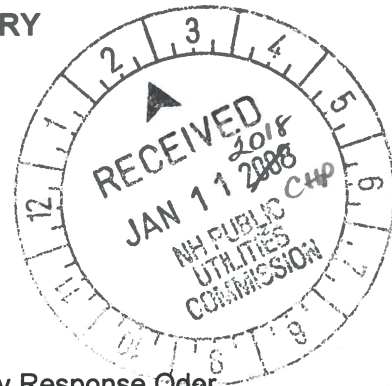




FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

January 11, 2018

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 Order Call Report (“Report”) for December 2017

Dear Director Howland:

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

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

simmons@unitil.com

Emergency Response Times
 NU New Hampshire work orders from 12/01/2017 to 12/31/2017
 Total orders in sample: 79

Orders responded to in < 30 minutes: 35 (44% 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
12/1/2017 10:08:04 AM	148 PLEASANT ST	PORTSMOUTH	NH	John Wiley	Michael Talis	1146-0	GAS LEAK INSIDE	052017000329287001		0	14	12/1/2017 10:08	12/1/2017 10:10	12/1/2017 10:10	12/1/2017 10:25	12/1/2017 11:10:26 AM	45	17	Regular Hours	< 30 minutes
12/4/2017 11:06:33 AM	H1ST	HAMPTON	NH	John Wiley	Lynne Copp	1147-0	GAS LEAK OUTSIDE	052017000332472001		0	7	12/4/2017 11:07	12/4/2017 11:07	12/4/2017 11:08	12/4/2017 11:14	12/4/2017 11:34:56 AM	20	7	Regular Hours	< 30 minutes
12/4/2017 11:25:45 AM	54 EXETER FARMS RD	EXETER	NH	John Wiley	William Jones	1147-0	GAS LEAK OUTSIDE	052017000332547001		0	15	12/4/2017 11:26	12/4/2017 11:30	12/4/2017 11:35	12/4/2017 11:46	12/4/2017 12:21:09 PM	34	20	Regular Hours	< 30 minutes
12/4/2017 3:02:19 PM	51 BACLYFF RD	PORTSMOUTH	NH	Daniel LaFortune	David Martineau	1147-0	GAS LEAK OUTSIDE	052017000333216001		0	23	12/4/2017 15:03	12/4/2017 15:03	12/4/2017 15:18	12/4/2017 15:27	12/4/2017 4:50:59 PM	83	24	Regular Hours	< 30 minutes
12/4/2017 3:29:51 PM	29 INTERSTATE DR	SOMERSWORTH	NH	Lance Keely	David Martineau	1146-0	GAS LEAK INSIDE	052017000333427001		1	13	12/4/2017 15:31	12/4/2017 15:32	12/4/2017 15:32	12/4/2017 15:46	12/4/2017 4:08:54 PM	22	16	Regular Hours	< 30 minutes
12/5/2017 10:32:25 AM	581 OCEAN BLVD #14	HAMPTON	NH	Daniel LaFortune	William Jones	1146-0	GAS LEAK INSIDE	052017000333080001		0	15	12/5/2017 10:33	12/5/2017 10:36	12/5/2017 10:37	12/5/2017 10:51	12/5/2017 11:19:46 AM	27	19	Regular Hours	< 30 minutes
12/5/2017 10:55:51 AM	29 PARTIDGE GREEN WAY	ROCHESTER	NH	David Perreault	William Jones	1146-0	GAS LEAK INSIDE	052017000338433001		0	9	12/5/2017 10:56	12/5/2017 10:57	12/5/2017 10:57	12/5/2017 11:06	12/5/2017 11:40:03 AM	33	11	Regular Hours	< 30 minutes
12/5/2017 3:31:14 PM	5 CHURCH ST 2	HAMPTON	NH	John Wiley	David Martineau	1146-0	GAS LEAK INSIDE	052017000345760001		0	6	12/5/2017 15:31	12/5/2017 15:34	12/5/2017 15:35	12/5/2017 15:41	12/5/2017 4:07:12 PM	25	10	Regular Hours	< 30 minutes
12/6/2017 9:22:55 AM	7 AMAROSA DR UNIT 2	ROCHESTER	NH	David Perreault	William Jones	1147-0	GAS LEAK OUTSIDE	052017000346576001		0	20	12/6/2017 9:23	12/6/2017 9:24	12/6/2017 9:24	12/6/2017 9:44	12/6/2017 11:51:56 AM	127	21	Regular Hours	< 30 minutes
