



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

September 11, 2017

Debra Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 S. Fruit St., Suite 10
Concord, New Hampshire 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 11-196 – Emergency Response Odor Call Report (“Report”) for August 2017

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the August 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 August 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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Emergency Response Times
 NU New Hampshire work orders from 08/01/2017 to 08/31/2017
 Total orders in sample: 79

Orders responded to in < 30 minutes: 47 (59% 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	
8/1/2017 9:21:10 AM	29 S POLICY ST	SALEM	NH	Anthony Beck	David Martingale	1147 - 0	GAS LEAK OUTSIDE	47173		0	25	8/1/2017 9:21	8/1/2017 9:22	8/1/2017 9:24	8/1/2017 9:48	8/1/2017 11:41:46 AM	113	27	Regular Hours	< 30 minutes	
8/1/2017 10:59:15 AM	152 COURT ST Z	PORTSMOUTH	NH	Kevin Clifford	David Martingale	1146 - 0	GAS LEAK INSIDE	47405		0	5	8/1/2017 11:00	8/1/2017 11:09	8/1/2017 11:11	8/1/2017 11:15	8/1/2017 11:53:19 AM	38	15	Regular Hours	< 30 minutes	
8/1/2017 12:06:32 PM	240 N BROADWAY A	SALEM	NH	Anthony Beck	William Jones	1146 - 0	GAS LEAK INSIDE	47627		2	0	8/1/2017 12:08	8/1/2017 12:09	8/1/2017 12:09	8/1/2017 12:09	8/1/2017 12:23:02 PM	13	2	Regular Hours	< 30 minutes	
8/2/2017 8:39:30 AM	2025 WOODBURY AVE	NEWINGTON	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	48405		0	2	8/2/2017 8:30	8/2/2017 8:40	8/2/2017 8:41	8/2/2017 8:43	8/2/2017 9:54:30 AM	71	3	Regular Hours	< 30 minutes	
8/4/2017 11:48:09 AM	9 PLAISTOW RD C ALDI	PLAISTOW	NH	Anthony Beck	William Jones	1147 - 0	GAS LEAK OUTSIDE	52185		0	8	8/4/2017 11:48	8/4/2017 11:49	8/4/2017 11:57	8/4/2017 11:57	8/4/2017 1:05:57 PM	68	9	Regular Hours	< 30 minutes	
8/4/2017 1:47:08 PM	871 LAFAYETTE RD	HAMPTON	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	52433		0	11	8/4/2017 13:47	8/4/2017 13:49	8/4/2017 13:52	8/4/2017 14:00	8/4/2017 3:18:38 PM	78	13	Regular Hours	< 30 minutes	
8/7/2017 9:18:40 AM	5 EZRAS WAY	DOVER	NH	David Perreault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	55352		0	10	8/7/2017 9:19	8/7/2017 9:19	8/7/2017 9:20	8/7/2017 9:30	8/7/2017 10:20:10 AM	49	11	Regular Hours	< 30 minutes	
8/7/2017 1:01:20 PM	95 GROVE ST	DOVER	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	56109		0	19	8/7/2017 13:02	8/7/2017 13:02	8/7/2017 13:03	8/7/2017 13:22	8/7/2017 2:41:36 PM	78	21	Regular Hours	< 30 minutes	
8/8/2017 9:32:14 AM	11 A ST	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	56949		0	22	8/8/2017 9:32	8/8/2017 9:33	8/8/2017 9:41	8/8/2017 9:56	8/8/2017 10:23:50 AM	27	24	Regular Hours	< 30 minutes	
8/8/2017 2:58:20 PM	2200 WHITE CEDAR BLVD BLDG 456	PORTSMOUTH	NH	Lance Keelty	William Jones	1147 - 0	GAS LEAK OUTSIDE	57743		1	4	8/8/2017 15:00	8/8/2017 15:00	8/8/2017 15:00	8/8/2017 15:05	8/8/2017 4:44:46 PM	99	6	Regular Hours	< 30 minutes	
