

**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

December 7, 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 November 2017

Dear Director Howland:

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

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Hampton, NH 03842

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Emergency Response Times
 New Hampshire work orders from 11/01/2017 to 11/30/2017
 Total orders in sample: 84

Orders responded to in < 30 minutes: 0 (0% of total) for Regular Hours:																					
Order Token	Address	Town	Store	Sew. 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	
11/1/2017	7:46:47 AM	85 TROUBLE CALL WAY	SEABROOK	NH	Jeffrey Croteau	David Martineau	9100	TC GAS LEAK OUTSIDE	0520170000238782001	1	11	11/1/17 7:48 AM	11/1/17 7:53 AM	11/1/17 7:59 AM	11/1/17 8:04 AM	11/1/2017	9:11:45 AM	66	18	Regular Hours	< 30 minutes
11/1/2017	7:47:17 AM	14 RICHARD ST	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1147	GAS LEAK OUTSIDE	0520170000238783001	2	6	11/1/17 7:49 AM	11/1/17 7:52 AM	11/1/17 7:53 AM	11/1/17 7:58 AM	11/1/2017	9:46:25 AM	107	11	Regular Hours	< 30 minutes
11/1/2017	9:42:57 AM	30 NUDU AVE REAR	HAMPTON	NH	Daniel LaFortune	David Martineau	1146	GAS LEAK INSIDE	0520170000239098001	0	7	11/1/17 9:43 AM	11/1/17 9:46 AM	11/1/17 9:46 AM	11/1/17 9:54 AM	11/1/2017	10:31:17 AM	37	11	Regular Hours	< 30 minutes
11/1/2017	1:11:54 PM	35 BARTLETT AVE	SOMERSWORTH	NH	John Wiley	David Martineau	1147	GAS LEAK OUTSIDE	0520170000239690001	0	10	11/1/17 1:12 PM	11/1/17 1:12 PM	11/1/17 1:12 PM	11/1/17 1:23 PM	11/1/2017	1:58:53 PM	35	11	Regular Hours	< 30 minutes
11/1/2017	1:15:28 PM	67 TROUBLE CALL WAY	SOMERSWORTH	NH	Robert Pettigrew	Michael Talis	1147	GAS LEAK OUTSIDE	0520170000239696001	7	4	11/1/17 1:23 PM	11/1/17 1:27 PM	11/1/17 1:28 PM	11/1/17 1:31 PM	11/1/2017	2:20:44 PM	48	16	Regular Hours	< 30 minutes
11/1/2017	1:20:10 PM	67 TROUBLE CALL WAY	SOMERSWORTH	NH	David Perreault	David Martineau	1147	GAS LEAK OUTSIDE	0520170000239742001	3	2	11/1/17 1:33 PM	11/1/17 1:34 PM	11/1/17 1:37 PM	11/1/17 1:37 PM	11/1/2017	3:41:13 PM	123	8	Regular Hours	< 30 minutes
11/1/2017	1:36:01 PM	61 FRANKLIN ST APT A	SOMERSWORTH	NH	Kevin Clifford	Lynne Copp	1147	GAS LEAK OUTSIDE	0520170000239771001	0	26	11/1/17 1:36 PM	11/1/17 1:38 PM	11/1/17 1:39 PM	11/1/17 2:04 PM	11/1/2017	3:23:49 PM	78	28	Regular Hours	< 30 minutes
11/1/2017	2:10:34 PM	471 S BROADWAY MALL 3 & 4	SALEM	NH	Anthony Beck	David Martineau	1146	GAS LEAK INSIDE	0520170000239890001	0	25	11/1/17 2:10 PM	11/1/17 2:12 PM	11/1/17 2:12 PM	11/1/17 2:37 PM	11/1/2017	3:12:53 PM	35	26	Regular Hours	< 30 minutes
11/1/2017	2:53:04 PM	62 CROSS ST	SALEM	NH	Anthony Beck	William Jones	1147	GAS LEAK OUTSIDE	0520170000239884001	0	13	11/1/17 2:53 PM	11/1/17 3:05 PM	11/1/17 3:13 PM	11/1/17 3:18 PM	11/1/2017	4:15:11 PM	56	25	Regular Hours	< 30 minutes