12/7/2017 8:45:01 AM	53 PARTIDGE GREEN WAY	ROCHESTER	NH	Lance Keely	David Martineau	1147-0	GAS LEAK OUTSIDE	052017000346838001		0	8	12/7/2017 8:45	12/7/2017 8:50	12/7/2017 8:50	12/7/2017 8:59	12/7/2017 10:19:34 AM	80	13	Regular Hours	< 30 minutes
12/7/2017 9:33:11 AM	53 PLAISTOW RD	PLAISTOW	NH	Kevin Clifford	Lynne Copp	1146-0	GAS LEAK INSIDE	052017000348487001		0	21	12/7/2017 9:33	12/7/2017 9:38	12/7/2017 9:39	12/7/2017 10:00	12/7/2017 10:39:29 AM	39	27	Regular Hours	< 30 minutes
12/7/2017 12:33:40 PM	869 CENTRAL AVE	DOVER	NH	Lance Keely	Lynne Copp	1147-0	GAS LEAK OUTSIDE	052017000350417001		0	11	12/7/2017 12:34	12/7/2017 12:41	12/7/2017 12:41	12/7/2017 12:53	12/7/2017 2:12:27 PM	79	19	Regular Hours	< 30 minutes
12/11/2017 10:37:14 AM	65 GOSLING RD	NEWINGTON	NH	Kevin Clifford	David Martineau	1147-0	GAS LEAK OUTSIDE	052017000355797001		0	11	12/11/2017 10:37	12/11/2017 10:39	12/11/2017 10:40	12/11/2017 10:51	12/11/2017 12:10:21 PM	78	14	Regular Hours	< 30 minutes
12/12/2017 2:21:20 PM	22 MAIN ST A	SALEM	NH	Anthony Beck	Lynne Copp	1146-0	GAS LEAK INSIDE	052017000358811001		0	25	12/12/2017 14:29	12/12/2017 14:23	12/12/2017 14:27	12/12/2017 14:48	12/12/2017 3:13:54 PM	25	27	Regular Hours	< 30 minutes
12/13/2017 10:08:48 AM	197 OCEAN BLVD	SEABROOK	NH	Daniel LaFortune	David Martineau	1147-0	GAS LEAK OUTSIDE	052017000360367001		0	18	12/13/2017 10:09	12/13/2017 10:10	12/13/2017 10:11	12/13/2017 10:28	12/13/2017 11:46:46 AM	78	19	Regular Hours	< 30 minutes
12/13/2017 11:56:28 AM	47 SILVER BROOK RD	SALEM	NH	Anthony Beck	David Martineau	1146-0	GAS LEAK INSIDE	052017000360709001		0	17	12/13/2017 11:56	12/13/2017 11:57	12/13/2017 11:57	12/13/2017 12:15	12/13/2017 12:45:41 PM	30	18	Regular Hours	< 30 minutes
12/14/2017 3:26:14 PM	20 FRONT ST ER	E ROCHESTER	NH	David Perreault	David Martineau	1147-0	GAS LEAK INSIDE	052017000363949001		6	14	12/14/2017 15:32	12/14/2017 15:33	12/14/2017 15:41	12/14/2017 15:48	12/14/2017 6:20:11 PM	152	21	Regular Hours	< 30 minutes
12/18/2017 3:20:57 PM	12 TUXBURY RD	PLAISTOW	NH	Anthony Beck	David Martineau	1147-0	GAS LEAK OUTSIDE	052017000369437001		0	10	12/18/2017 15:21	12/18/2017 15:31	12/18/2017 15:31	12/18/2017 15:41	12/18/2017 5:32:40 PM	110	20	Regular Hours	< 30 minutes
12/19/2017 7:41:11 AM	58 THOUBLE CALL WAY	ROCHESTER	NH	David Perreault	David Martineau	9100-0	TC GAS LEAK OUTSIDE	052017000370341001		0	1	12/19/2017 7:41	12/19/2017 7:46	12/19/2017 7:46	12/19/2017 7:47	12/19/2017 10:41:48 AM	174	6	Regular Hours	< 30 minutes
12/19/2017 8:53:49 AM	1454 LAFAYETTE RD STE 1C	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	1146-0	GAS LEAK INSIDE	052017000371180001		0	8	12/19/2017 8:54	12/19/2017 8:55	12/19/2017 8:55	12/19/2017 9:03	12/19/2017 9:29:03 AM	25	9	Regular Hours	< 30 minutes