8/8/2017 3:43:35 PM	67 TROUBLE CALL WAY	SOMERSWORTH	NH	John Wiley	William Jones	9100 - 0	TC GAS LEAK OUTSIDE	57826		3	16	8/8/2017 15:46	8/8/2017 15:48	8/8/2017 15:49	8/8/2017 16:05	8/8/2017 5:10:32 PM	65	21	Regular Hours	< 30 minutes	
8/9/2017 10:27:16 AM	9 EPPING AVE	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	58696		0	13	8/9/2017 10:27	8/9/2017 10:29	8/9/2017 10:30	8/9/2017 10:42	8/9/2017 12:11:53 PM	88	15	Regular Hours	< 30 minutes	
8/9/2017 11:53:26 AM	18 FOOTBRIDGE LN	DOVER	NH	David Perreault	William Jones	1146 - 0	GAS LEAK INSIDE	58902		0	21	8/9/2017 11:53	8/9/2017 11:56	8/9/2017 11:56	8/9/2017 12:17	8/9/2017 1:02:38 PM	45	23	Regular Hours	< 30 minutes	
8/10/2017 9:24:19 AM	285 WINNAUNCUNET RD #1	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	60041		0	8	8/10/2017 9:25	8/10/2017 9:28	8/10/2017 9:31	8/10/2017 9:36	8/10/2017 10:07:22 AM	31	11	Regular Hours	< 30 minutes	
8/10/2017 11:33:16 AM	356 EXETER RD MAIN	HAMPTON FALLS	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	60381		1	19	8/10/2017 11:34	8/10/2017 11:35	8/10/2017 11:41	8/10/2017 11:55	8/10/2017 1:40:30 PM	104	22	Regular Hours	< 30 minutes	
8/10/2017 3:06:32 PM	7 EIGHTH ST	HAMPTON	NH	Lance Keelty	Lynne Copp	1146 - 0	GAS LEAK INSIDE	60910		0	21	8/10/2017 15:07	8/10/2017 15:07	8/10/2017 15:08	8/10/2017 15:29	8/10/2017 3:50:20 PM	20	22	Regular Hours	< 30 minutes	
8/10/2017 3:51:36 PM	506 SPRINGBROOK CIR	PORTSMOUTH	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	60991		1	21	8/10/2017 15:53	8/10/2017 15:55	8/10/2017 15:57	8/10/2017 16:16	8/10/2017 4:51:57 PM	35	24	Regular Hours	< 30 minutes	
8/11/2017 11:32:43 AM	60 BOXWOOD LN	DOVER	NH	David Perreault	William Jones	1147 - 0	GAS LEAK OUTSIDE	62173		1	18	8/11/2017 11:33	8/11/2017 11:37	8/11/2017 11:38	8/11/2017 11:56	8/11/2017 1:10:54 PM	74	23	Regular Hours	< 30 minutes	
8/11/2017 11:40:03 AM	33 TROUBLE CALL WAY	HAMPTON	NH	Daniel LaFortune	William Jones	9100 - 0	TC GAS LEAK OUTSIDE	62187		0	8	8/11/2017 11:40	8/11/2017 11:51	8/11/2017 11:52	8/11/2017 11:59	8/11/2017 1:28:17 PM	89	19	Regular Hours	< 30 minutes	
8/11/2017 1:03:49 PM	71 CHURCH ST	HAMPTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	62392		1	11	8/11/2017 13:04	8/11/2017 13:09	8/11/2017 13:09	8/11/2017 13:21	8/11/2017 2:05:03 PM	43	17	Regular Hours	< 30 minutes	
8/11/2017 2:43:39 PM	16 RIDGECREST DR	EXETER	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	63429		1	10	8/11/2017 14:44	8/11/2017 14:45	8/11/2017 14:46	8/11/2017 14:55	8/11/2017 3:13:45 PM	18	11	Regular Hours	< 30 minutes	
8/14/2017 8:54:26 AM	308 LAFAYETTE RD	SEABROOK	NH	John Wiley	David Martingale	1146 - 0	GAS LEAK INSIDE	64267		0	24	8/14/2017 8:55	8/14/2017 8:57	8/14/2017 8:57	8/14/2017 9:21	8/14/2017 9:37:48 AM	16	27	Regular Hours	< 30 minutes	
8/14/2017 9:22:54 AM	30 VRYLENAS WAY	HAMPTON	NH	Robert Pettigrew	William Jones	1147 - 0	GAS LEAK OUTSIDE	64375		2	20	8/14/2017 9:25	8/14/2017 9:26	8/14/2017 9:28	8/14/2017 9:47	8/14/2017 10:55:29 AM	68	24	Regular Hours	< 30 minutes	