11/2/2017	11:02:41 AM	81 OCEAN DR	SEABROOK	NH	Jeffrey Croteau	Lynne Copp	1147	GAS LEAK OUTSIDE	0520170000240083001	0	18	11/2/17 11:03 AM	11/2/17 11:05 AM	11/2/17 11:07 AM	11/2/17 11:24 AM	11/2/2017	12:45:25 PM	81	21	Regular Hours	< 30 minutes
11/2/2017	9:11:48 AM	64 LAFAYETTE RD S	NORTH HAMPTON	NH	Daniel LaFortune	David Martineau	1146	GAS LEAK INSIDE	0520170000242861001	0	15	11/2/17 9:12 AM	11/2/17 9:14 AM	11/2/17 9:15 AM	11/2/17 9:28 AM	11/2/2017	9:52:36 AM	22	18	Regular Hours	< 30 minutes
11/3/2017	10:11:34 AM	173 ISLINGTON ST	PORTSMOUTH	NH	Kevin Clifford	Michael Talis	1146	GAS LEAK INSIDE	0520170000242999001	0	14	11/3/17 10:11 AM	11/3/17 10:13 AM	11/3/17 10:13 AM	11/3/17 10:27 AM	11/3/2017	10:50:36 AM	23	15	Regular Hours	< 30 minutes
11/6/2017	9:13:04 AM	31 TROUBLE CALL WAY	GREENLAND	NH	Kevin Clifford	Lynne Copp	9100	TC GAS LEAK OUTSIDE	0520170000245377001	0	15	11/6/17 9:13 AM	11/6/17 9:15 AM	11/6/17 9:18 AM	11/6/17 9:31 AM	11/6/2017	10:43:50 AM	72	18	Regular Hours	< 30 minutes
11/6/2017	12:32:35 PM	232 BARTLETT ST	PORTSMOUTH	NH	Kevin Clifford	David Martineau	1147	GAS LEAK OUTSIDE	0520170000246324001	0	15	11/6/17 12:33 PM	11/6/17 12:36 PM	11/6/17 12:38 PM	11/6/17 12:51 PM	11/6/2017	1:39:35 PM	47	19	Regular Hours	< 30 minutes
11/7/2017	3:17:59 PM	50 BROOKSIDE DR APT H3	DIETER	NH	Daniel LaFortune	David Martineau	1146	GAS LEAK INSIDE	0520170000263216001	1	18	11/7/17 3:19 PM	11/7/17 3:25 PM	11/7/17 3:25 PM	11/7/17 3:43 PM	11/7/2017	4:01:28 PM	17	25	Regular Hours	< 30 minutes
11/8/2017	10:08:11 AM	7 HALLS WAY	SEABROOK	NH	Daniel LaFortune	Lynne Copp	1147	GAS LEAK OUTSIDE	0520170000277981001	0	19	11/8/17 10:08 AM	11/8/17 10:10 AM	11/8/17 10:12 AM	11/8/17 10:30 AM	11/8/2017	11:52:17 AM	82	21	Regular Hours	< 30 minutes
11/8/2017	12:28:33 PM	100 FIRST ST APT 50B	DOVER	NH	Jeffrey Croteau	David Martineau	1146	GAS LEAK INSIDE	052017000028243001	0	9	11/8/17 12:28 PM	11/8/17 12:38 PM	11/8/17 12:39 PM	11/8/17 12:48 PM	11/8/2017	1:20:58 PM	32	20	Regular Hours	< 30 minutes
11/9/2017	11:41:41 AM	291 S BROADWAY F	SALEM	NH	Anthony Beck	Lynne Copp	1146	GAS LEAK INSIDE	0520170000282258001	0	26	11/9/17 11:42 AM	11/9/17 11:42 AM	11/9/17 11:45 AM	11/9/17 12:09 PM	11/9/2017	12:54:27 PM	45	27	Regular Hours	< 30 minutes
11/9/2017	2:36:36 PM	32 HAMPSHIRE RD UNIT C	SALEM	NH	Anthony Beck	William Jones	1147	GAS LEAK OUTSIDE	0520170000282899001	0	23	11/9/17 2:37 PM	11/9/17 2:37 PM	11/9/17 2:43 PM	11/9/17 3:00 PM	11/9/2017	4:24:50 PM	84	24	Regular Hours	< 30 minutes
11/10/2017	9:45:51 AM	30 PARK ST	EXETER	NH	Robert Pettigrew	Lynne Copp	1146	GAS LEAK INSIDE	0520170000285420001	0	25	11/10/17 9:46 AM	11/10/17 9:46 AM	11/10/17 9:47 AM	11/10/17 10:12 AM	11/10/2017	10:35:24 AM	23	26	Regular Hours	< 30 minutes
11/10/2017	12:03:44 PM	5 STERLING HILL LN APT 647	EXETER	NH	Robert Pettigrew	Lynne Copp	1146	GAS LEAK INSIDE	0520170000285505001	0	21	11/10/17 12:04 PM	11/10/17 12:04 PM	11/10/17 12:06 PM	11/10/17 12:26 PM	11/10/2017	1:15:07 PM	48	22	Regular Hours	< 30 minutes
