



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

November 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 October 2017

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the October 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 October 2017 as well as twelve months of accumulated historical odor call response data under the Emergency Response Standards. The accumulated monthly data for each Performance Measure is found on page 7 of the Report.

Please contact Christopher LeBlanc, at (603) 294-5166 if you need any additional information.

Respectfully submitted,

George H. Simmons Jr/E

George H. Simmons Jr.

Enclosure

cc: Thomas P. Meissner Jr., Vice President USC
Christopher LeBlanc, USC

George H. Simmons Jr.
Manager - Regulatory Services

6 Liberty Lane West
Hampton, NH 03842

Phone: 603-773-6534
Fax: 603-773-6734

simmons@unitil.com

Emergency Response Times
 NU New Hampshire work orders from 10/01/2017 to 10/31/2017
 Total orders in sample: 82

Orders responded to in < 30 minutes: 48 (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
10/2/2017	10:24:45 AM	93 WASHINGTON ST	DOVER	NH	Kevin Clifford	David Martinage	1146 - 0	GAS LEAK INSIDE	154950	0	24	10/2/2017 10:25	10/2/2017 10:26	10/2/2017 10:28	10/2/2017 10:51	10/2/2017 11:58:19 AM	66	26	Regular Hours	< 30 minutes
10/3/2017	8:05:39 AM	93 WASHINGTON ST	DOVER	NH	Jeffrey Croteau	David Martinage	1146 - 0	GAS LEAK INSIDE	156601	0	10	10/3/2017 8:06	10/3/2017 8:06	10/3/2017 8:07	10/3/2017 8:17	10/3/2017 9:26:36 AM	69	11	Regular Hours	< 30 minutes
10/3/2017	9:43:49 AM	9 WASHINGTON ST	EXETER	NH	Lance Keately	David Martinage	1146 - 0	GAS LEAK INSIDE	156854	0	25	10/3/2017 9:44	10/3/2017 9:44	10/3/2017 9:44	10/3/2017 10:09	10/3/2017 10:34:03 AM	24	25	Regular Hours	< 30 minutes
10/3/2017	11:53:15 AM	75 OCEAN BLVD	HAMPTON	NH	Lance Keately	David Martinage	1147 - 0	GAS LEAK OUTSIDE	157474	0	22	10/3/2017 11:53	10/3/2017 11:55	10/3/2017 11:57	10/3/2017 12:18	10/3/2017 1:52:47 PM	94	24	Regular Hours	< 30 minutes
10/4/2017	1:27:38 PM	124 MILTON RD	ROCHESTER	NH	David Perreault	William Jones	1146 - 0	GAS LEAK INSIDE	160644	1	0	10/4/2017 13:28	10/4/2017 13:29	10/4/2017 13:29	10/4/2017 13:29	10/4/2017 2:03:08 PM	33	1	Regular Hours	< 30 minutes
10/4/2017	2:56:13 PM	17 FRANKLIN ST 1ST F	EXETER	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	160828	0	21	10/4/2017 14:56	10/4/2017 14:58	10/4/2017 14:59	10/4/2017 15:20	10/4/2017 3:41:46 PM	21	23	Regular Hours	< 30 minutes
10/5/2017	11:14:35 AM	24 FOREST DR	HAMPTON	NH	Daniel LaFortune	David Martinage	1147 - 0	GAS LEAK OUTSIDE	162695	0	13	10/5/2017 11:15	10/5/2017 11:17	10/5/2017 11:18	10/5/2017 11:30	10/5/2017 1:11:58 PM	101	15	Regular Hours	< 30 minutes
10/6/2017	8:48:32 AM	15 MAIN ST	SALEM	NH	Anthony Beck	William Jones	1147 - 0	GAS LEAK OUTSIDE	163799	2	19	10/6/2017 8:51	10/6/2017 8:58	10/6/2017 8:58	10/6/2017 9:17	10/6/2017 10:50:40 AM	92	29	Regular Hours	< 30 minutes
10/6/2017	9:00:25 AM	115 MAIN ST 1-A	SALEM	NH	Anthony Beck	Michael Talis	1146 - 0	GAS LEAK INSIDE	163864	0	15	10/6/2017 9:00	10/6/2017 9:00	10/6/2017 9:01	10/6/2017 9:16	10/6/2017 11:04:22 AM	108	15	Regular Hours	< 30 minutes
10/6/2017	11:26:54 AM	9 SUMMER ST	EXETER	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	164152	3	8	10/6/2017 11:30	10/6/2017 11:34	10/6/2017 11:36	10/6/2017 11:43	10/6/2017 12:03:27 PM	20	16	Regular Hours	< 30 minutes
10/9/2017	8:45:02 AM	11 DEARBORN AVE FL 1	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	165547	0	5	10/9/2017 8:40	10/9/2017 8:47	10/9/2017 8:48	10/9/2017 8:53	10/9/2017 9:12:49 AM	19	8	Regular Hours	< 30 minutes
10/9/2017	8:58:26 AM	370 ROUTE 108	SOMERSWORTH	NH	David Perreault	William Jones	1146 - 0	GAS LEAK INSIDE	165566	0	15	10/9/2017 8:58	10/9/2017 8:59	10/9/2017 9:00	10/9/2017 9:15	10/9/2017 9:51:24 AM	36	16	Regular Hours	< 30 minutes