8/14/2017 3:25:54 PM	50 BROOKSIDE DR APT F5	EXETER	NH	John Wiley	David Martingale	1146 - 0	GAS LEAK INSIDE	65362		0	8	8/14/2017 15:26	8/14/2017 15:26	8/14/2017 15:28	8/14/2017 15:35	8/14/2017 3:56:40 PM	21	9	Regular Hours	< 30 minutes	
8/15/2017 8:56:10 AM	40 WINTER ST	PORTSMOUTH	NH	David Perreault	David Martingale	1147 - 0	GAS LEAK OUTSIDE	66405		0	2	8/15/2017 8:56	8/15/2017 9:00	8/15/2017 9:02	8/15/2017 9:02	8/15/2017 10:45:42 AM	102	6	Regular Hours	< 30 minutes	
8/15/2017 9:14:06 AM	29 PARTBRIDGE LN	PLAISTOW	NH	Daniel LaFortune	David Martingale	1146 - 0	GAS LEAK INSIDE	66476		0	8	8/15/2017 9:14	8/15/2017 9:15	8/15/2017 9:16	8/15/2017 9:23	8/15/2017 10:02:01 AM	38	9	Regular Hours	< 30 minutes	
8/15/2017 12:35:24 PM	218 WILLARD AVE	PORTSMOUTH	NH	David Perreault	Michael Talis	1146 - 0	GAS LEAK INSIDE	67338		0	3	8/15/2017 12:35	8/15/2017 12:36	8/15/2017 12:37	8/15/2017 12:40	8/15/2017 2:19:35 PM	99	5	Regular Hours	< 30 minutes	
8/15/2017 1:59:53 PM	380 GONIC RD FRONT	GONIC	NH	Jeffrey Croteau	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	67772		0	12	8/15/2017 14:00	8/15/2017 14:04	8/15/2017 14:04	8/15/2017 14:17	8/15/2017 3:25:51 PM	68	17	Regular Hours	< 30 minutes	

8/17/2017	10:36:29 AM	18 OCEAN BLVD	HAMPTON	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	70725	0	14	8/17/2017 10:37	8/17/2017 10:39	8/17/2017 10:40	8/17/2017 10:54	8/17/2017	11:11:33 AM	17	17	Regular Hours	< 30 minutes
8/17/2017	11:22:08 AM	24 TROUBLE CALL WAY	EXETER	NH	John Wiley	David Martinege	9100 - 0	TC GAS LEAK OUTSIDE	70819	0	3	8/17/2017 11:22	8/17/2017 11:35	8/17/2017 11:35	8/17/2017 11:38	8/17/2017	11:43:35 PM	95	16	Regular Hours	< 30 minutes
8/18/2017	1:54:19 PM	135 HAMPTON LN MDWS	HAMPTON	NH	John Wiley	David Martinege	1146 - 0	GAS LEAK INSIDE	73049	0	14	8/18/2017 13:54	8/18/2017 13:56	8/18/2017 13:56	8/18/2017 14:10	8/18/2017	2:44:32 PM	33	16	Regular Hours	< 30 minutes
8/21/2017	9:12:37 AM	130 MAPLE ST	SOMERSWORTH	NH	Lance Keelby	David Martinege	1146 - 0	GAS LEAK INSIDE	74273	0	11	8/21/2017 9:13	8/21/2017 9:13	8/21/2017 9:14	8/21/2017 9:25	8/21/2017	9:51:14 AM	25	12	Regular Hours	< 30 minutes
8/22/2017	8:06:02 AM	2064 WOODBURY AVE 1 103	NEWINGTON	NH	Kevin Clifford	David Martinege	1146 - 0	GAS LEAK INSIDE	76304	0	10	8/22/2017 8:06	8/22/2017 8:10	8/22/2017 8:11	8/22/2017 8:20	8/22/2017	9:20:08 AM	59	14	Regular Hours	< 30 minutes
8/24/2017	10:14:16 AM	1195 SOUTH ST	PORTSMOUTH	NH	Kevin Clifford	David Martinege	1147 - 0	GAS LEAK OUTSIDE	81790	4	0	8/24/2017 10:18	8/24/2017 10:34	8/24/2017 10:34	8/24/2017 10:34	8/24/2017	11:41:03 AM	66	20	Regular Hours	< 30 minutes
8/24/2017	2:52:57 PM	1462 ISLINGTON ST	PORTSMOUTH	NH	Lance Keelby	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	82770	0	7	8/24/2017 14:53	8/24/2017 14:53	8/24/2017 14:53	8/24/2017 15:00	8/24/2017	4:35:58 PM	95	7	Regular Hours	< 30 minutes