12/19/2017 12:36:24 PM	365 SHATLUCK WAY	NEWINGTON	NH	Jeffrey Croteau	Lynne Copp	1147-0	GAS LEAK OUTSIDE	052017000372004001		0	9	12/19/2017 12:36	12/19/2017 12:37	12/19/2017 12:37	12/19/2017 12:46	12/19/2017 2:03:38 PM	77	9	Regular Hours	< 30 minutes
12/19/2017 12:59:20 PM	869 CENTRAL AVE	DOVER	NH	Lance Keely	Lynne Copp	1146-0	GAS LEAK INSIDE	052017000372168001		1	7	12/19/2017 13:01	12/19/2017 13:02	12/19/2017 13:02	12/19/2017 13:10	12/19/2017 1:40:13 PM	29	11	Regular Hours	< 30 minutes
12/20/2017 8:30:45 AM	12 OLIVE MEADOW LN	DOVER	NH	Kevin Clifford	Lynne Copp	1147-0	GAS LEAK OUTSIDE	052017000373760001		0	12	12/20/2017 8:31	12/20/2017 8:33	12/20/2017 8:34	12/20/2017 8:45	12/20/2017 10:32:56 AM	107	15	Regular Hours	< 30 minutes
12/20/2017 10:12:11 AM	13 JEWELL CT SCAL 1	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	1147-0	GAS LEAK OUTSIDE	052017000375082001		0	5	12/20/2017 10:12	12/20/2017 10:12	12/20/2017 10:14	12/20/2017 10:18	12/20/2017 12:08:33 PM	109	6	Regular Hours	< 30 minutes
12/20/2017 12:40:55 PM	3 REUBENS DRIFTWAY	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146-0	GAS LEAK INSIDE	052017000375670001		0	8	12/20/2017 12:41	12/20/2017 12:41	12/20/2017 12:43	12/20/2017 12:50	12/20/2017 1:45:04 PM	54	9	Regular Hours	< 30 minutes
12/21/2017 1:41:45 PM	31 SUBURBY ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	1146-0	GAS LEAK INSIDE	052017000381118001		0	9	12/21/2017 13:42	12/21/2017 13:49	12/21/2017 13:51	12/21/2017 13:59	12/21/2017 3:06:41 PM	67	17	Regular Hours	< 30 minutes
12/26/2017 10:00:43 AM	119 NEWTON RD REAR	PLAISTOW	NH	Troy Kimball	William Jones	1146-0	GAS LEAK INSIDE	052017000386936001		1	23	12/26/2017 10:02	12/26/2017 10:04	12/26/2017 10:05	12/26/2017 10:28	12/26/2017 12:39:10 PM	130	27	Regular Hours	< 30 minutes
12/27/2017 9:18:20 AM	25 ISLAND PATH 3	HAMPTON	NH	Lance Keely	Lynne Copp	1146-0	GAS LEAK INSIDE	052017000388324001		0	0	12/27/2017 9:18	12/27/2017 9:19	12/27/2017 9:19	12/27/2017 9:19	12/27/2017 9:22:15 AM	3	0	Regular Hours	< 30 minutes
12/27/2017 12:56:57 PM	236 N BROADWAY	SALEM	NH	Kevin Clifford	Lynne Copp	1146-0	GAS LEAK INSIDE	052017000389568001		0	26	12/27/2017 12:58	12/27/2017 12:59	12/27/2017 13:00	12/27/2017 13:26	12/27/2017 2:31:55 PM	66	29	Regular Hours	< 30 minutes

12/28/2017	11:55:08 AM	5 NEWFIELDS RD	EXETER	NH	Robert Pettigrew	David Martinage	1146 - 0	GAS LEAK INSIDE	052017000391996001	2	14	12/28/2017 11:57	12/28/2017 11:57	12/28/2017 11:58	12/28/2017 12:11	12/28/2017	12:43:15 PM	31	16	Regular Hours	< 30 minutes
12/28/2017	1:00:52 PM	8 LAWRENCE ST	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	1146 - 0	GAS LEAK INSIDE	052017000392250001	1	9	12/28/2017 13:02	12/28/2017 14:02	12/28/2017 13:03	12/28/2017 13:12	12/28/2017	1:27:25 PM	15	11	Regular Hours	< 30 minutes