10/9/2017	1:48:42 PM	28 KINGS HWY	HAMPTON	NH	Daniel LaFortune	William Jones	1147 - 0	GAS LEAK OUTSIDE	166298	1	12	10/9/2017 13:49	10/9/2017 13:52	10/9/2017 13:57	10/9/2017 14:04	10/9/2017 3:18:56 PM	74	16	Regular Hours	< 30 minutes
10/10/2017	11:34:25 AM	165 PORTLAND AVE	DOVER	NH	Jeffrey Croteau	David Martinage	1147 - 0	GAS LEAK OUTSIDE	167791	0	14	10/10/2017 11:34	10/10/2017 11:35	10/10/2017 11:35	10/10/2017 11:49	10/10/2017 1:42:05 PM	112	15	Regular Hours	< 30 minutes
10/10/2017	11:48:03 AM	12 TWIN POND CIR	EXETER	NH	Daniel LaFortune	Michael Talis	1146 - 0	GAS LEAK INSIDE	167816	0	19	10/10/2017 11:48	10/10/2017 11:50	10/10/2017 11:54	10/10/2017 12:10	10/10/2017 12:34:48 PM	24	22	Regular Hours	< 30 minutes
10/11/2017	10:24:04 AM	28 KINGS HWY	HAMPTON	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	168844	2	14	10/11/2017 10:26	10/11/2017 10:29	10/11/2017 10:32	10/11/2017 10:43	10/11/2017 12:06:52 PM	83	19	Regular Hours	< 30 minutes
10/11/2017	10:41:13 AM	3 SUSANNAHS XING	DOVER	NH	Kevin Clifford	David Martinage	1146 - 0	GAS LEAK INSIDE	168883	0	14	10/11/2017 10:41	10/11/2017 10:43	10/11/2017 10:46	10/11/2017 10:57	10/11/2017 11:46:19 AM	48	16	Regular Hours	< 30 minutes
10/12/2017	8:34:07 AM	24 TROUBLE CALL WAY	EXETER	NH	Daniel LaFortune	David Martinage	9100 - 0	TC GAS LEAK OUTSIDE	170811	0	21	10/12/2017 8:34	10/12/2017 8:36	10/12/2017 8:38	10/12/2017 8:57	10/12/2017 1:13:25 PM	255	23	Regular Hours	< 30 minutes
10/12/2017	10:40:40 AM	668 MIDDLE ST REAR	PORTSMOUTH	NH	Kevin Clifford	David Martinage	1147 - 0	GAS LEAK OUTSIDE	171508	0	13	10/12/2017 10:41	10/12/2017 10:42	10/12/2017 10:43	10/12/2017 10:56	10/12/2017 12:08:30 PM	72	15	Regular Hours	< 30 minutes
10/12/2017	3:42:56 PM	95 COURT ST 6	EXETER	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	172299	1	5	10/12/2017 15:44	10/12/2017 15:46	10/12/2017 15:46	10/12/2017 15:51	10/12/2017 4:13:04 PM	21	8	Regular Hours	< 30 minutes
10/13/2017	2:13:50 PM	18 FOREST ST	DOVER	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	174199	0	22	10/13/2017 14:14	10/13/2017 14:17	10/13/2017 14:18	10/13/2017 14:39	10/13/2017 3:33:43 PM	53	25	Regular Hours	< 30 minutes
10/16/2017	9:15:45 AM	12 PARK AVE	PLAISTOW	NH	Anthony Beck	Lynne Copp	1146 - 0	GAS LEAK INSIDE	175336	0	20	10/16/2017 9:16	10/16/2017 9:16	10/16/2017 9:27	10/16/2017 9:36	10/16/2017 9:58:59 AM	22	21	Regular Hours	< 30 minutes
10/16/2017	12:56:28 PM	3 WINTER ST PLZ	ROCHESTER	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	176476	0	7	10/16/2017 12:56	10/16/2017 12:59	10/16/2017 12:59	10/16/2017 13:06	10/16/2017 2:06:59 PM	60	10	Regular Hours	< 30 minutes
10/17/2017	11:11:56 AM	19 KEEWAVOIN DR 2	SALEM	NH	Anthony Beck	William Jones	1146 - 0	GAS LEAK INSIDE	180505	0	29	10/17/2017 11:12	10/17/2017 11:13	10/17/2017 11:15	10/17/2017 11:42	10/17/2017 12:04:22 PM	21	30	Regular Hours	< 30 minutes
10/17/2017	2:55:29 PM	28 TRAVELERS DR	SALEM	NH	Anthony Beck	David Martinage	1146 - 0	GAS LEAK INSIDE	182178	0	29	10/17/2017 14:56	10/17/2017 14:56	10/17/2017 15:01	10/17/2017 15:26	10/17/2017 4:23:38 PM	57	30	Regular Hours	< 30 minutes
10/18/2017	7:23:33 AM	52 SUNNINGDALE DR	SOMERSWORTH	NH	David Perreault	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	182983	0	22	10/18/2017 7:24	10/18/2017 7:27	10/18/2017 7:31	10/18/2017 7:49	10/18/2017 9:42:45 AM	113	25	Regular Hours	< 30 minutes
10/19/2017	7:49:16 AM	615 OCEAN BLVD 10	HAMPTON	NH	Daniel LaFortune	William Jones	1147 - 0	GAS LEAK OUTSIDE	197628	0	24	10/19/2017 7:49	10/19/2017 7:51	10/19/2017 7:53	10/19/2017 8:16	10/19/2017 9:30:23 AM	73	27	Regular Hours	< 30 minutes
10/19/2017	9:00:33 AM	566 ISLINGTON ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	1147 - 0	GAS LEAK OUTSIDE	197912	0	4	10/19/2017 9:00	10/19/2017 9:06	10/19/2017 9:07	10/19/2017 9:10	10/19/2017 10:50:53 AM	100	10	Regular Hours	< 30 minutes