8/28/2017	12:23:43 PM	33 TROUBLE CALL WAY	HAMPTON	NH	Kevin Clifford	David Martinege	9100 - 0	TC GAS LEAK OUTSIDE	86391	0	5	8/28/2017 12:24	8/28/2017 12:26	8/28/2017 12:26	8/28/2017 12:31	8/28/2017	1:42:20 PM	71	7	Regular Hours	< 30 minutes
8/29/2017	11:07:42 AM	23 THOMSEN RD	HAMPTON	NH	John Wiley	David Martinege	1146 - 0	GAS LEAK INSIDE	87912	0	12	8/29/2017 11:08	8/29/2017 11:10	8/29/2017 11:11	8/29/2017 11:23	8/29/2017	11:40:37 AM	17	15	Regular Hours	< 30 minutes
8/29/2017	11:12:34 AM	3 HILLSIDE DR	PORTSMOUTH	NH	Jeffrey Croteau	David Martinege	1147 - 0	GAS LEAK OUTSIDE	87949	0	6	8/29/2017 11:13	8/29/2017 11:13	8/29/2017 11:14	8/29/2017 11:20	8/29/2017	12:09:37 PM	49	7	Regular Hours	< 30 minutes
8/29/2017	11:23:23 AM	58 TROUBLE CALL WAY	ROCHESTER	NH	Kevin Clifford	William Jones	9100 - 0	TC GAS LEAK OUTSIDE	87974	0	0	8/29/2017 11:23	8/29/2017 11:24	8/29/2017 11:25	8/29/2017 11:25	8/29/2017	12:37:54 PM	72	1	Regular Hours	< 30 minutes
8/29/2017	1:55:13 PM	92 CLUFF CROSSING RD	SALEM	NH	Anthony Beck	David Martinege	1147 - 0	GAS LEAK OUTSIDE	88295	1	26	8/29/2017 13:56	8/29/2017 13:57	8/29/2017 13:58	8/29/2017 14:24	8/29/2017	3:56:53 PM	92	29	Regular Hours	< 30 minutes
8/29/2017	2:46:29 PM	17 BRIDGE ST HSE	ROCHESTER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	88391	0	13	8/29/2017 14:47	8/29/2017 14:48	8/29/2017 14:50	8/29/2017 15:01	8/29/2017	3:45:20 PM	43	15	Regular Hours	< 30 minutes
8/30/2017	9:53:46 AM	896 CENTRAL AVE	DOVER	NH	Kevin Clifford	David Martinege	1147 - 0	GAS LEAK OUTSIDE	93814	1	6	8/30/2017 9:54	8/30/2017 9:56	8/30/2017 9:56	8/30/2017 10:02	8/30/2017	11:13:07 AM	70	8	Regular Hours	< 30 minutes
8/30/2017	10:59:11 AM	54 CHARLES ST FL1	ROCHESTER	NH	David Perreault	David Martinege	1146 - 0	GAS LEAK INSIDE	94411	0	17	8/30/2017 10:59	8/30/2017 11:03	8/30/2017 11:03	8/30/2017 11:20	8/30/2017	12:59:47 PM	99	21	Regular Hours	< 30 minutes
8/30/2017	11:51:49 AM	303 S BROADWAY D	SALEM	NH	Anthony Beck	William Jones	1146 - 0	GAS LEAK INSIDE	94556	0	0	8/30/2017 11:52	8/30/2017 12:03	8/30/2017 12:03	8/30/2017 12:03	8/30/2017	12:32:25 PM	28	11	Regular Hours	< 30 minutes
8/30/2017	1:03:22 PM	43 HOOKSETT ST UP	SEABROOK	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	94729	0	7	8/30/2017 13:04	8/30/2017 13:04	8/30/2017 13:05	8/30/2017 13:11	8/30/2017	1:44:45 PM	32	8	Regular Hours	< 30 minutes
8/31/2017	1:28:59 PM	99 DANIEL ST FL 2	PORTSMOUTH	NH	David Perreault	David Martinege	1146 - 0	GAS LEAK INSIDE	96275	0	15	8/31/2017 13:29	8/31/2017 13:30	8/31/2017 13:31	8/31/2017 13:45	8/31/2017	2:29:53 PM	44	16	Regular Hours	< 30 minutes
8/31/2017	2:08:46 PM	116 SALMON FALLS RD	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	96359	0	13	8/31/2017 14:08	8/31/2017 14:09	8/31/2017 14:09	8/31/2017 14:22	8/31/2017	3:48:18 PM	85	14	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 20 (25% of total) for After Hours:																					
8/1/2017	4:53:25 PM	240 N BROADWAY D	SALEM	NH	Anthony Beck	William Jones	1146 - 0	GAS LEAK INSIDE	48209	0	28	8/1/2017 16:53	8/1/2017 16:54	8/1/2017 16:55	8/1/2017 17:22	8/1/2017	5:59:44 PM	36	29	After Hours	< 30 minutes