12/28/2017	2:55:24 PM	58 PULSTOW RD E	PULSTOW	NH	Anthony Beck	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052017000392638001	0	15	12/28/2017 14:55	12/28/2017 14:56	12/28/2017 14:59	12/28/2017 15:12	12/28/2017	3:39:03 PM	26	16	Regular Hours	< 30 minutes
12/29/2017	11:39:21 AM	7 FIFTH ST	ROCHESTER	NH	Kevin Clifford	William Jones	1147 - 0	GAS LEAK OUTSIDE	052017000394310001	1	11	12/29/2017 11:40	12/29/2017 11:42	12/29/2017 11:47	12/29/2017 11:54	12/29/2017	1:26:03 PM	91	15	Regular Hours	< 30 minutes
12/29/2017	1:07:18 PM	11 KOSSUTH ST	EXETER	NH	Robert Pettigrew	David Martinage	1146 - 0	GAS LEAK INSIDE	052017000394574001	0	25	12/29/2017 13:10	12/29/2017 13:10	12/29/2017 13:10	12/29/2017 13:35	12/29/2017	2:07:58 PM	32	28	Regular Hours	< 30 minutes
12/29/2017	2:51:48 PM	11 FORTIER DR	ROCHESTER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	052017000394828001	1	25	12/29/2017 14:52	12/29/2017 14:55	12/29/2017 15:01	12/29/2017 15:20	12/29/2017	4:50:41 PM	90	28	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 16 (20% of total) for After Hours:																					
12/1/2017	4:14:01 PM	19 TENNYSON AVE	DOVER	NH	Lance Keely	David Martinage	1146 - 0	GAS LEAK INSIDE	052017000330637001	1	7	12/1/2017 16:15	12/1/2017 16:17	12/1/2017 16:17	12/1/2017 16:25	12/1/2017	4:44:09 PM	18	11	After Hours	< 30 minutes
12/1/2017	5:16:33 PM	113 HAMPTON MDWS	HAMPTON	NH	John Wiley	David Martinage	1146 - 0	GAS LEAK INSIDE	052017000330713001	0	13	12/1/2017 17:16	12/1/2017 17:17	12/1/2017 17:18	12/1/2017 17:30	12/1/2017	5:48:59 PM	18	14	After Hours	< 30 minutes
12/4/2017	11:37:55 PM	18 CONGRESS ST 404	PORTSMOUTH	NH	Robert Pettigrew	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052017000333733001	1	1	12/4/2017 23:38	12/4/2017 23:39	12/4/2017 23:40	12/4/2017 23:40	12/4/2017	12:11:24 AM	30	2	After Hours	< 30 minutes
12/8/2017	7:54:41 PM	10 GLEN ST UNIT 2	ROCHESTER	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052017000352847001	0	13	12/8/2017 19:55	12/8/2017 19:56	12/8/2017 19:56	12/8/2017 20:09	12/8/2017	8:44:28 PM	34	15	After Hours	< 30 minutes
12/11/2017	4:04:19 PM	303 LOCUST ST	DOVER	NH	John Wiley	David Martinage	1147 - 0	GAS LEAK OUTSIDE	052017000356785001	0	24	12/11/2017 16:04	12/11/2017 16:05	12/11/2017 16:05	12/11/2017 16:29	12/11/2017	5:16:45 PM	47	24	After Hours	< 30 minutes
12/14/2017	5:42:45 PM	34 PORTWALK PL	PORTSMOUTH	NH	Lance Keely	David Martinage	1146 - 0	GAS LEAK INSIDE	052017000364175001	0	16	12/14/2017 17:43	12/14/2017 17:43	12/14/2017 17:43	12/14/2017 17:59	12/14/2017	7:23:50 PM	84	17	After Hours	< 30 minutes
12/15/2017	7:44:02 PM	304 ISLINGTON ST 2	PORTSMOUTH	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	052017000365778001	0	24	12/15/2017 19:45	12/15/2017 19:46	12/15/2017 19:47	12/15/2017 20:10	12/15/2017	8:52:54 PM	42	26	After Hours	< 30 minutes