11/10/2017	1:32:26 PM	3 LAWRENCE CT	HAMPTON	NH	Robert Pettigrew	Lynne Copp	1146	GAS LEAK INSIDE	0520170000285538001	0	20	11/10/17 1:32 PM	11/10/17 1:33 PM	11/10/17 1:34 PM	11/10/17 1:54 PM	11/10/2017	2:37:49 PM	43	21	Regular Hours	< 30 minutes

11/13/2017	7:36:48 AM	37 ORCHARD ST	PORTSMOUTH	NH	Kevin Clifford	Michael Talis	1147	GAS LEAK OUTSIDE	0520170000286044001	1	8	11/13/17 7:38 AM	11/13/17 7:40 AM	11/13/17 7:41 AM	11/13/17 7:49 AM	11/13/2017	8:59:45 AM	70	12	Regular Hours	< 30 minutes
11/13/2017	10:05:43 AM	23 SQUIRE LN UNIT 1	ROCHESTER	NH	John Wiley	David Martineau	1146	GAS LEAK INSIDE	0520170000286640001	0	10	11/13/17 10:06 AM	11/13/17 10:06 AM	11/13/17 10:08 AM	11/13/17 10:17 AM	11/13/2017	10:29:47 AM	12	11	Regular Hours	< 30 minutes
11/13/2017	2:10:04 PM	11 UNION ST	DOVER	NH	David Perreault	Lynne Copp	1146	GAS LEAK INSIDE	0520170000287310001	0	8	11/13/17 2:10 PM	11/13/17 2:13 PM	11/13/17 2:14 PM	11/13/17 2:22 PM	11/13/2017	3:16:40 PM	54	12	Regular Hours	< 30 minutes
11/14/2017	9:50:28 AM	54 FRANKLIN ST	ROCHESTER	NH	David Perreault	Lynne Copp	1147	GAS LEAK OUTSIDE	0520170000288914001	0	24	11/14/17 9:50 AM	11/14/17 9:53 AM	11/14/17 9:54 AM	11/14/17 10:17 AM	11/14/2017	12:34:06 PM	136	27	Regular Hours	< 30 minutes
11/14/2017	1:00:34 PM	74 SILVER ST	DOVER	NH	John Wiley	David Martineau	1146	GAS LEAK INSIDE	0520170000289343001	0	4	11/14/17 1:00 PM	11/14/17 1:01 PM	11/14/17 1:02 PM	11/14/17 1:05 PM	11/14/2017	1:56:30 PM	50	5	Regular Hours	< 30 minutes
11/14/2017	3:56:21 PM	539 ISLINGTON ST 1	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146	GAS LEAK INSIDE	0520170000289831001	6	17	11/14/17 4:02 PM	11/14/17 4:03 PM	11/14/17 4:03 PM	11/14/17 4:20 PM	11/14/2017	4:43:34 PM	23	23	Regular Hours	< 30 minutes
11/15/2017	9:25:04 AM	7 PCKERING AVE	PORTSMOUTH	NH	Kevin Clifford	David Martineau	1147	GAS LEAK OUTSIDE	0520170000291247001	0	14	11/15/17 9:25 AM	11/15/17 9:28 AM	11/15/17 9:28 AM	11/15/17 9:42 AM	11/15/2017	11:00:58 AM	77	17	Regular Hours	< 30 minutes
11/15/2017	10:08:57 AM	3 PINE MEADOWS DR	EXETER	NH	John Wiley	William Jones	1147	GAS LEAK OUTSIDE	0520170000291342001	0	3	11/15/17 10:09 AM	11/15/17 10:11 AM	11/15/17 10:11 AM	11/15/17 10:15 AM	11/15/2017	12:15:48 PM	120	6	Regular Hours	< 30 minutes
11/15/2017	11:58:19 AM	124 HAMPTON MDWS	HAMPTON	NH	Daniel LaFortune	David Martineau	1147	GAS LEAK OUTSIDE	0520170000291609001	0	12	11/15/17 11:59 AM	11/15/17 12:02 PM	11/15/17 12:03 PM	11/15/17 12:15 PM	11/15/2017	1:44:34 PM	88	17	Regular Hours	< 30 minutes
11/15/2017	2:15:35 PM	247 LANDING RD	HAMPTON	NH	John Wiley	William Jones	1147	GAS LEAK OUTSIDE	0520170000292285001	1	10	11/15/17 2:16 PM	11/15/17 2:19 PM	11/15/17 2:19 PM	11/15/17 2:29 PM	11/15/2017	3:38:08 PM	68	14	Regular Hours	< 30 minutes
11/16/2017	8:31:04 AM	171 AUSTIN ST 4	PORTSMOUTH	NH	Lance Keely	Michael Talis	1146	GAS LEAK INSIDE	0520170000293533001	0	5	11/16/17 8:31 AM	11/16/17 8:38 AM	11/16/17 8:38 AM	11/16/17 8:43 AM	11/16/2017	9:00:59 AM	17	12	Regular Hours	< 30 minutes