8/1/2017	6:49:29 PM	42 TOWLE AVE	HAMPTON	NH	Daniel LaFortune	William Jones	1147 - 0	GAS LEAK OUTSIDE	48277	0	13	8/1/2017 18:49	8/1/2017 18:50	8/1/2017 18:50	8/1/2017 19:04	8/1/2017	8:33:02 PM	88	14	After Hours	< 30 minutes
8/2/2017	4:19:48 PM	240 N BROADWAY B	SALEM	NH	Anthony Beck	David Martinege	1146 - 0	GAS LEAK INSIDE	49838	0	22	8/2/2017 16:20	8/2/2017 16:21	8/2/2017 16:22	8/2/2017 16:44	8/2/2017	5:23:32 PM	39	24	After Hours	< 30 minutes
8/2/2017	8:50:21 PM	84 MOUNT VERNON ST	PORTSMOUTH	NH	Kevin Ruel	David Martinege	1146 - 0	GAS LEAK INSIDE	50337	0	7	8/2/2017 20:50	8/2/2017 20:52	8/2/2017 20:53	8/2/2017 20:59	8/2/2017	9:13:14 PM	13	9	After Hours	< 30 minutes
8/10/2017	8:22:55 PM	8 IVANS LN	DOVER	NH	John Wiley	William Jones	1147 - 0	GAS LEAK OUTSIDE	61655	0	14	8/10/2017 20:23	8/10/2017 20:24	8/10/2017 20:24	8/10/2017 20:38	8/10/2017	9:01:49 PM	23	15	After Hours	< 30 minutes

8/10/2017	10:33:55 PM	2 SCENIC DR	DOVER	NH	Kevin Clifford	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	61661		1	16	8/10/2017 22:35	8/10/2017 22:38	8/10/2017 22:42	8/10/2017 22:55	8/10/2017	11:17:31 PM	22	21	After Hours	< 30 minutes
8/15/2017	4:21:03 PM	516 LILAC LN	DOVER	NH	Kevin Ruel	William Jones	1146 - 0	GAS LEAK INSIDE	68212		0	15	8/15/2017 16:22	8/15/2017 16:22	8/15/2017 16:23	8/15/2017 16:37	8/15/2017	4:53:59 PM	16	16	After Hours	< 30 minutes
8/15/2017	4:54:21 PM	19 ARROWBROOK RD	DOVER	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	69894		0	12	8/15/2017 16:55	8/16/2017 16:55	8/16/2017 16:56	8/16/2017 17:07	8/16/2017	5:22:04 PM	14	13	After Hours	< 30 minutes
8/16/2017	9:33:19 PM	111 OSPREY DR	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	1146 - 0	GAS LEAK INSIDE	69955		1	24	8/16/2017 21:34	8/16/2017 21:37	8/16/2017 21:38	8/16/2017 22:02	8/16/2017	10:12:11 PM	10	28	After Hours	< 30 minutes
8/22/2017	9:34:51 PM	13 DUSTON AVE	HAMPTON	NH	Robert Pettigrew	Lynne Copp	1146 - 0	GAS LEAK INSIDE	78968		1	0	8/22/2017 21:35	8/22/2017 21:43	8/22/2017 21:43	8/22/2017 21:43	8/22/2017	10:39:05 PM	55	9	After Hours	< 30 minutes
8/23/2017	4:14:15 PM	183 OCEAN BLVD REST	HAMPTON	NH	Lance Keelty	David Martingale	1146 - 0	GAS LEAK INSIDE	81101		0	1	8/23/2017 16:14	8/23/2017 16:14	8/23/2017 16:16	8/23/2017 16:16	8/23/2017	4:31:04 PM	14	2	After Hours	< 30 minutes
8/23/2017	7:43:44 PM	15 TIFFANY RD	SALEM	NH	Troy Kimball	David Martingale	1146 - 0	GAS LEAK INSIDE	81221		0	22	8/23/2017 19:43	8/23/2017 19:44	8/23/2017 19:44	8/23/2017 20:07	8/23/2017	8:21:55 PM	14	23	After Hours	< 30 minutes
8/24/2017	12:42:56 AM	428 LAFAYETTE RD 203	HAMPTON	NH	Robert Pettigrew	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	81238		0	0	8/24/2017 0:43	8/24/2017 0:51	8/24/2017 0:51	8/24/2017 0:51	8/24/2017	1:45:57 AM	54	8	After Hours	< 30 minutes
8/24/2017	9:06:51 PM	13 ACADEMY ST B	ROCHESTER	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	83164		0	10	8/24/2017 21:07	8/24/2017 21:08	8/24/2017 21:09	8/24/2017 21:19	8/24/2017	10:22:16 PM	63	12	After Hours	< 30 minutes
