutes
7/10/2017	8:05:02 PM	196 ISLAND PATH	HAMPTON	NH	Lance Keelty	Lynne Copp	1146 - 0	GAS LEAK INSIDE	17819		0	21	7/10/2017 20:03	7/10/2017 20:03	7/10/2017 20:04	7/10/2017 20:24	7/10/2017	8:47:46 PM	23	21	After Hours	< 30 minutes
7/19/2017	9:07:31 PM	15 CULVER ST UNIT 11C	PLAISTOW	NH	Kurt House	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	32037		1	20	7/19/2017 21:08	7/19/2017 21:09	7/19/2017 21:15	7/19/2017 21:30	7/19/2017	10:29:54 PM	59	22	After Hours	< 30 minutes
7/20/2017	9:14:23 PM	113 DURHAM RD	DOVER	NH	Robert Pettigrew	David Martinage	1146 - 0	GAS LEAK INSIDE	33664		5	9	7/20/2017 21:19	7/20/2017 21:25	7/20/2017 21:25	7/20/2017 21:35	7/20/2017	10:19:35 PM	44	20	After Hours	< 30 minutes
7/27/2017	6:38:24 PM	218 WILLARD AVE	PORTSMOUTH	NH	Lance Keelty	David Martinage	1146 - 0	GAS LEAK INSIDE	42442		0	15	7/27/2017 18:38	7/27/2017 18:39	7/27/2017 18:39	7/27/2017 18:54	7/27/2017	7:20:42 PM	25	16	After Hours	< 30 minutes
7/28/2017	5:38:30 PM	7 EIGHTH ST	HAMPTON	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	44662		0	17	7/28/2017 17:38	7/28/2017 17:41	7/28/2017 17:41	7/28/2017 17:59	7/28/2017	7:10:47 PM	71	20	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 7 (13% of total) for Weekend/Holiday Hours:																						
7/1/2017	11:17:44 AM	3 WESTSIDE DR	EXETER	NH	Michael Tails	Lynne Copp	1146 - 0	GAS LEAK INSIDE	20644		0	24	7/1/2017 11:18	7/1/2017 11:19	7/1/2017 11:19	7/1/2017 11:43	7/1/2017	12:24:36 PM	40	26	Weekend/Holiday	< 30 minutes
7/8/2017	11:12:18 AM	33 TROUBLE CALL WAY	HAMPTON	NH	Jeffrey Croteau	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	15879		0	8	7/8/2017 11:13	7/8/2017 11:13	7/8/2017 11:13	7/8/2017 11:22	7/8/2017	12:04:18 PM	42	9	Weekend/Holiday	< 30 minutes
7/8/2017	6:43:32 PM	6 LANCELOT CT 6	SALEM	NH	Troy Kimball	Jason Brooks	1146 - 0	GAS LEAK INSIDE	16245		4	9	7/8/2017 18:48	7/8/2017 19:01	7/8/2017 19:04	7/8/2017 19:10	7/8/2017	7:31:00 PM	20	27	Weekend/Holiday	< 30 minutes
7/15/2017	10:05:29 AM	15 SALMON FALLS ESTS	ROCHESTER	NH	David Perreault	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	24735		0	18	7/15/2017 10:06	7/15/2017 10:09	7/15/2017 10:09	7/15/2017 10:28	7/15/2017	12:02:24 PM	94	22	Weekend/Holiday	< 30 minutes
7/22/2017	12:41:04 AM	250 N MAIN ST	ROCHESTER	NH	John Wiley	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	35206		1	9	7/22/2017 0:42	7/22/2017 0:43	7/22/2017 0:44	7/22/2017 0:53	7/22/2017	1:22:51 AM	29	12	Weekend/Holiday	< 30 minutes
7/22/2017	10:24:23 AM	29 ARBOR ST 2	EXETER	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	35281		0	21	7/22/2017 10:25	7/22/2017 10:25	7/22/2017 10:26	7/22/2017 10:46	7/22/2017	12:00:26 PM	73	22	Weekend/Holiday	< 30 minutes
7/30/2017	7:33:18 PM	61 TROUBLE CALL WAY	SALEM	NH	Anthony Beck	Rene Bordeleau	9102 - 0	TC GAS LEAK INSIDE	45520		0	15	7/30/2017 19:33	7/30/2017 19:34	7/30/2017 19:34	7/30/2017 19:50	7/30/2017	8:39:33 PM	49	16	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 minutes: 1 (2% of total) for Regular Hours:																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
7/7/2017	1:55:53 PM	84 FOURTH ST	DOVER	NH	David Perreault	David Martinage	1147 - 0	GAS LEAK OUTSIDE	15291		11	19	7/7/2017 14:07	7/7/2017 14:19	7/7/2017 14:19	7/7/2017 14:38	7/7/2017 4:12:24 PM	93	42	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 1 (2% of total) for After Hours:																					
7/19/2017	10:21:26 PM	153 PORTLAND AVE	DOVER	NH	Kevin Ruel	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	32065		0	31	7/19/2017 22:21	7/19/2017 22:23	7/19/2017 22:23	7/19/2017 22:54	7/20/2017 12:34:43 AM	99	33	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 5 (9% of total) for Weekend/Holiday Hours:																					