10/19/2017	10:26:00 AM	161 S MAIN ST	ROCHESTER	NH	David Perreault	Lynne Copp	1147 -0	GAS LEAK OUTSIDE	199383	0	13	10/19/2017 10:26	10/19/2017 10:30	10/19/2017 10:32	10/19/2017 10:44	10/19/2017 12:35:50 PM	111	18	Regular Hours	< 30 minutes
10/19/2017	11:11:38 AM	17 RICHMOND ST A	DOVER	NH	Jeffrey Croteau	Lynne Copp	1146 -0	GAS LEAK INSIDE	199477	0	8	10/19/2017 11:12	10/19/2017 11:12	10/19/2017 11:13	10/19/2017 11:20	10/19/2017 12:18:29 PM	57	9	Regular Hours	< 30 minutes
10/19/2017	11:14:06 AM	221 N BROADWAY UNIT 1 BLDG B	SALEM	NH	Anthony Beck	Lynne Copp	1147 -0	GAS LEAK OUTSIDE	199493	3	21	10/19/2017 11:17	10/19/2017 11:19	10/19/2017 11:22	10/19/2017 11:41	10/19/2017 12:41:49 PM	60	27	Regular Hours	< 30 minutes
10/19/2017	1:56:46 PM	40 PARKER ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	1146 -0	GAS LEAK INSIDE	199934	0	3	10/19/2017 13:57	10/19/2017 13:59	10/19/2017 14:00	10/19/2017 14:03	10/19/2017 2:35:08 PM	31	6	Regular Hours	< 30 minutes
10/20/2017	10:04:54 AM	145 SPINNAKER WAY	PORTSMOUTH	NH	Kurt House	Lynne Copp	9102 -0	TC GAS LEAK INSIDE	202487	1	9	10/20/2017 10:06	10/20/2017 10:06	10/20/2017 10:07	10/20/2017 10:15	10/20/2017 10:36:52 AM	21	10	Regular Hours	< 30 minutes
10/20/2017	11:13:47 AM	17 TROUBLE CALL WAY	DOVER	NH	Jeffrey Croteau	Lynne Copp	9100 -0	TC GAS LEAK OUTSIDE	203311	0	4	10/20/2017 11:14	10/20/2017 11:15	10/20/2017 11:15	10/20/2017 11:20	10/20/2017 12:24:05 PM	64	6	Regular Hours	< 30 minutes
10/23/2017	11:37:10 AM	497 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	Michael Talis	1147 -0	GAS LEAK OUTSIDE	206433	0	11	10/23/2017 11:37	10/23/2017 11:41	10/23/2017 11:44	10/23/2017 11:52	10/23/2017 1:32:03 PM	99	15	Regular Hours	< 30 minutes
10/23/2017	1:47:35 AM	45 S BROADWAY	SALEM	NH	Anthony Beck	William Jones	1147 -0	GAS LEAK OUTSIDE	206459	0	23	10/23/2017 11:48	10/23/2017 11:51	10/23/2017 11:51	10/23/2017 12:15	10/23/2017 1:29:12 PM	73	27	Regular Hours	< 30 minutes
10/24/2017	9:54:49 AM	30 INTERNATIONAL DR 101	PORTSMOUTH	NH	Daniel Lafortune	William Jones	1146 -0	GAS LEAK INSIDE	208523	0	11	10/24/2017 9:55	10/24/2017 10:01	10/24/2017 10:02	10/24/2017 10:12	10/24/2017 10:25:12 AM	12	17	Regular Hours	< 30 minutes
10/24/2017	10:18:10 AM	82 BREWSTER ST	PORTSMOUTH	NH	Daniel Lafortune	Michael Talis	1146 -0	GAS LEAK INSIDE	208580	1	17	10/24/2017 10:19	10/24/2017 10:21	10/24/2017 10:25	10/24/2017 10:39	10/24/2017 11:05:00 AM	25	21	Regular Hours	< 30 minutes