11/16/2017	9:35:36 AM	43 CAMPTON ST	HAMPTON	NH	Daniel LaFortune	Michael Talis	1147	GAS LEAK OUTSIDE	0520170000293940001	0	24	11/16/17 9:35 AM	11/16/17 9:38 AM	11/16/17 9:39 AM	11/16/17 10:03 AM	11/16/2017	11:08:22 AM	64	27	Regular Hours	< 30 minutes
11/16/2017	1:12:49 PM	22 PEARL ST B	DOVER	NH	Jeffrey Croteau	David Martineau	1146	GAS LEAK INSIDE	0520170000294645001	0	2	11/16/17 1:13 PM	11/16/17 1:13 PM	11/16/17 1:14 PM	11/16/17 1:16 PM	11/16/2017	2:07:07 PM	50	3	Regular Hours	< 30 minutes
11/17/2017	7:57:12 AM	26 SPRUCE ST	EXETER	NH	Daniel LaFortune	David Martineau	1147	GAS LEAK OUTSIDE	0520170000295449001	0	25	11/17/17 7:57 AM	11/17/17 8:00 AM	11/17/17 8:00 AM	11/17/17 8:25 AM	11/17/2017	9:53:10 AM	87	28	Regular Hours	< 30 minutes
11/17/2017	10:50:57 AM	77 MAIN ST STOR #3	DOVER	NH	David Perreault	David Martineau	1147	GAS LEAK OUTSIDE	0520170000296158001	0	11	11/17/17 10:51 AM	11/17/17 10:59 AM	11/17/17 10:59 AM	11/17/17 11:10 AM	11/17/2017	1:12:58 PM	122	19	Regular Hours	< 30 minutes
11/20/2017	9:59:28 AM	227 N BROADWAY DUNKN DONUT	SALEM	NH	Anthony Beck	William Jones	1146	GAS LEAK INSIDE	0520170000299190001	0	3	11/20/17 10:00 AM	11/20/17 10:08 AM	11/20/17 10:04 AM	11/20/17 10:04 AM	11/20/2017	10:13:59 AM	9	5	Regular Hours	< 30 minutes
11/20/2017	11:28:50 AM	72 WOODBURY AVE A	PORTSMOUTH	NH	Kevin Clifford	William Jones	1146	GAS LEAK INSIDE	0520170000299498001	0	9	11/20/17 11:29 AM	11/20/17 11:32 AM	11/20/17 11:33 AM	11/20/17 11:42 AM	11/20/2017	12:18:09 PM	35	13	Regular Hours	< 30 minutes
11/21/2017	9:03:12 AM	7 HAM ST	DOVER	NH	Jeffrey Croteau	William Jones	1147	GAS LEAK OUTSIDE	0520170000303239001	1	19	11/21/17 9:04 AM	11/21/17 9:04 AM	11/21/17 9:04 AM	11/21/17 9:23 AM	11/21/2017	10:06:20 AM	42	20	Regular Hours	< 30 minutes
11/21/2017	9:35:54 AM	89 LEDGE RD APT 3	SEABROOK	NH	Kevin Clifford	William Jones	1146	GAS LEAK INSIDE	0520170000303528001	0	20	11/21/17 9:36 AM	11/21/17 9:40 AM	11/21/17 9:42 AM	11/21/17 10:01 AM	11/21/2017	10:30:47 AM	29	25	Regular Hours	< 30 minutes
11/24/2017	9:19:47 AM	10 GRANITE ST	ROCHESTER	NH	Kevin Ruel	William Jones	1147	GAS LEAK OUTSIDE	0520170000308771001	2	18	11/24/17 9:21 AM	11/24/17 9:21 AM	11/24/17 9:22 AM	11/24/17 9:40 AM	11/24/2017	10:31:21 AM	51	20	Regular Hours	< 30 minutes
11/24/2017	1:12:46 PM	19 HAMPTON RD 4	EXETER	NH	Daniel LaFortune	William Jones	1146	GAS LEAK INSIDE	0520170000308821001	1	10	11/24/17 1:13 PM	11/24/17 1:16 PM	11/24/17 1:19 PM	11/24/17 1:27 PM	11/24/2017	1:44:53 PM	17	14	Regular Hours	< 30 minutes
11/27/2017	9:56:13 AM	205 NIMBLE HILL RD	NEWINGTON	NH	Kevin Clifford	Lynne Copp	1146	GAS LEAK INSIDE	0520170000311898001	0	8	11/27/17 9:56 AM	11/27/17 9:58 AM	11/27/17 9:58 AM	11/27/17 10:06 AM	11/27/2017	10:52:23 AM	45	10	Regular Hours	< 30 minutes
11/27/2017	10:35:08 AM	233 STATE ROUTE 107 HSE	SEABROOK	NH	Daniel LaFortune	Lynne Copp	1146	GAS LEAK INSIDE	0520170000312009001	0	13	11/27/17 10:35 AM	11/27/17 10:39 AM	11/27/17 10:40 AM	11/27/17 10:53 AM	11/27/2017	11:47:12 AM	54	18	Regular Hours	< 30 minutes
