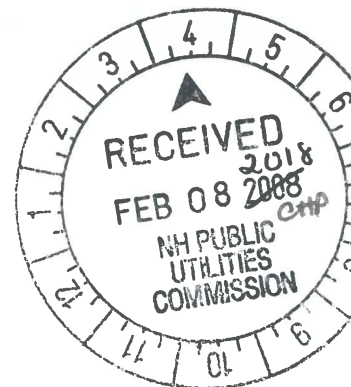




FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

February 8, 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 Odor Call Report (“Report”) for January 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the January 2018 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 January 2018 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
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simmons@unitil.com

Emergency Response Times
 NU New Hampshire work orders from 01/01/2018 to 01/31/2018
 Total orders in sample: 103

Orders responded to in < 30 minutes: 51 (50% 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	
1/1/2018 1:14:50 PM	17 AUSTINS WAY	SEABROOK	NH	Connor Arseneault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520170000397418001		1	12	1/1/2018 13:16	1/1/2018 13:19	1/1/2018 13:20	1/1/2018 13:32	1/1/2018 2:27:17 PM	54	17	Regular Hours	< 30 minutes	
1/2/2018 8:01:27 AM	5 CROWN POINT DR	DOVER	NH	David Perreault	David Martinage	1146 - 0	GAS LEAK INSIDE	0520170000397635001		0	28	1/2/2018 8:01	1/2/2018 8:02	1/2/2018 8:03	1/2/2018 8:30	1/2/2018 9:10:40 AM	39	29	Regular Hours	< 30 minutes	
1/2/2018 10:05:52 AM	38 RAILROAD AVE DR APPL 201	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	1146 - 0	GAS LEAK INSIDE	052018000000273001		1	7	1/2/2018 10:06	1/2/2018 10:07	1/2/2018 10:08	1/2/2018 10:15	1/2/2018 10:35:42 AM	20	9	Regular Hours	< 30 minutes	
1/2/2018 10:50:48 AM	38 RAILROAD AVE	GONIC	NH	Kevin Clifford	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520180000001370001		0	18	1/2/2018 10:51	1/2/2018 10:53	1/2/2018 10:54	1/2/2018 11:11	1/2/2018 1:18:50 PM	127	20	Regular Hours	< 30 minutes	
1/2/2018 11:07:03 AM	30 GALE RD LT26	HAMPTON	NH	Daniel Lafortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000001405001		0	13	1/2/2018 11:07	1/2/2018 11:08	1/2/2018 11:09	1/2/2018 11:21	1/2/2018 11:48:58 AM	27	14	Regular Hours	< 30 minutes	
1/2/2018 1:21:02 PM	38 RAILROAD AVE	GONIC	NH	Kevin Clifford	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520180000001699001		0	12	1/2/2018 13:21	1/2/2018 13:23	1/2/2018 13:23	1/2/2018 13:35	1/2/2018 2:20:55 PM	45	14	Regular Hours	< 30 minutes	
1/2/2018 3:46:11 PM	14 LAFAYETTE RD 8	NORTH HAMPTON	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000002134001		0	21	1/2/2018 15:46	1/2/2018 15:49	1/2/2018 15:49	1/2/2018 16:11	1/2/2018 4:27:23 PM	15	25	Regular Hours	< 30 minutes	
1/2/2018 11:22:33 AM	7 COITAGE ST	EXETER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000003263001		0	21	1/3/2018 11:22	1/3/2018 11:25	1/3/2018 11:25	1/3/2018 11:46	1/3/2018 12:40:21 PM	53	23	Regular Hours	< 30 minutes	
1/3/2018 12:52:31 PM	503 SPRINGBROOK CIR	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000003448001		0	10	1/3/2018 12:52	1/3/2018 12:53	1/3/2018 12:53	1/3/2018 13:04	1/3/2018 1:53:08 PM	49	11	Regular Hours	< 30 minutes	