12/15/2017	30:14:31 PM	11 GREENOUGH RD 11	PLAISTOW	NH	Anthony Beck	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	052017000365840001	0	9	12/15/2017 22:15	12/15/2017 22:22	12/15/2017 22:23	12/15/2017 22:31	12/15/2017	11:47:49 PM	75	17	After Hours	< 30 minutes
12/18/2017	4:48:32 PM	12 PINE ST 1ST	ROCHESTER	NH	Lance Keely	William Jones	1147 - 0	GAS LEAK OUTSIDE	052017000369917001	0	19	12/18/2017 16:48	12/18/2017 16:49	12/18/2017 16:49	12/18/2017 17:09	12/18/2017	6:40:59 PM	91	20	After Hours	< 30 minutes
12/18/2017	5:19:58 PM	10 GLEN ST UNIT 2	ROCHESTER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	052017000369975001	0	4	12/18/2017 17:20	12/18/2017 17:20	12/18/2017 17:21	12/18/2017 17:25	12/18/2017	6:43:54 PM	78	5	After Hours	< 30 minutes
12/20/2017	4:08:52 PM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	John Wiley	William Jones	9102 - 0	TC GAS LEAK INSIDE	052017000376268001	0	22	12/20/2017 16:09	12/20/2017 16:10	12/20/2017 16:10	12/20/2017 16:32	12/20/2017	5:17:28 PM	44	23	After Hours	< 30 minutes
12/20/2017	7:58:05 PM	282 CENTRAL AVE 3	DOVER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	052017000376584001	0	10	12/20/2017 19:58	12/20/2017 19:58	12/20/2017 20:01	12/20/2017 20:09	12/20/2017	8:38:46 PM	29	11	After Hours	< 30 minutes
12/21/2017	5:54:58 PM	BEAUTY	SEABROOK	NH	John Wiley	William Jones	1147 - 0	GAS LEAK OUTSIDE	052017000381557001	0	12	12/21/2017 17:55	12/21/2017 17:56	12/21/2017 17:56	12/21/2017 18:09	12/21/2017	7:26:45 PM	77	14	After Hours	< 30 minutes
12/28/2017	5:29:32 PM	11 GREAT BOARS HEAD AVE	HAMPTON	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052017000393062001	0	17	12/28/2017 17:30	12/28/2017 17:34	12/28/2017 17:35	12/28/2017 17:52	12/28/2017	6:11:20 PM	18	23	After Hours	< 30 minutes
12/29/2017	6:59:06 AM	55 DURHAM RD	DOVER	NH	Kevin Clifford	David Martinage	1146 - 0	GAS LEAK INSIDE	052017000393189001	1	19	12/29/2017 7:00	12/29/2017 7:04	12/29/2017 7:06	12/29/2017 7:23	12/29/2017	8:02:58 AM	39	24	After Hours	< 30 minutes
12/29/2017	8:07:34 PM	2 WINDMERE LN	EXETER	NH	Connor Arsenault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052017000395277001	2	8	12/29/2017 20:09	12/29/2017 20:12	12/29/2017 20:12	12/29/2017 20:20	12/29/2017	9:34:20 PM	73	13	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 9 (11% of total) for Weekend/Holiday Hours:																						
12/2/2017	7:24:39 AM	20 BEACH PLUM WAY	HAMPTON	NH	Connor Arseneault	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520170000330842001		1	8	12/2/2017 7:26	12/2/2017 7:31	12/2/2017 7:31	12/2/2017 7:39	12/2/2017	8:02:01 AM	22	15	Weekend/Holiday Hours	< 30 minutes
12/2/2017	11:46:03 AM	5 HAMPSHIRE ST UNIT 1	SALEM	NH	Anthony Beck	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520170000330894001		0	26	12/2/2017 11:47	12/2/2017 11:48	12/2/2017 11:50	12/2/2017 12:15	12/2/2017	1:00:25 PM	45	29	Weekend/Holiday Hours	< 30 minutes