11/28/2017	11:41:35 AM	601 ISLINGTON ST UNIT 103	PORTSMOUTH	NH	Daniel LaFortune	Lynne Copp	1146	GAS LEAK INSIDE	0520170000317063001	0	8	11/28/17 11:42 AM	11/28/17 11:47 AM	11/28/17 11:47 AM	11/28/17 11:56 AM	11/28/2017	12:17:49 PM	21	14	Regular Hours	< 30 minutes
11/29/2017	7:00:14 AM	1 WAVERLY DR	DOVER	NH	Jeffrey Croteau	William Jones	1146	GAS LEAK INSIDE	0520170000318031001	0	17	11/29/17 7:00 AM	11/29/17 7:02 AM	11/29/17 7:02 AM	11/29/17 7:15 AM	11/29/2017	7:50:14 AM	30	19	Regular Hours	< 30 minutes
11/30/2017	10:05:52 AM	300 LAFAYETTE RD	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147	GAS LEAK OUTSIDE	0520170000323659001	0	15	11/30/17 10:06 AM	11/30/17 10:14 AM	11/30/17 10:15 AM	11/30/17 10:30 AM	11/30/2017	11:48:47 AM	79	24	Regular Hours	< 30 minutes
11/30/2017	11:59:15 AM	27 SPRUCE LN	DOVER	NH	Jeffrey Croteau	Lynne Copp	1146	GAS LEAK INSIDE	0520170000326564001	2	20	11/30/17 12:01 PM	11/30/17 12:01 PM	11/30/17 12:02 PM	11/30/17 12:22 PM	11/30/2017	12:50:36 PM	28	23	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 0 (0% of total) for After Hours:																						
11/17/2017	10:54:51 PM	72 SILVER ST B	DOVER	NH	Kevin Clifford	William Jones	1146	GAS LEAK INSIDE	0520170000240392001	0	11	11/17/17 10:54 PM	11/17/17 11:03 PM	11/17/17 11:03 PM	11/17/17 11:14 PM	11/17/2017	11:44:47 PM	30	19	After Hours	< 30 minutes	
11/17/2017	5:22:41 AM	7 BARKER STA	PLAISTOW	NH	Troy Kimball	Samantha Keach	1146	GAS LEAK INSIDE	0520170000240405001	1	11	11/17/17 5:24 AM	11/17/17 5:39 AM	11/17/17 5:40 AM	11/17/17 5:51 AM	11/17/2017	6:21:06 AM	30	28	After Hours	< 30 minutes	
11/16/2017	5:51:28 AM	436 CENTRAL AVE	DOVER	NH	Kevin Ruel	Jason Brooks	1146	GAS LEAK INSIDE	0520170000245038001	3	21	11/16/17 5:54 AM	11/16/17 5:58 AM	11/16/17 5:59 AM	11/16/17 6:20 AM	11/16/2017	6:42:38 AM	22	29	After Hours	< 30 minutes	
11/17/2017	7:04:03 PM	29 ROCKINGHAM ST	PORTSMOUTH	NH	John Wiley	William Jones	1146	GAS LEAK INSIDE	0520170000266603001	0	5	11/17/17 7:04 PM	11/17/17 7:05 PM	11/17/17 7:06 PM	11/17/17 7:11 PM	11/17/2017	7:32:38 PM	21	6	After Hours	< 30 minutes	
11/18/2017	6:38:31 PM	6 FIELDSTONE CIR	HAMPTON	NH	John Wiley	William Jones	1146	GAS LEAK INSIDE	0520170000281578001	0	18	11/18/17 6:39 PM	11/18/17 6:40 PM	11/18/17 6:40 PM	11/18/17 6:58 PM	11/18/2017	7:10:43 PM	12	19	After Hours	< 30 minutes	
11/19/2017	7:15:08 PM	86 LINCOLN ST	DEXTER	NH	John Wiley	William Jones	1146	GAS LEAK INSIDE	0520170000285202001	0	20	11/19/17 7:15 PM	11/19/17 7:16 PM	11/19/17 7:16 PM	11/19/17 7:37 PM	11/19/2017	8:53:59 PM	76	22	After Hours	< 30 minutes	
11/14/2017	8:53:32 PM	61 TROUBLE CALL WAY	SALEM	NH	Ryan Kelleher	Lynne Copp	9100	TC GAS LEAK OUTSIDE	0520170000290118001	0	13	11/14/17 8:54 PM	11/14/17 9:01 PM	11/14/17 9:03 PM	11/14/17 9:15 PM	11/14/2017	10:38:59 PM	84	21	After Hours	< 30 minutes	
11/15/2017	8:10:28 PM	22 PONDIVIEW DR	DOVER	NH	Lance Keely	Lynne Copp	1146	GAS LEAK INSIDE	0520170000293266001	1	6	11/15/17 8:12 PM	11/15/17 8:13 PM	11/15/17 8:13 PM	11/15/17 8:18 PM	11/15/2017	8:41:05 PM	22	7	After Hours	< 30 minutes	