1/4/2018 7:47:52 AM	34 TROUBLE CALL WAY	HAMPTON FALLS	NH	Robert Pettigrew	David Martinage	9102 - 0	TC GAS LEAK INSIDE	0520180000004740001		0	5	1/4/2018 7:48	1/4/2018 7:50	1/4/2018 7:50	1/4/2018 7:55	1/4/2018 8:31:44 AM	36	7	Regular Hours	< 30 minutes	
1/4/2018 3:23:09 PM	3 RED COAT LN A	HAMPTON	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	052018000000619001		0	11	1/4/2018 15:23	1/4/2018 15:24	1/4/2018 15:25	1/4/2018 15:35	1/4/2018 3:52:26 PM	16	12	Regular Hours	< 30 minutes	
1/5/2018 7:39:16 AM	136 BUCKMINSTER WAY	PORTSMOUTH	NH	Robert Pettigrew	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000007191001		3	5	1/5/2018 7:42	1/5/2018 7:45	1/5/2018 7:45	1/5/2018 7:51	1/5/2018 9:02:39 AM	71	12	Regular Hours	< 30 minutes	
1/5/2018 9:34:32 AM	5 HEATON ST FL 2	ROCHESTER	NH	David Perreault	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000007440001		1	25	1/5/2018 9:36	1/5/2018 9:37	1/5/2018 9:38	1/5/2018 10:02	1/5/2018 12:00:59 PM	118	28	Regular Hours	< 30 minutes	
1/5/2018 10:42:45 AM	56 OLD ROCHESTER RD	DOVER	NH	Robert Pettigrew	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000007570001		2	5	1/5/2018 10:45	1/5/2018 10:45	1/5/2018 10:46	1/5/2018 10:51	1/5/2018 12:00:25 PM	69	8	Regular Hours	< 30 minutes	
1/5/2018 11:21:56 AM	690 WOODBURY AVE	PORTSMOUTH	NH	Kevin Clifford	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000007639001		0	10	1/5/2018 11:22	1/5/2018 11:24	1/5/2018 11:25	1/5/2018 11:35	1/5/2018 12:45:28 PM	69	13	Regular Hours	< 30 minutes	
1/5/2018 12:10:04 PM	294 MAIN ST A	SOMERSWORTH	NH	David Perreault	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000007772001		0	18	1/5/2018 12:10	1/5/2018 12:12	1/5/2018 12:12	1/5/2018 12:30	1/5/2018 1:20:47 PM	50	20	Regular Hours	< 30 minutes	
1/5/2018 12:35:02 PM	15 PLEASANT VALLEY RD	DOVER	NH	John Wiley	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520180000007881001		1	17	1/5/2018 12:36	1/5/2018 12:36	1/5/2018 12:37	1/5/2018 12:53	1/5/2018 1:18:41 PM	24	18	Regular Hours	< 30 minutes	
1/8/2018 11:48:19 AM	143 FRONT ST APT 3 1BR	EXETER	NH	Daniel Lafortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	05201800000015943001		0	17	1/8/2018 11:48	1/8/2018 11:56	1/8/2018 11:56	1/8/2018 12:13	1/8/2018 12:40:29 PM	27	25	Regular Hours	< 30 minutes	
1/8/2018 1:24:32 PM	2454 LAFAYETTE RD	PORTSMOUTH	NH	Lance Keefly	William Jones	1146 - 0	GAS LEAK INSIDE	05201800000016437001		1	5	1/8/2018 13:25	1/8/2018 13:31	1/8/2018 13:31	1/8/2018 13:36	1/8/2018 1:58:49 PM	22	11	Regular Hours	< 30 minutes	
1/8/2018 2:14:10 PM	516 PORTLAND ST HW 37-38	ROCHESTER	NH	David Perreault	David Martinage	1146 - 0	GAS LEAK INSIDE	05201800000016569001		0	10	1/8/2018 14:14	1/8/2018 14:15	1/8/2018 14:15	1/8/2018 14:26	1/8/2018 2:57:00 PM	30	12	Regular Hours	< 30 minutes	