8/28/2017	7:05:38 PM	40 BREWSTER ST FL 1	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	87187		0	25	8/28/2017 19:06	8/28/2017 19:06	8/28/2017 19:07	8/28/2017 19:31	8/28/2017	7:45:35 PM	14	25	After Hours	< 30 minutes
8/30/2017	7:10:31 PM	10 GREENLEAF DR	SEABROOK	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	95440		0	12	8/30/2017 19:10	8/30/2017 19:14	8/30/2017 19:14	8/30/2017 19:26	8/30/2017	7:42:48 PM	16	15	After Hours	< 30 minutes
8/30/2017	7:45:09 PM	1 WASHINGTON ST HSE	DOVER	NH	Lance Keelty	Lynne Copp	1146 - 0	GAS LEAK INSIDE	95462		0	3	8/30/2017 19:45	8/30/2017 19:45	8/30/2017 19:45	8/30/2017 19:49	8/30/2017	8:45:20 PM	55	4	After Hours	< 30 minutes
8/30/2017	9:51:11 PM	51 CLINTON ST	PORTSMOUTH	NH	Lance Keelty	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	95494		0	15	8/30/2017 21:51	8/30/2017 21:56	8/30/2017 21:56	8/30/2017 22:11	8/30/2017	11:11:53 PM	60	20	After Hours	< 30 minutes
8/31/2017	4:59:37 PM	33 TROUBLE CALL WAY	HAMPTON	NH	John Wiley	Lynne Copp	9100 - 0	HC GAS LEAK OUTSIDE	96727		1	12	8/31/2017 17:00	8/31/2017 17:03	8/31/2017 17:03	8/31/2017 17:16	8/31/2017	5:43:33 PM	27	16	After Hours	< 30 minutes
8/31/2017	5:39:29 PM	8 CARRIAGE DR LOT 15	EXETER	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	96767		1	18	8/31/2017 17:41	8/31/2017 17:41	8/31/2017 17:43	8/31/2017 17:59	8/31/2017	6:36:55 PM	36	20	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 7 (9% of total) for Weekend/Holiday Hours:																						
8/5/2017	12:23:10 PM	154 MAIN ST	SALEM	NH	Ryan Kelleher	Samantha Keach	1146 - 0	GAS LEAK INSIDE	54808		0	14	8/5/2017 12:23	8/5/2017 12:30	8/5/2017 12:37	8/5/2017 12:45	8/5/2017	1:07:40 PM	22	21	Weekend/Holiday	< 30 minutes
8/6/2017	9:31:16 AM	280 COUNTY FARM RD COVERED BRIDGE	DOVER	NH	Robert Pettigrew	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	55076		2	3	8/6/2017 9:34	8/6/2017 9:42	8/6/2017 9:42	8/6/2017 9:46	8/6/2017	10:59:08 AM	72	15	Weekend/Holiday	< 30 minutes
8/12/2017	9:32:11 AM	68 FORREST ST 6R	PLAISTOW	NH	Kurt House	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	63978		2	1	8/12/2017 9:34	8/12/2017 9:46	8/12/2017 9:47	8/12/2017 9:47	8/12/2017	10:26:34 AM	38	15	Weekend/Holiday	< 30 minutes
8/19/2017	12:29:49 PM	23 TENNYSON AVE	DOVER	NH	David Perreault	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	73615		1	6	8/19/2017 12:30	8/19/2017 12:32	8/19/2017 12:32	8/19/2017 12:38	8/19/2017	1:05:12 PM	26	8	Weekend/Holiday	< 30 minutes
8/27/2017	11:30:16 AM	27 KINGSTON RD BL26	EXETER	NH	Lance Keelty	Samantha Keach	1146 - 0	GAS LEAK INSIDE	85328		0	2	8/27/2017 11:30	8/27/2017 11:30	8/27/2017 11:33	8/27/2017 11:33	8/27/2017	11:43:44 AM	9	3	Weekend/Holiday	< 30 minutes
8/27/2017	1:30:31 PM	28 CHANDLER AVE 9	PLAISTOW	NH	Anthony Beck	Samantha Keach	1146 - 0	GAS LEAK INSIDE	85347		2	15	8/27/2017 13:33	8/27/2017 13:39	8/27/2017 13:42	8/27/2017 13:55	8/27/2017	2:29:06 PM	33	24	Weekend/Holiday	< 30 minutes