7/2/2017	1:34:55 PM	30 KINGS HWY 13	HAMPTON	NH	Michael Talis	David Martinage	1147 - 0	GAS LEAK OUTSIDE	19548		0	32	7/2/2017 13:35	7/2/2017 13:36	7/2/2017 13:36	7/2/2017 14:08	7/2/2017 3:03:59 PM	55	33	Weekend/Holiday	31-45 minutes
7/15/2017	8:27:21 AM	65 TROUBLE CALL WAY	SEABROOK	NH	Daniel Lafortune	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	24707		0	26	7/15/2017 8:27	7/15/2017 8:38	7/15/2017 8:39	7/15/2017 9:04	7/15/2017 10:43:44 AM	98	37	Weekend/Holiday	31-45 minutes
7/15/2017	11:19:09 AM	25 SCHOOL ST	DOVER	NH	Kevin Ruel	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	24754		1	35	7/15/2017 11:20	7/15/2017 11:22	7/15/2017 11:24	7/15/2017 11:58	7/15/2017 12:14:55 PM	16	39	Weekend/Holiday	31-45 minutes
7/22/2017	12:28:03 PM	6 BRIARWOOD LN	DOVER	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	35321		0	30	7/22/2017 12:28	7/22/2017 12:30	7/22/2017 12:31	7/22/2017 13:00	7/22/2017 1:30:59 PM	30	32	Weekend/Holiday	31-45 minutes
7/23/2017	9:33:12 AM	1098 OCEAN BLVD 20	HAMPTON	NH	Robert Pettigrew	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	35482		0	32	7/23/2017 9:33	7/23/2017 9:37	7/23/2017 9:37	7/23/2017 10:09	7/23/2017 12:22:28 PM	132	36	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	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																					
Orders responded to in 46-60 minutes: 1 (2% of total) for Weekend/Holiday Hours:																					
7/16/2017	10:40:23 AM	743 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	24884		4	33	7/16/2017 10:44	7/16/2017 10:52	7/16/2017 10:52	7/16/2017 11:26	7/16/2017 11:48:34 AM	22	46	Weekend/Holiday	46-60 minutes
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	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in 61-75 minutes: 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:																					

Summary for 07/01/2017 to 07/31/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	20	36%	15	18	55%	15	0	0%	15	2	15%
30	27	85%	30	14	97%	30	8	89%	30	5	54%
45	7	98%	45	1	100%	45	1	100%	45	5	92%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	55		Total	33		Total	9		Total	13	

Jul-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	20	36%	15	18	55%	15	0	0%	15	2	15%
30	27	85%	30	14	97%	30	8	89%	30	5	54%
45	7	98%	45	1	100%	45	1	100%	45	5	92%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	55		Total	33		Total	9		Total	13	

Aug-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	4	67%	15	3	75%	15	1	50%	15	0	100%
30	2	100%	30	1	100%	30	1	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	6		Total	4		Total	2		Total	0	

Sep-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

Oct-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

Nov-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

Dec-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

Jan-18

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

Feb-18

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

Mar-18

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

Apr-18

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

May-18

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

Jun-18

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	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	0		Total	0		Total	0		Total	0	

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	24	39%	15	21	57%	15	1	9%	15	2	15%
30	29	87%	30	15	97%	30	9	91%	30	5	54%
45	7	98%	45	1	100%	45	1	100%	45	5	92%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	61		Total	37		Total	11		Total	13	