1/8/2018 2:42:01 PM	30 EDGEWOOD DR	HAMPTON	NH	Lance Keefly	Lynne Copp	1146 - 0	GAS LEAK INSIDE	05201800000016658001		0	24	1/8/2018 14:42	1/8/2018 14:44	1/8/2018 14:44	1/8/2018 15:09	1/8/2018 3:37:40 PM	28	27	Regular Hours	< 30 minutes	
1/10/2018 8:58:46 AM	12 CHARON CIR	EXETER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000002098001		0	24	1/10/2018 8:59	1/10/2018 8:59	1/10/2018 9:00	1/10/2018 9:23	1/10/2018 10:09:45 AM	46	24	Regular Hours	< 30 minutes	
1/10/2018 9:54:18 AM	330 BORTHWICK AVE	PORTSMOUTH	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	05201800000021134001		0	6	1/10/2018 9:54	1/10/2018 9:57	1/10/2018 9:58	1/10/2018 10:04	1/10/2018 11:34:40 AM	90	10	Regular Hours	< 30 minutes	
1/10/2018 12:55:11 PM	443 LAFAYETTE RD	SEABROOK	NH	Kevin Clifford	William Jones	1147 - 0	GAS LEAK OUTSIDE	05201800000021787001		0	1	1/10/2018 12:55	1/10/2018 12:56	1/10/2018 12:56	1/10/2018 12:57	1/10/2018 3:21:50 PM	144	1	Regular Hours	< 30 minutes	
1/10/2018 1:13:21 PM	654 CENTRAL AVE HSE	DOVER	NH	David Perreault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	05201800000021824001		0	3	1/10/2018 13:11	1/10/2018 13:16	1/10/2018 13:17	1/10/2018 13:20	1/10/2018 2:20:33 PM	60	6	Regular Hours	< 30 minutes	
1/10/2018 1:28:54 PM	57 BROWN AVE	SEABROOK	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	05201800000021877001		1	26	1/10/2018 13:29	1/10/2018 13:31	1/10/2018 13:32	1/10/2018 13:57	1/10/2018 2:51:28 PM	54	28	Regular Hours	< 30 minutes	
1/11/2018 10:58:49 AM	5 OCEAN BLVD 1 5A	HAMPTON	NH	Daniel Lafortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	05201800000023547001		0	21	1/11/2018 10:58	1/11/2018 10:59	1/11/2018 11:01	1/11/2018 11:20	1/11/2018 12:39:10 PM	78	21	Regular Hours	< 30 minutes	

1/12/2018	8:06:30 AM	2 FOREST ST	DOVER	NH	David Perreault	David Martine	1147 - 0	GAS LEAK OUTSIDE	052018000024613001	0	9	1/12/2018 8:06	1/12/2018 8:08	1/12/2018 8:09	1/12/2018 8:17	1/12/2018 10:03:17 AM	105	10	Regular Hours	< 30 minutes
1/12/2018	11:27:44 AM	183 MAIN ST	PLAISTOW	NH	Anthony Beck	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000025511001	0	14	1/12/2018 11:28	1/12/2018 11:28	1/12/2018 11:30	1/12/2018 11:43	1/12/2018 12:38:16 PM	55	15	Regular Hours	< 30 minutes
1/15/2018	12:24:42 PM	163 WATER ST #3 C-3	EXETER	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000028142001	0	20	1/15/2018 12:25	1/15/2018 12:26	1/15/2018 12:27	1/15/2018 12:46	1/15/2018 1:24:56 PM	38	21	Regular Hours	< 30 minutes
1/15/2018	1:18:12 PM	125 OCEAN RD	GREENLAND	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000028295001	0	25	1/15/2018 13:19	1/15/2018 13:19	1/15/2018 13:20	1/15/2018 13:45	1/15/2018 2:23:00 PM	37	26	Regular Hours	< 30 minutes
1/16/2018	9:01:38 AM	27 ATLANTIC AVE NEW HOUSE	SEABROOK	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000029562001	0	16	1/16/2018 9:02	1/16/2018 9:05	1/16/2018 9:05	1/16/2018 9:21	1/16/2018 10:58:56 AM	97	19	Regular Hours	< 30 minutes