12/2/2017	12:55:36 PM	49 EDGWOOD RD	DURHAM	NH	Lance Keely	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	0520170000330921001		2	14	12/2/2017 12:57	12/2/2017 12:58	12/2/2017 12:59	12/2/2017 13:12	12/2/2017	2:33:43 PM	80	17	Weekend/Holiday Hours	< 30 minutes
12/2/2017	5:53:55 PM	15 CULVER ST UNIT 81U	PLAISTOW	NH	Kurt House	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520170000330971001		0	13	12/2/2017 17:54	12/2/2017 18:02	12/2/2017 18:02	12/2/2017 18:15	12/2/2017	6:46:18 PM	30	21	Weekend/Holiday Hours	< 30 minutes
12/3/2017	9:43:13 AM	15 MOORES CT B	ROCHESTER	NH	Kevin Ruel	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520170000330989001		1	8	12/3/2017 9:44	12/3/2017 9:58	12/3/2017 9:58	12/3/2017 10:06	12/3/2017	10:21:35 AM	15	23	Weekend/Holiday Hours	< 30 minutes
12/9/2017	7:59:59 AM	155 LCHO AVE 17	PORTSMOUTH	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520170000352874001		0	3	12/9/2017 8:00	12/9/2017 8:02	12/9/2017 8:03	12/9/2017 8:06	12/9/2017	8:34:05 AM	27	6	Weekend/Holiday Hours	< 30 minutes
12/9/2017	9:20:04 AM	16 PELHAM RD 2	SALEM	NH	Ryan Keelher	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520170000352900001		0	13	12/9/2017 9:20	12/9/2017 9:32	12/9/2017 9:34	12/9/2017 9:45	12/9/2017	10:14:31 AM	28	25	Weekend/Holiday Hours	< 30 minutes
12/24/2017	9:05:22 AM	108 MAIN ST	DOVER	NH	Kevin Clifford	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520170000386570001		0	16	12/24/2017 9:06	12/24/2017 9:10	12/24/2017 9:15	12/24/2017 9:27	12/24/2017	9:57:46 AM	30	22	Weekend/Holiday Hours	< 30 minutes
12/30/2017	9:11:47 AM	108 DUNVEGAN WOODS	HAMPTON	NH	Lance Keely	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520170000395360001		1	18	12/30/2017 9:13	12/30/2017 9:13	12/30/2017 9:14	12/30/2017 9:32	12/30/2017	9:54:03 AM	21	20	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes: 5 (6% 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		
12/4/2017	12:09:47 PM	2 REUBENS DRIFTWAY	HAMPTON	NH	Daniel Lafortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520170000332740001		0	33	12/4/2017 12:10	12/4/2017 12:10	12/4/2017 12:11	12/4/2017 12:44	12/4/2017	1:24:54 PM	40	34	Regular Hours	31-45 Minutes
12/6/2017	3:35:12 PM	28 CHANDLER AVE 6	PLAISTOW	NH	Kevin Clifford	David Martingue	1146 - 0	GAS LEAK INSIDE	0520170000347692001		0	31	12/6/2017 15:35	12/6/2017 15:38	12/6/2017 15:41	12/6/2017 16:09	12/6/2017	4:59:00 PM	49	33	Regular Hours	31-45 Minutes
12/6/2017	3:36:55 PM	117 BOW ST 103/ A3	PORTSMOUTH	NH	John Wiley	David Martingue	1146 - 0	GAS LEAK INSIDE	0520170000347697001		4	29	12/6/2017 15:40	12/6/2017 15:40	12/6/2017 15:41	12/6/2017 16:30	12/6/2017	4:34:18 PM	24	33	Regular Hours	31-45 Minutes
12/6/2017	3:48:33 PM	50 LANCELOT CT	SALEM	NH	Kurt House	David Martingue	1146 - 0	GAS LEAK INSIDE	0520170000347723001		0	41	12/6/2017 15:48	12/6/2017 15:50	12/6/2017 15:50	12/6/2017 16:32	12/6/2017	4:59:33 PM	27	43	Regular Hours	31-45 Minutes