11/16/2017	7:55:20 PM	66 STATE ST UNIT 204	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146	GAS LEAK INSIDE	0520170000295337001	0	10	11/16/17 7:55 PM	11/16/17 7:56 PM	11/16/17 7:56 PM	11/16/17 8:06 PM	11/16/2017	8:33:47 PM	27	10	After Hours	< 30 minutes	
11/17/2017	4:24:57 PM	7 HAMPSHIRE ST UNIT 1	SALEM	NH	Anthony Beck	William Jones	1146	GAS LEAK INSIDE	0520170000297183001	0	27	11/17/17 4:25 PM	11/17/17 4:28 PM	11/17/17 4:28 PM	11/17/17 4:55 PM	11/17/2017	5:34:47 PM	38	30	After Hours	< 30 minutes	
11/17/2017	4:37:32 PM	1 SHERMAN ST	GONC	NH	Lance Keely	William Jones	1146	GAS LEAK INSIDE	0520170000297200001	1	19	11/17/17 4:38 PM	11/17/17 4:39 PM	11/17/17 4:39 PM	11/17/17 4:59 PM	11/17/2017	5:24:11 PM	25	21	After Hours	< 30 minutes	
11/17/2017	6:22:48 PM	15 WOODMAN ST B	ROCHESTER	NH	Lance Keely	William Jones	1146	GAS LEAK INSIDE	0520170000297289001	0	9	11/17/17 6:23 PM	11/17/17 6:23 PM	11/17/17 6:23 PM	11/17/17 6:33 PM	11/17/2017	7:01:23 PM	27	10	After Hours	< 30 minutes	
11/20/2017	6:11:42 AM	16 DALEY DR	DOVER	NH	Daniel Lafortune	David Martingage	1146	GAS LEAK INSIDE	0520170000298301001	0	19	11/20/17 6:11 AM	11/20/17 6:21 AM	11/20/17 6:24 AM	11/20/17 6:41 AM	11/20/2017	7:19:00 AM	37	29	After Hours	< 30 minutes	
11/30/2017	7:43:17 PM	57 TROUBLE CALL WAY	PLAISTOW	NH	Troy Kimball	David Martingage	9100	TC GAS LEAK OUTSIDE	0520170000328168001	1	15	11/30/17 7:44 PM	11/30/17 7:52 PM	11/30/17 7:53 PM	11/30/17 8:08 PM	11/30/2017	8:30:22 PM	22	24	After Hours	< 30 minutes	
Orders responded to in < 30 minutes: 0 (0% of total) for Weekend/Holiday Hours:																						
11/4/2017	2:17:33 PM	23 GEREMONTY DR A	SALEM	NH	Anthony Beck	Ryan Tardif	1147	GAS LEAK OUTSIDE	0520170000244863001	0	26	11/4/17 2:17 PM	11/4/17 2:18 PM	11/4/17 2:20 PM	11/4/17 2:44 PM	11/4/2017	4:00:12 PM	75	27	Weekend/Holiday Hours	< 30 minutes	
11/5/2017	5:28:38 PM	7 H ST	HAMPTON	NH	Connor Arsenauff	Scott Lacouture	1147	GAS LEAK OUTSIDE	0520170000244962001	0	9	11/5/17 5:29 PM	11/5/17 5:34 PM	11/5/17 5:34 PM	11/5/17 5:43 PM	11/5/2017	7:11:48 PM	88	14	Weekend/Holiday Hours	< 30 minutes	
11/5/2017	9:27:40 PM	19 LOIS ST FL 1	ROCHESTER	NH	Kevin Ruel	Scott Lacouture	1147	GAS LEAK OUTSIDE	0520170000245032001	0	18	11/5/17 9:27 PM	11/5/17 9:36 PM	11/5/17 9:36 PM	11/5/17 9:55 PM	11/5/2017	10:50:23 PM	55	27	Weekend/Holiday Hours	< 30 minutes	
11/11/2017	3:07:35 PM	15 OCEAN BLVD	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	1146	GAS LEAK INSIDE	0520170000285842001	1	11	11/11/17 3:09 PM	11/11/17 3:16 PM	11/11/17 3:17 PM	11/11/17 3:27 PM	11/11/2017	4:03:57 PM	36	20	Weekend/Holiday Hours	< 30 minutes	
11/11/2017	4:01:00 PM	15 OCEAN BLVD	SEABROOK	NH	Jeffrey Croteau	Jason Brooks	1146	GAS LEAK INSIDE	0520170000285858001	0	14	11/11/17 4:01 PM	11/11/17 4:01 PM	11/11/17 4:04 PM	11/11/17 4:15 PM	11/11/2017	4:40:41 PM	24	14	Weekend/Holiday Hours	< 30 minutes	