1/16/2018	12:23:38 PM	280 LAFALETTE RD	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000030316001	0	4	1/16/2018 12:23	1/16/2018 12:24	1/16/2018 12:25	1/16/2018 12:29	1/16/2018 12:45:02 PM	15	5	Regular Hours	< 30 minutes
1/16/2018	1:45:14 PM	330 BORTHWICK AVE	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000030364001	0	10	1/16/2018 13:45	1/16/2018 13:46	1/16/2018 13:47	1/16/2018 13:57	1/16/2018 4:07:21 PM	130	11	Regular Hours	< 30 minutes
1/16/2018	1:57:29 PM	24 H ST MSTR	HAMPTON	NH	John Wiley	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000030397001	0	2	1/16/2018 13:57	1/16/2018 13:58	1/16/2018 13:59	1/16/2018 14:00	1/16/2018 2:33:36 PM	32	3	Regular Hours	< 30 minutes
1/16/2018	3:32:32 PM	103 WIBIRD ST	PORTSMOUTH	NH	John Wiley	David Martine	1147 - 0	GAS LEAK OUTSIDE	052018000030655001	1	20	1/16/2018 13:33	1/16/2018 13:37	1/16/2018 13:37	1/16/2018 15:57	1/16/2018 4:56:27 PM	58	25	Regular Hours	< 30 minutes
1/17/2018	9:13:00 AM	24 H ST MSTR	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000031908001	0	8	1/17/2018 9:13	1/17/2018 9:14	1/17/2018 9:14	1/17/2018 9:22	1/17/2018 12:09:53 PM	167	9	Regular Hours	< 30 minutes
1/17/2018	10:04:54 AM	835 CENTRAL AVE	DOVER	NH	David Perreault	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000032004001	0	23	1/17/2018 10:05	1/17/2018 10:05	1/17/2018 10:06	1/17/2018 10:29	1/17/2018 12:50:50 PM	140	25	Regular Hours	< 30 minutes
1/17/2018	10:17:33 AM	103 WIBIRD ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000032031001	1	15	1/17/2018 10:18	1/17/2018 10:19	1/17/2018 10:20	1/17/2018 10:34	1/17/2018 11:33:47 AM	59	17	Regular Hours	< 30 minutes
1/17/2018	3:18:50 PM	28 MAPLE ST UNIT 2	ROCHESTER	NH	David Perreault	David Martine	1146 - 0	GAS LEAK INSIDE	052018000032767001	0	6	1/17/2018 15:19	1/17/2018 15:23	1/17/2018 15:23	1/17/2018 15:29	1/17/2018 4:04:23 PM	34	10	Regular Hours	< 30 minutes
1/19/2018	8:09:00 AM	215 COMMERCE WAY 3	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000034799001	0	16	1/19/2018 8:09	1/19/2018 8:09	1/19/2018 8:10	1/19/2018 8:26	1/19/2018 11:05:20 AM	158	17	Regular Hours	< 30 minutes
1/19/2018	1:24:21 PM	4 ASPEN DR	SOMERSWORTH	NH	David Perreault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000035440001	0	10	1/19/2018 13:24	1/19/2018 13:25	1/19/2018 13:27	1/19/2018 13:35	1/19/2018 2:11:38 PM	36	11	Regular Hours	< 30 minutes
1/22/2018	8:39:40 AM	30 FITTS FARM DR 14	DURHAM	NH	Kevin Clifford	David Martine	1147 - 0	GAS LEAK OUTSIDE	052018000037417001	0	25	1/22/2018 8:40	1/22/2018 8:40	1/22/2018 8:41	1/22/2018 9:05	1/22/2018 10:41:48 AM	95	26	Regular Hours	< 30 minutes