10/24/2017	10:33:02 AM	48 BEACH PLUM WAY	HAMPTON	NH	Kevin Clifford	David Martingale	1146 -0	GAS LEAK INSIDE	208626	0	6	10/24/2017 10:33	10/24/2017 10:36	10/24/2017 10:37	10/24/2017 10:43	10/24/2017 11:12:28 AM	29	10	Regular Hours	< 30 minutes
10/24/2017	12:35:37 PM	20 COE DR	DURHAM	NH	Jeffrey Croteau	David Martingale	1146 -0	GAS LEAK INSIDE	208967	0	16	10/24/2017 12:35	10/24/2017 12:39	10/24/2017 12:40	10/24/2017 12:55	10/24/2017 1:01:49 PM	6	19	Regular Hours	< 30 minutes
10/24/2017	1:01:45 PM	28 COE DR	DURHAM	NH	Jeffrey Croteau	David Martingale	1146 -0	GAS LEAK INSIDE	209151	0	0	10/24/2017 13:02	10/24/2017 13:02	10/24/2017 13:02	10/24/2017 13:02	10/24/2017 1:20:51 PM	18	0	Regular Hours	< 30 minutes
10/26/2017	8:07:16 AM	92 CLUFF CROSSING	SALEM	NH	Anthony Beck	William Jones	1146 -0	GAS LEAK INSIDE	214829	0	25	10/26/2017 8:07	10/26/2017 8:07	10/26/2017 8:09	10/26/2017 8:33	10/26/2017 9:29:49 AM	56	26	Regular Hours	< 30 minutes
10/26/2017	10:58:43 AM	428 LAFAVETTE RD 303	HAMPTON	NH	Daniel Lafortune	William Jones	1147 -0	GAS LEAK OUTSIDE	215641	0	11	10/26/2017 10:59	10/26/2017 11:01	10/26/2017 11:05	10/26/2017 11:13	10/26/2017 12:33:14 PM	79	14	Regular Hours	< 30 minutes
10/26/2017	2:07:45 PM	17 TROUBLE CALL WAY	DOVER	NH	Lance Keely	David Martingale	9100 -0	TC GAS LEAK OUTSIDE	216248	0	7	10/26/2017 14:08	10/26/2017 14:08	10/26/2017 14:12	10/26/2017 14:15	10/26/2017 3:35:31 PM	79	8	Regular Hours	< 30 minutes
10/27/2017	7:53:16 AM	50 OVERLOOK DR	JATKINSON	NH	Anthony Beck	Lynne Copp	1146 -0	GAS LEAK INSIDE	217631	0	19	10/27/2017 7:53	10/27/2017 7:54	10/27/2017 7:59	10/27/2017 8:14	10/27/2017 8:36:05 AM	22	20	Regular Hours	< 30 minutes
10/27/2017	12:55:13 PM	72 WOODBURY AVE A	PORTSMOUTH	NH	Jeffrey Croteau	David Martingale	1146 -0	GAS LEAK INSIDE	218756	0	6	10/27/2017 12:55	10/27/2017 13:02	10/27/2017 13:02	10/27/2017 13:08	10/27/2017 1:35:47 PM	27	13	Regular Hours	< 30 minutes
10/30/2017	1:55:41 PM	95 TRAFFIC CIR	PORTSMOUTH	NH	Robert Pettigrew	David Martingale	1147 -0	GAS LEAK OUTSIDE	230672	0	9	10/30/2017 13:56	10/30/2017 13:56	10/30/2017 13:58	10/30/2017 14:06	10/30/2017 3:40:13 PM	93	10	Regular Hours	< 30 minutes
10/31/2017	8:52:12 AM	6 LAUREL LN	HAMPTON	NH	Jeffrey Croteau	David Martingale	1146 -0	GAS LEAK INSIDE	234988	0	6	10/31/2017 8:52	10/31/2017 8:55	10/31/2017 8:55	10/31/2017 9:01	10/31/2017 9:34:58 AM	33	9	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 13 (16% of total) for After Hours:																				