11/11/2017	5:17:38 PM	21 WINGATE LN	DOVER	NH	John Wiley	Jason Brooks	1146	GAS LEAK INSIDE	0520170000285870001	0	14	11/11/17 5:18 PM	11/11/17 5:28 PM	11/11/17 5:29 PM	11/11/17 5:43 PM	11/11/2017	6:15:28 PM	31	26	Weekend/Holiday Hours	< 30 minutes	
11/11/2017	8:50:39 PM	119 DURHAM RD	DOVER	NH	John Wiley	Rene Bordeleau	1147	GAS LEAK OUTSIDE	0520170000285890001	1	15	11/11/17 8:52 PM	11/11/17 9:02 PM	11/11/17 9:02 PM	11/11/17 9:17 PM	11/11/2017	10:33:25 PM	75	27	Weekend/Holiday Hours	< 30 minutes	
11/12/2017	1:14:38 PM	19 CLUFF RD 87 3	SALEM	NH	Ryan Kelleher	Jason Brooks	1146	GAS LEAK INSIDE	0520170000285959001	1	10	11/12/17 1:15 PM	11/12/17 1:20 PM	11/12/17 1:23 PM	11/12/17 1:31 PM	11/12/2017	2:12:59 PM	41	16	Weekend/Holiday Hours	< 30 minutes	
11/18/2017	7:31:52 AM	355 LAVERETTE RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	1147	GAS LEAK OUTSIDE	0520170000297387001	0	21	11/18/17 7:32 AM	11/18/17 7:38 AM	11/18/17 7:39 AM	11/18/17 8:00 AM	11/18/2017	9:25:00 AM	84	28	Weekend/Holiday Hours	< 30 minutes	
11/18/2017	10:59:10 AM	215 ATLANTIC AVE	SEABROOK	NH	John Wiley	Lynne Copp	1147	GAS LEAK OUTSIDE	0520170000297573001	0	28	11/18/17 10:59 AM	11/18/17 11:00 AM	11/18/17 11:00 AM	11/18/17 11:28 AM	11/18/2017	12:33:22 PM	64	29	Weekend/Holiday Hours	< 30 minutes	
11/25/2017	1:59:24 PM	20 NATHANIEL DR	PORTSMOUTH	NH	Jeffrey Croteau	Rene Bordeleau	1146	GAS LEAK INSIDE	0520170000309029001	1	7	11/25/17 2:00 PM	11/25/17 2:00 PM	11/25/17 2:01 PM	11/25/17 2:07 PM	11/25/2017	2:59:59 PM	52	8	Weekend/Holiday Hours	< 30 minutes	
11/25/2017	3:00:30 PM	20 NATHANIEL DR	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	1147	GAS LEAK OUTSIDE	05201700003090345001	0	2	11/25/17 3:01 PM	11/25/17 3:01 PM	11/25/17 3:04 PM	11/25/2017	3:11:04 PM	6	4	Weekend/Holiday Hours	< 30 minutes		
11/26/2017	10:09:37 AM	17 ALBANY ST	PORTSMOUTH	NH	Jeffrey Croteau	Scott Lacouture	1147	GAS LEAK OUTSIDE	0520170000309134001	0	7	11/26/17 10:10 AM	11/26/17 10:12 AM	11/26/17 10:12 AM	11/26/17 10:19 AM	11/26/2017	11:18:27 AM	58	9	Weekend/Holiday Hours	< 30 minutes	
11/26/2017	1:19:11 PM	9 HAM ST	DOVER	NH	Kevin Clifford	Scott Lacouture	1146	GAS LEAK INSIDE	0520170000309174001	0	13	11/26/17 1:19 PM	11/26/17 1:24 PM	11/26/17 1:24 PM	11/26/17 1:37 PM	11/26/2017	2:29:05 PM	51	17	Weekend/Holiday Hours	< 30 minutes	
11/26/2017	5:27:48 PM	19 GLEN RD	HAMPTON	NH	Jeffrey Croteau	Ryan Tardif	1146	GAS LEAK INSIDE	0520170000309194001	0	23	11/26/17 5:28 PM	11/26/17 5:34 PM	11/26/17 5:35 PM	11/26/17 5:58 PM	11/26/2017	7:21:06 PM	82	30	Weekend/Holiday Hours	< 30 minutes	

Orders responded to in 31-45 minutes: 0 (0% of total) for Regular Hours:																					
Order Token	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	
11/16/2017	1:36:58 PM	50 BROOKSIDE DR APT K2	EXETER	NH	Daniel Lafortune	David Martinage	1147	GAS LEAK OUTSIDE	0520170000294746001	0	26	11/16/17 1:37 PM	11/16/17 1:41 PM	11/16/17 1:46 PM	11/16/17 2:08 PM	11/16/2017	3:10:38 PM	62	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 0 (0% of total) for After Hours:																					