1/22/2018	10:13:20 AM	211 OCEAN BLVD	HAMPTON	NH	Daniel LaFortune	David Martine	1147 - 0	GAS LEAK OUTSIDE	052018000037640001	0	10	1/22/2018 10:13	1/22/2018 10:19	1/22/2018 10:20	1/22/2018 10:30	1/22/2018 12:12:03 PM	101	17	Regular Hours	< 30 minutes
1/22/2018	11:05:36 AM	240 OCEAN BLVD	SEABROOK	NH	Jeffrey Croteau	David Martine	1147 - 0	GAS LEAK OUTSIDE	052018000037830001	0	25	1/22/2018 11:06	1/22/2018 11:09	1/22/2018 11:09	1/22/2018 11:34	1/22/2018 12:46:23 PM	71	29	Regular Hours	< 30 minutes
1/22/2018	11:34:38 AM	9 PROSPECT ST APT 1	PORTSMOUTH	NH	Kurt House	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	052018000037940001	3	9	1/22/2018 11:38	1/22/2018 11:39	1/22/2018 11:40	1/22/2018 11:49	1/22/2018 12:34:24 PM	45	14	Regular Hours	< 30 minutes
1/24/2018	10:37:42 AM	52 PROSPECT ST 1	ROCHESTER	NH	Jeffrey Croteau	David Martine	1147 - 0	GAS LEAK OUTSIDE	052018000044987001	0	18	1/24/2018 10:38	1/24/2018 10:39	1/24/2018 10:39	1/24/2018 10:58	1/24/2018 1:04:48 PM	126	20	Regular Hours	< 30 minutes
1/24/2018	11:54:23 AM	93 WASHINGTON ST	DOVER	NH	Kevin Clifford	David Martine	1146 - 0	GAS LEAK INSIDE	052018000045213001	0	16	1/24/2018 11:54	1/24/2018 11:56	1/24/2018 11:57	1/24/2018 12:12	1/24/2018 12:50:41 PM	37	18	Regular Hours	< 30 minutes
1/25/2018	9:56:31 AM	14 SOUTH WATSON LN	DOVER	NH	David Perreault	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000046844001	0	15	1/25/2018 9:56	1/25/2018 9:57	1/25/2018 9:58	1/25/2018 10:12	1/25/2018 12:49:43 PM	157	16	Regular Hours	< 30 minutes

1/29/2018	1:02:49 PM	3 GREAT BOARS HEAD AVE	HAMPTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000051259001	0	7	1/29/2018 13:03	1/29/2018 13:07	1/29/2018 13:07	1/29/2018 13:14	1/29/2018	3:18:27 PM	123	12	Regular Hours	< 30 minutes
1/30/2018	1:55:39 PM	31 CLIFF AVE	HAMPTON	NH	Daniel LaFortune	David Martineau	1147 - 0	GAS LEAK OUTSIDE	0520180000053862001	1	14	1/30/2018 13:56	1/30/2018 13:57	1/30/2018 14:00	1/30/2018 14:12	1/30/2018	3:41:37 PM	88	17	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 28 (27% of total) for After Hours:																					
1/1/2018	7:25:15 PM	27 RAILROAD AVE	IGONIC	NH	Kevin Ruel	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520170000397499001	1	13	1/1/2018 19:26	1/1/2018 19:27	1/1/2018 19:28	1/1/2018 19:40	1/1/2018	7:52:07 PM	11	15	After Hours	< 30 minutes
1/1/2018	7:59:07 PM	38 BRAMBER II	ROCHESTER	NH	Kevin Ruel	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520170000397512001	0	12	1/1/2018 20:00	1/1/2018 20:03	1/1/2018 20:06	1/1/2018 20:15	1/1/2018	8:37:18 PM	21	16	After Hours	< 30 minutes
1/2/2018	6:23:05 AM	17 TROUBLE CALL WAY	DOVER	NH	Kevin Ruel	David Martineau	9100 - 0	TC GAS LEAK OUTSIDE	0520170000397585001	0	22	1/2/2018 6:23	1/2/2018 6:29	1/2/2018 6:29	1/2/2018 6:52	1/2/2018	7:32:18 AM	39	29	After Hours	< 30 minutes
1/2/2018	5:26:07 PM	15 RICHMOND ST	DOVER	NH	Lance Keelty	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000023060001	0	14	1/2/2018 17:26	1/2/2018 17:27	1/2/2018 17:27	1/2/2018 17:41	1/2/2018	6:58:12 PM	76	15	After Hours	< 30 minutes