12/27/2017	12:45:16 PM	30 FITTS FARM DR 14	DURHAM	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520170000389545001		0	26	12/27/2017 12:46	12/27/2017 12:52	12/27/2017 12:54	12/27/2017 13:19	12/27/2017	1:56:09 PM	37	33	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes: 3 (4% of total) for After Hours:																						
12/4/2017	4:38:14 PM	22 HALL CT	PORTSMOUTH	NH	John Wiley	David Martingue	1147 - 0	GAS LEAK OUTSIDE	0520170000333531001		0	29	12/4/2017 16:38	12/4/2017 16:43	12/4/2017 16:44	12/4/2017 17:43	12/4/2017	5:54:12 PM	40	35	After Hours	31-45 Minutes
12/8/2017	5:41:32 PM	304 ISLINGTON ST 2	PORTSMOUTH	NH	Lance Keely	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520170000352823001		1	29	12/8/2017 17:42	12/8/2017 17:43	12/8/2017 17:44	12/8/2017 18:32	12/8/2017	6:36:02 PM	23	30	After Hours	31-45 Minutes
12/25/2017	9:09:06 PM	5 ELM DR 16 LT	HAMPTON	NH	Jeffrey Croteau	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520170000386901001		0	32	12/25/2017 21:09	12/25/2017 21:14	12/25/2017 21:14	12/25/2017 21:46	12/25/2017	10:21:25 PM	35	37	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes: 7 (9% of total) for Weekend/Holiday Hours:																						

Orders responded to in 31-45 Minutes: 7 (9% of total) for Weekend/Holiday 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	
12/9/2017 9:21:27 AM	59 CAMPTON ST	HAMPTON	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520170000352912001		1	26	12/9/2017 9:22	12/9/2017 9:26	12/9/2017 9:27	12/9/2017 9:53	12/9/2017 10:52:07 AM	58	32	Weekend/Holiday Hours	31-45 Minutes	
12/10/2017 12:07:57 PM	247 LANING RD	HAMPTON	NH	Robert Pettigrew	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520170000355252001		1	26	12/10/2017 12:08	12/10/2017 12:16	12/10/2017 12:16	12/10/2017 12:43	12/10/2017 2:18:36 PM	95	35	Weekend/Holiday Hours	31-45 Minutes	
12/16/2017 11:52:54 PM	7 MAPLE ST FL 1	ROCHESTER	NH	Daniel LaFortune	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520170000366297001		0	28	12/16/2017 23:53	12/17/2017 0:01	12/17/2017 0:01	12/17/2017 0:29	12/17/2017 1:43:19 AM	73	37	Weekend/Holiday Hours	31-45 Minutes	
12/17/2017 8:33:48 PM	97 GOSLING RD	NEWINGTON	NH	Lance Keely	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520170000366401001		0	22	12/17/2017 20:34	12/17/2017 20:42	12/17/2017 20:42	12/17/2017 21:04	12/17/2017 9:54:12 PM	49	31	Weekend/Holiday Hours	31-45 Minutes	
12/23/2017 3:40:26 PM	22 LAFAYETTE ST B	ROCHESTER	NH	Kevin Clifford	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520170000384601001		0	23	12/23/2017 15:40	12/23/2017 15:46	12/23/2017 15:49	12/23/2017 16:10	12/23/2017 4:48:31 PM	38	30	Weekend/Holiday Hours	31-45 Minutes	