10/2/2017	4:19:42 PM	19 MYRTLE ST C	ROCHESTER	NH	David Perreault	Lynne Copp	1146 -0	GAS LEAK INSIDE	156230	0	0	10/2/2017 16:20	10/2/2017 16:30	10/2/2017 16:30	10/2/2017 16:30	10/2/2017 4:47:54 PM	17	11	After Hours	< 30 minutes
10/3/2017	5:55:40 PM	15 GROVE ST	SOMERSWORTH	NH	Lance Keely	Lynne Copp	1146 -0	GAS LEAK INSIDE	158158	0	22	10/3/2017 17:56	10/3/2017 17:56	10/3/2017 17:57	10/3/2017 18:19	10/3/2017 6:46:02 PM	26	23	After Hours	< 30 minutes
10/3/2017	6:11:06 PM	259 MARLEWOOD AVE	PORTSMOUTH	NH	Daniel Lafortune	Lynne Copp	1146 -0	GAS LEAK INSIDE	158373	1	21	10/3/2017 18:12	10/3/2017 18:14	10/3/2017 18:15	10/3/2017 18:35	10/3/2017 7:18:13 PM	42	24	After Hours	< 30 minutes
10/6/2017	6:30:18 PM	270 CASS ST 1	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146 -0	GAS LEAK INSIDE	164935	0	17	10/6/2017 18:30	10/6/2017 18:30	10/6/2017 18:31	10/6/2017 18:48	10/6/2017 7:12:36 PM	24	18	After Hours	< 30 minutes
10/6/2017	8:40:14 PM	376 OCEAN BLVD	SEABROOK	NH	Lance Keely	Lynne Copp	1146 -0	GAS LEAK INSIDE	164951	0	24	10/6/2017 20:41	10/6/2017 20:43	10/6/2017 20:43	10/6/2017 21:07	10/6/2017 9:24:57 PM	17	27	After Hours	< 30 minutes
10/9/2017	6:46:41 AM	95 OSPREY DR	PORTSMOUTH	NH	Connor Arsenault	Michael Talis	1147 -0	GAS LEAK OUTSIDE	165414	1	9	10/9/2017 6:47	10/9/2017 6:50	10/9/2017 6:50	10/9/2017 6:59	10/9/2017 8:40:03 AM	100	12	After Hours	< 30 minutes
10/11/2017	4:22:01 PM	221 N BROADWAY UNIT 1 BLDG B	SALEM	NH	Kurt House	David Martingale	1147 -0	GAS LEAK OUTSIDE	170485	0	23	10/11/2017 16:22	10/11/2017 16:25	10/11/2017 16:25	10/11/2017 16:48	10/11/2017 5:32:05 PM	43	26	After Hours	< 30 minutes
10/12/2017	7:03:06 PM	28 KINGS HWY	HAMPTON	NH	John Wiley	Lynne Copp	1146 -0	GAS LEAK INSIDE	172545	0	4	10/12/2017 19:03	10/12/2017 19:04	10/12/2017 19:04	10/12/2017 19:08	10/12/2017 7:24:52 PM	16	5	After Hours	< 30 minutes
10/26/2017	7:18:27 PM	8 LANCELOT CT B	SALEM	NH	Anthony Beck	David Martingale	1146 -0	GAS LEAK INSIDE	217495	0	24	10/26/2017 19:18	10/26/2017 19:22	10/26/2017 19:23	10/26/2017 19:47	10/26/2017 8:46:23 PM	59	28	After Hours	< 30 minutes
10/26/2017	8:43:57 PM	10 FOLSOM ST APT 3	DOVER	NH	Lance Keely	David Martingale	1146 -0	GAS LEAK INSIDE	217540	0	4	10/26/2017 20:42	10/26/2017 20:42	10/26/2017 20:42	10/26/2017 20:46	10/26/2017 9:04:50 PM	17	4	After Hours	< 30 minutes