1/2/2018	6:06:40 PM	25 PROSPECT ST	ROCHESTER	NH	Kevin Ruel	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000023560001	0	15	1/2/2018 18:07	1/2/2018 18:08	1/2/2018 18:09	1/2/2018 18:24	1/2/2018	6:42:45 PM	17	18	After Hours	< 30 minutes
1/2/2018	6:59:40 PM	3 SHERIDAN AVE	PORTSMOUTH	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000023900001	0	0	1/2/2018 19:00	1/2/2018 19:07	1/2/2018 19:08	1/2/2018 19:08	1/2/2018	8:22:54 PM	74	9	After Hours	< 30 minutes
1/3/2018	5:33:36 PM	18 LAFAYETTE RD 7	NORTH HAMPTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000004541001	1	16	1/3/2018 17:34	1/3/2018 17:35	1/3/2018 17:35	1/3/2018 17:52	1/3/2018	7:12:36 PM	80	18	After Hours	< 30 minutes
1/3/2018	7:05:09 PM	22 NUDD AVE FRONT	HAMPTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000004628001	2	21	1/3/2018 19:07	1/3/2018 19:10	1/3/2018 19:12	1/3/2018 19:31	1/3/2018	8:03:35 PM	31	26	After Hours	< 30 minutes
1/3/2018	7:41:37 PM	2 VICTOR RD	HAMPTON	NH	Lance Keelty	Lynne Copp	1146 - 0	GAS LEAK INSIDE	05201800000046400001	0	7	1/3/2018 19:41	1/3/2018 19:42	1/3/2018 19:43	1/3/2018 19:50	1/3/2018	9:09:52 PM	79	8	After Hours	< 30 minutes
1/4/2018	4:54:49 PM	125 MARCY ST	PORTSMOUTH	NH	Kevin Clifford	David Martineau	1146 - 0	GAS LEAK INSIDE	05201800000060990001	0	9	1/4/2018 17:55	1/4/2018 17:02	1/4/2018 17:02	1/4/2018 17:12	1/4/2018	5:58:23 PM	46	17	After Hours	< 30 minutes
1/5/2018	5:08:46 PM	15 BATCHELDER RD	SEABROOK	NH	Lance Keelty	William Jones	1146 - 0	GAS LEAK INSIDE	05201800000085410001	0	12	1/5/2018 17:09	1/5/2018 17:09	1/5/2018 17:09	1/5/2018 17:21	1/5/2018	5:49:35 PM	28	12	After Hours	< 30 minutes
1/5/2018	5:10:36 PM	55 HIGHLAND AVE	HAMPTON	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	05201800000085450001	2	6	1/5/2018 17:13	1/5/2018 17:23	1/5/2018 17:24	1/5/2018 17:29	1/5/2018	5:51:53 PM	21	19	After Hours	< 30 minutes
1/5/2018	5:41:04 PM	20 GLENWOOD AVE #1	ROCHESTER	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	05201800000085600001	0	13	1/5/2018 17:41	1/5/2018 17:42	1/5/2018 17:55	1/5/2018	6:13:30 PM	18	14	After Hours	< 30 minutes	
1/5/2018	6:06:55 PM	34 MARKET ST C-2	SOMERSWORTH	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	05201800000085650001	1	22	1/5/2018 18:08	1/5/2018 18:10	1/5/2018 18:13	1/5/2018 18:33	1/5/2018	7:14:23 PM	41	26	After Hours	< 30 minutes
1/5/2018	6:51:12 PM	54 TANNER ST	PORTSMOUTH	NH	Lance Keelty	William Jones	1146 - 0	GAS LEAK INSIDE	05201800000085800001	0	16	1/5/2018 18:51	1/5/2018 18:51	1/5/2018 18:52	1/5/2018 19:08	1/5/2018	8:00:15 PM	51	17	After Hours	< 30 minutes
1/8/2018	8:37:06 PM	567 OCEAN BLVD 207	HAMPTON	NH	Lance Keelty	David Martineau	1146 - 0	GAS LEAK INSIDE	05201800000170540001	0	26	1/8/2018 20:37	1/8/2018 20:38	1/8/2018 20:38	1/8/2018 21:04	1/8/2018	9:27:25 PM	23	27	After Hours	< 30 minutes