11/21/2017	4:02:39 AM	831 CENTRAL AVE	DOVER	NH	Daniel Lafortune	Ryan Tardif	1146	GAS LEAK INSIDE	0520170000301155001	0	21	11/21/17 4:03 AM	11/21/17 4:14 AM	11/21/17 4:14 AM	11/21/17 4:35 AM	11/21/2017	5:34:44 AM	59	32	After Hours	31-45 minutes
11/21/2017	6:21:00 AM	14 WHITEHOUSE RD	ROCHESTER	NH	Daniel Lafortune	Samantha Keach	1146	GAS LEAK INSIDE	0520170000301986001	2	29	11/21/17 6:23 AM	11/21/17 6:34 AM	11/21/17 6:34 AM	11/21/17 7:03 AM	11/21/2017	7:21:36 AM	18	42	After Hours	31-45 minutes
11/23/2017	11:31:02 PM	434 HIGH ST APT 7	HAMPTON	NH	Lance Keeley	Reine Bordelbeau	1146	GAS LEAK INSIDE	0520170000308711001	1	23	11/23/17 11:32 PM	11/23/17 11:39 PM	11/23/17 11:39 PM	11/24/17 12:03 AM	11/24/2017	12:21:33 AM	18	32	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 0 (0% of total) for Weekend/Holiday Hours:																					
11/12/2017	9:23:14 AM	31 STOWECROFT DR	HAMPTON	NH	Robert Pettigrew	Jason Brooks	1146	GAS LEAK INSIDE	0520170000285936001	0	27	11/12/17 9:24 AM	11/12/17 9:27 AM	11/12/17 9:28 AM	11/12/17 9:54 AM	11/12/2017	11:37:23 AM	102	31	Weekend/Holiday Hours	31-45 minutes
11/12/2017	4:52:54 PM	141 KINGS HWY	HAMPTON	NH	Robert Pettigrew	Scott Lacouture	1147	GAS LEAK OUTSIDE	0520170000285980001	0	35	11/12/17 4:53 PM	11/12/17 4:58 PM	11/12/17 5:00 PM	11/12/17 5:34 PM	11/12/2017	6:30:18 PM	56	41	Weekend/Holiday Hours	31-45 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																					
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:																					
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:																					
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 11/01/2017 to 11/30/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	32%	15	18	36%	15	4	24%	15	5	29%
30	51	93%	30	31	98%	30	10	82%	30	10	88%
45	6	100%	45	1	100%	45	3	100%	45	2	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	50		Total	17		Total	17	

Nov-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	32%	15	18	36%	15	4	24%	15	5	29%
30	51	93%	30	31	98%	30	10	82%	30	10	88%
45	6	100%	45	1	100%	45	3	100%	45	2	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	50		Total	17		Total	17	

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	25	46%	15	18	56%	15	7	47%	15	3	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	24	58%	15	5	21%	15	4	29%
30	25	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	3	14%
30	28	87%	30	18	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	25	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	99%	45	1	100%	45	5	92%
60	2	100%	60	0	100%	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	

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	307	37%	15	224	47%	15	49	25%	15	34	21%
30	427	88%	30	234	96%	30	109	81%	30	84	73%
45	87	99%	45	15	100%	45	34	99%	45	38	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	831		Total	475		Total	194		Total	162	