10/27/2017	4:30-49 PM	77 MIDDLE RD 2ND	PORTSMOUTH	NH	Lance Keely	William Jones	1147 - 0	GAS LEAK OUTSIDE	219322		0	10	10/27/2017 16:31	10/27/2017 16:32	10/27/2017 16:32	10/27/2017 16:42	10/27/2017	6:02:14 PM	79	11	After Hours	< 30 minutes
10/30/2017	6:19-01 PM	3 CASS ST APT 1	EXETER	NH	Kurt House	William Jones	1146 - 0	GAS LEAK INSIDE	233102		0	26	10/30/2017 18:19	10/30/2017 18:20	10/30/2017 18:20	10/30/2017 18:47	10/30/2017	7:14:36 PM	27	28	After Hours	< 30 minutes
10/31/2017	7:42:13 PM	10 FAIRWAY DR	DOVER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	238329		0	13	10/31/2017 19:42	10/31/2017 19:43	10/31/2017 19:43	10/31/2017 19:57	10/31/2017	8:24:31 PM	27	14	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 14 (17% of total) for Weekend/Holiday Hours:																						
10/1/2017	8:50:10 AM	71 HIGH ST REAR W2	EXETER	NH	Jeffrey Croteau	Samantha Keach	1146 - 0	GAS LEAK INSIDE	154347		2	25	10/1/2017 8:52	10/1/2017 8:53	10/1/2017 8:53	10/1/2017 9:18	10/1/2017	10:10:57 AM	52	28	Weekend/Holiday	< 30 minutes
10/1/2017	11:07:43 PM	36 SPRINGFIELD ESTS 9	ROCHESTER	NH	Kevin Clifford	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	154542		1	22	10/1/2017 23:09	10/1/2017 23:15	10/1/2017 23:15	10/1/2017 23:38	10/2/2017	12:29:28 AM	51	30	Weekend/Holiday	< 30 minutes
10/8/2017	12:31:07 PM	33 TROUBLE CALL WAY	HAMPTON	NH	Connor Arsenault	Ryan Tardif	9100 - 0	TC GAS LEAK OUTSIDE	165096		0	0	10/8/2017 12:31	10/8/2017 12:38	10/8/2017 12:39	10/8/2017 12:39	10/8/2017	3:17:18 PM	158	8	Weekend/Holiday	< 30 minutes
10/14/2017	8:43:02 AM	40 PARKER ST	PORTSMOUTH	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	174651		0	1	10/14/2017 8:44	10/14/2017 8:44	10/14/2017 8:46	10/14/2017 8:46	10/14/2017	9:27:49 AM	41	3	Weekend/Holiday	< 30 minutes
10/14/2017	9:56:07 PM	51 ISLINGTON ST HOUSE 1	PORTSMOUTH	NH	Robert Pettigrew	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	174782		0	18	10/14/2017 21:56	10/14/2017 22:04	10/14/2017 22:05	10/14/2017 22:23	10/15/2017	10:53:29 AM	750	27	Weekend/Holiday	< 30 minutes
10/15/2017	4:38:17 PM	34 MARSHVIEW CIR	SEABROOK	NH	Kurt House	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	174820		1	23	10/15/2017 16:39	10/15/2017 16:41	10/15/2017 16:42	10/15/2017 17:05	10/15/2017	5:29:37 PM	24	27	Weekend/Holiday	< 30 minutes
10/21/2017	12:05:50 PM	25 HAWTHORNE ST	PORTSMOUTH	NH	Robert Pettigrew	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	204331		1	17	10/21/2017 12:06	10/21/2017 12:07	10/21/2017 12:07	10/21/2017 12:24	10/21/2017	1:42:28 PM	77	19	Weekend/Holiday	< 30 minutes
10/21/2017	12:21:20 PM	32 MONTEITH ST	PORTSMOUTH	NH	Lance Keely	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	204335		2	13	10/21/2017 12:23	10/21/2017 12:29	10/21/2017 12:30	10/21/2017 12:43	10/21/2017	2:00:30 PM	77	22	Weekend/Holiday	< 30 minutes
10/21/2017	3:14:10 PM	363 HANOVER ST	PORTSMOUTH	NH	Lance Keely	Samantha Keach	1146 - 0	GAS LEAK INSIDE	204652		2	18	10/21/2017 15:17	10/21/2017 15:18	10/21/2017 15:19	10/21/2017 15:37	10/21/2017	4:17:58 PM	40	23	Weekend/Holiday	< 30 minutes