12/24/2017 4:35:57 PM	14 AUSTINS WAY	SEABROOK	NH	Jeffrey Croteau	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520170000386625001		0	36	12/24/2017 16:36	12/24/2017 16:40	12/24/2017 16:40	12/24/2017 17:16	12/24/2017 6:18:43 PM	62	40	Weekend/Holiday Hours	31-45 Minutes	
12/30/2017 7:22:15 PM	286 N BROADWAY	SALEM	NH	Kurt House	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520170000395632001		2	33	12/30/2017 19:24	12/30/2017 19:25	12/30/2017 19:26	12/30/2017 19:59	12/30/2017 8:34:25 PM	35	37	Weekend/Holiday Hours	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: 3 (4% of total) for Weekend/Holiday Hours:																					
12/10/2017 12:22:15 PM	55 GOSLING RD	NEWINGTON	NH	Ryan Kelleher	Ryan Tardif	1148 - 0	GAS LEAK INSIDE	0520170000351253001		2	39	12/10/2017 12:24	12/10/2017 12:32	12/10/2017 12:33	12/10/2017 13:11	12/10/2017 1:26:18 PM	134	49	Weekend/Holiday Hours	46-60 Minutes	
12/30/2017 10:48:21 PM	55 CLIFF RD 542	SALEM	NH	Kurt House	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520170000395646001		6	27	12/30/2017 22:54	12/30/2017 23:05	12/30/2017 23:06	12/30/2017 23:33	12/31/2017 12:09:23 AM	35	45	Weekend/Holiday Hours	46-60 Minutes	
12/30/2017 10:57:25 PM	26 EDGEWOOD RD	DURHAM	NH	Kevin Ruel	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520170000395647001		7	33	12/30/2017 23:05	12/30/2017 23:22	12/30/2017 23:23	12/30/2017 23:56	12/31/2017 12:53:20 AM	57	58	Weekend/Holiday Hours	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: 1 (1% of total) for After Hours:																					
12/28/2017 10:48:28 PM	45 HOUGH ST	DOVER	NH	Kevin Clifford	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520170000393172001			20	2	12/28/2017 23:08	12/28/2017 23:58	12/28/2017 23:59	12/29/2017 0:00	12/29/2017 1:14:01 AM	73	72	After Hours	61-75 Minutes
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 12/01/2017 to 12/31/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	32%	15	15	38%	15	8	40%	15	2	11%
30	37	78%	30	20	88%	30	9	85%	30	8	53%
45	14	96%	45	5	100%	45	2	95%	45	7	89%
60	2	99%	60	0	100%	60	0	95%	60	2	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	79		Total	40		Total	20		Total	19	

Dec-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	32%	15	15	38%	15	8	40%	15	2	11%
30	37	78%	30	20	88%	30	9	85%	30	8	53%
45	14	96%	45	5	100%	45	2	95%	45	7	89%
60	2	99%	60	0	100%	60	0	95%	60	2	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	79		Total	40		Total	20		Total	19	

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	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	

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	307	38%	15	223	48%	15	51	27%	15	33	20%
30	411	88%	30	222	96%	30	105	83%	30	84	70%
45	90	99%	45	19	100%	45	28	98%	45	43	96%
60	9	100%	60	0	100%	60	2	99%	60	7	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	818		Total	464		Total	187		Total	167	