8/27/2017	8:17:45 PM	3 STERLING HILL LN 347	EXETER	NH	Lance Keelty	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	85371		1	24	8/27/2017 20:18	8/27/2017 20:23	8/27/2017 20:24	8/27/2017 20:48	8/27/2017	9:15:06 PM	26	30	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 1 (1% 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		
8/7/2017	2:54:13 PM	28 MADBURY RD	DURHAM	NH	David Perreault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	56333		1	28	8/7/2017 14:55	8/7/2017 14:57	8/7/2017 14:58	8/7/2017 15:25	8/7/2017	4:16:13 PM	50	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 4 (5% of total) for After Hours:																						

8/14/2017	8:55:35 PM	20 NEWBURY ST	SEABROOK	NH	Daniel Lafortune	William Jones	1147 - 0	GAS LEAK OUTSIDE	65613		1	32	8/14/2017 20:56	8/14/2017 21:01	8/14/2017 21:01	8/14/2017 21:33	8/14/2017	10:48:25 PM	75	37	After Hours	31-45 minutes
8/17/2017	6:38:38 AM	524 MANCHESTER ST	SEABROOK	NH	Jeffrey Croteau	Michael Tallis	1146 - 0	GAS LEAK INSIDE	70030		0	38	8/17/2017 6:39	8/17/2017 6:42	8/17/2017 6:44	8/17/2017 7:21	8/17/2017	8:02:48 AM	41	42	After Hours	31-45 minutes
8/23/2017	10:38:10 PM	428 LAFAYETTE RD 203	HAMPTON	NH	John Wiley	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	81235		0	28	8/23/2017 22:38	8/23/2017 22:46	8/23/2017 22:47	8/23/2017 23:15	8/24/2017	2:01:45 AM	166	37	After Hours	31-45 minutes
8/31/2017	7:54:05 PM	600 LAFAYETTE RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	96831		0	35	8/31/2017 19:54	8/31/2017 19:55	8/31/2017 19:55	8/31/2017 20:30	8/31/2017	9:33:05 PM	62	36	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 0 (0% of total) for Weekend/Holiday Hours:																						
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: 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	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:																						
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 > 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 08/01/2017 to 08/31/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	40	51%	15	26	54%	15	10	42%	15	4	57%
30	34	94%	30	21	98%	30	10	83%	30	3	100%
45	5	100%	45	1	100%	45	4	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	79		Total	48		Total	24		Total	7	

Aug-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	40	51%	15	26	54%	15	10	42%	15	4	57%
30	34	94%	30	21	98%	30	10	83%	30	3	100%
45	5	100%	45	1	100%	45	4	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	79		Total	48		Total	24		Total	7	

Sep-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	3	60%	15	2	50%	15	0	100%	15	1	100%
30	2	100%	30	2	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	5		Total	4		Total	0		Total	1	

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	

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	43	51%	15	28	54%	15	10	42%	15	5	63%
30	36	94%	30	23	98%	30	10	83%	30	3	100%
45	5	100%	45	1	100%	45	4	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	84		Total	52		Total	24		Total	8	