10/21/2017	4:12:08 PM	120 NEWTON RD 4D	PLAISTOW	NH	Anthony Beck	Samantha Keach	1146 - 0	GAS LEAK INSIDE	204645		0	12	10/21/2017 16:12	10/21/2017 16:15	10/21/2017 16:15	10/21/2017 16:28	10/21/2017	4:59:43 PM	31	16	Weekend/Holiday	< 30 minutes
10/21/2017	8:50:35 PM	19 ISLINGTON ST 7	PORTSMOUTH	NH	Lance Keely	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	204782		1	16	10/21/2017 20:51	10/21/2017 20:54	10/21/2017 20:54	10/21/2017 21:11	10/21/2017	10:39:33 PM	88	20	Weekend/Holiday	< 30 minutes
10/22/2017	4:09:09 PM	5 M ST	HAMPTON	NH	Lance Keely	Jason Brooks	1146 - 0	GAS LEAK INSIDE	204837		0	9	10/22/2017 16:09	10/22/2017 16:21	10/22/2017 16:30	10/22/2017	5:06:15 PM	35	21	Weekend/Holiday	< 30 minutes	
10/22/2017	4:26:40 PM	8 CLUBHOUSE ST	DURHAM	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	204838		0	12	10/22/2017 16:27	10/22/2017 16:36	10/22/2017 16:36	10/22/2017 16:49	10/22/2017	5:42:21 PM	53	22	Weekend/Holiday	< 30 minutes
10/28/2017	1:17:45 PM	66 STATE ST UNIT 203	PORTSMOUTH	NH	Jeffrey Croteau	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	219541		1	8	10/28/2017 13:18	10/28/2017 13:19	10/28/2017 13:19	10/28/2017 13:28	10/28/2017	2:22:09 PM	53	10	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (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	
10/2/2017	8:15:29 AM	286 PORTSMOUTH AVE A	SEABROOK	NH	Daniel LaFortune	David Martingage	1146 - 0	GAS LEAK INSIDE	154620		0	22	10/2/2017 8:15	10/2/2017 8:24	10/2/2017 8:27	10/2/2017 8:47	10/2/2017	9:05:39 AM	18	31	Regular Hours	31-45 minutes
10/13/2017	10:42:35 AM	34 DUMAS AVE	HAMPTON	NH	Daniel LaFortune	David Martingage	1146 - 0	GAS LEAK INSIDE	173459		0	28	10/13/2017 10:42	10/13/2017 10:45	10/13/2017 10:46	10/13/2017 11:13	10/13/2017	12:01:08 PM	47	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 1 (1% of total) for After Hours:																						
10/30/2017	10:25:29 PM	3 CASS ST APT 2	EXETER	NH	Jeffrey Croteau	Samantha Keach	1146 - 0	GAS LEAK INSIDE	234354		1	37	10/30/2017 22:26	10/30/2017 22:30	10/30/2017 22:30	10/30/2017 23:07	10/30/2017	11:33:34 PM	26	41	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 4 (5% of total) for Weekend/Holiday Hours:																						
10/21/2017	1:38:38 PM	2 SPRING ST	EXETER	NH	Robert Pettigrew	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	204353		1	29	10/21/2017 13:40	10/21/2017 13:40	10/21/2017 13:44	10/21/2017 14:10	10/21/2017	4:26:48 PM	136	32	Weekend/Holiday	31-45 minutes
10/21/2017	5:54:46 PM	11 CHARLES ST	DOVER	NH	Daniel LaFortune	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	204770		2	23	10/21/2017 17:56	10/21/2017 18:03	10/21/2017 18:06	10/21/2017 18:26	10/21/2017	6:44:28 PM	17	31	Weekend/Holiday	31-45 minutes
10/28/2017	8:40:04 AM	9 PINE ST	PLAISTOW	NH	John Wiley	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	219445		1	21	10/28/2017 8:41	10/28/2017 8:52	10/28/2017 8:53	10/28/2017 9:14	10/28/2017	12:08:21 PM	173	34	Weekend/Holiday	31-45 minutes
10/29/2017	2:11:01 PM	1 HANCOCK ST A	DOVER	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	219669		0	25	10/29/2017 14:11	10/29/2017 14:21	10/29/2017 14:22	10/29/2017 14:46	10/29/2017	3:05:27 PM	18	35	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: 0 (0% of total) for Weekend/Holiday Hours:																						

Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																	Response Category		
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
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:																	Response Category		
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
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 10/01/2017 to 10/31/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	38%	15	22	44%	15	6	43%	15	3	17%
30	44	91%	30	26	96%	30	7	93%	30	11	78%
45	7	100%	45	2	100%	45	1	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	82		Total	50		Total	14		Total	18	

Oct-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	38%	15	22	44%	15	6	43%	15	3	17%
30	44	91%	30	26	96%	30	7	93%	30	11	78%
45	7	100%	45	2	100%	45	1	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	82		Total	50		Total	14		Total	18	

Sep-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	40%	15	14	56%	15	3	33%	15	2	15%
30	24	91%	30	11	100%	30	6	100%	30	7	69%
45	4	100%	45	0	100%	45	0	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	47		Total	25		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	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	

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	

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	29%	
30	26	89%	30	11	100%	30	8	81%	30	7	79%	
45	6	100%	45	0	100%	45	3	100%	45	3	100%	
60	0	100%	60	0	100%	60	0	100%	60	0	100%	
75	0	100%	75	0	100%	75	0	100%	75	0	100%	
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%	
Total	56		Total	26		Total	16		Total	14		

Mar-17												
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours			
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	
15	26	42%	15	21	54%	15	4	25%	15	1	14%	
30	28	87%	30	16	95%	30	9	81%	30	3	57%	
45	8	100%	45	2	100%	45	3	100%	45	3	100%	
60	0	100%	60	0	100%	60	0	100%	60	0	100%	
75	0	100%	75	0	100%	75	0	100%	75	0	100%	
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%	
Total	62		Total	39		Total	16		Total	7		

Feb-17												
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours			
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	
15	26	28%	15	18	49%	15	2	8%	15	6	21%	
30	52	85%	30	19	100%	30	18	77%	30	15	72%	
45	9	95%	45	0	100%	45	5	96%	45	4	86%	
60	5	100%	60	0	100%	60	1	100%	60	4	100%	
75	0	100%	75	0	100%	75	0	100%	75	0	100%	
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%	
Total	92		Total	37		Total	26		Total	29		

Jan-17												
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours			
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	
15	21	33%	15	19	46%	15	0	0%	15	2	15%	
30	31	83%	30	18	90%	30	6	67%	30	7	69%	
45	11	100%	45	4	100%	45	3	100%	45	4	100%	
60	0	100%	60	0	100%	60	0	100%	60	0	100%	
75	0	100%	75	0	100%	75	0	100%	75	0	100%	
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%	
Total	63		Total	41		Total	9		Total	13		

Dec-16												
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours			
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	
15	25	27%	15	16	31%	15	6	22%	15	3	21%	
30	53	85%	30	32	94%	30	13	70%	30	8	79%	
45	11	97%	45	1	96%	45	8	100%	45	2	93%	
60	2	99%	60	1	98%	60	0	100%	60	1	100%	
75	1	100%	75	1	100%	75	0	100%	75	0	100%	
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%	
Total	92		Total	51		Total	27		Total	14		

Nov-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	37%	15	24	49%	15	2	22%	15	2	12%
30	36	85%	30	23	96%	30	3	56%	30	10	71%
45	11	100%	45	2	100%	45	4	100%	45	5	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	75		Total	49		Total	9		Total	17	

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	37%	15	230	49%	15	47	25%	15	31	19%
30	412	88%	30	226	96%	30	102	80%	30	84	71%
45	92	99%	45	16	100%	45	35	99%	45	41	96%
60	9	100%	60	1	100%	60	2	100%	60	6	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	822		Total	474		Total	186		Total	162	