1/9/2018	5:40:55 AM	436 S BROADWAY	SALEM	NH	Ryan Kelleher	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05201800000170720001	0	18	1/9/2018 5:41	1/9/2018 5:49	1/9/2018 5:50	1/9/2018 6:08	1/9/2018	7:49:48 AM	101	27	After Hours	< 30 minutes
1/12/2018	9:30:14 PM	7 BRACKETT LN	PORTSMOUTH	NH	Robert Pettigrew	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000026422001	0	20	1/12/2018 21:30	1/12/2018 21:36	1/12/2018 21:37	1/12/2018 21:57	1/12/2018	10:33:28 PM	36	27	After Hours	< 30 minutes
1/16/2018	4:40:23 PM	86 DOVER RD	DURHAM	NH	Daniel LaFortune	David Martineau	1147 - 0	GAS LEAK OUTSIDE	05201800000309920001	0	17	1/16/2018 16:40	1/16/2018 16:44	1/16/2018 16:46	1/16/2018 17:01	1/16/2018	6:56:49 PM	115	21	After Hours	< 30 minutes
1/16/2018	4:47:21 PM	17 TROUBLE CALL WAY	DOVER	NH	Lance Keelty	David Martineau	9100 - 0	TC GAS LEAK OUTSIDE	05201800000309970001	0	3	1/16/2018 16:47	1/16/2018 16:48	1/16/2018 16:48	1/16/2018 16:51	1/16/2018	6:30:26 PM	98	4	After Hours	< 30 minutes
1/16/2018	7:55:44 PM	4 OLD PISCATAQUA RD	DURHAM	NH	Daniel LaFortune	David Martineau	1147 - 0	GAS LEAK OUTSIDE	05201800000312270001	0	16	1/16/2018 19:53	1/16/2018 19:57	1/16/2018 19:57	1/16/2018 20:13	1/16/2018	9:42:50 PM	89	17	After Hours	< 30 minutes
1/19/2018	1:11:33 AM	16 JENKINS CT FL 2	DURHAM	NH	Daniel LaFortune	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520180000034780001	0	14	1/19/2018 1:11	1/19/2018 1:25	1/19/2018 1:26	1/19/2018 1:39	1/19/2018	2:44:12 AM	64	27	After Hours	< 30 minutes

1/24/2018	7:50:48 PM	9 PARTRIDGE GREEN WAY	ROCHESTER	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000046133001	0	15	1/24/2018 19:51	1/24/2018 19:52	1/24/2018 19:52	1/24/2018 20:07	1/24/2018	8:26:02 PM	18	16	After Hours	< 30 minutes
1/26/2018	5:48:58 PM	17 TROUBLE CALL WAY	DOVER	NH	Lance Keelty	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000049402001	1	11	1/26/2018 17:50	1/26/2018 17:51	1/26/2018 17:51	1/26/2018 18:02	1/26/2018	7:28:58 PM	86	13	After Hours	< 30 minutes
1/26/2018	8:08:54 PM	285 WINNACUNNET RD #1	HAMPTON	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000049442001	1	7	1/26/2018 20:10	1/26/2018 20:10	1/26/2018 20:10	1/26/2018 20:18	1/26/2018	9:07:43 PM	49	9	After Hours	< 30 minutes
1/26/2018	10:23:43 PM	136 BUCKMINSTER WAY	PORTSMOUTH	NH	Lance Keelty	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520180000049470001	0	14	1/26/2018 22:24	1/26/2018 22:29	1/26/2018 22:29	1/26/2018 22:44	1/26/2018	11:07:36 PM	23	20	After Hours	< 30 minutes
1/31/2018	4:42:46 PM	13 W PINE ST 4	PLAISTOW	NH	Kurt House	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000055920001	0	14	1/31/2018 16:43	1/31/2018 16:51	1/31/2018 16:52	1/31/2018 17:05	1/31/2018	5:32:46 PM	26	23	After Hours	< 30 minutes
1/31/2018	7:56:02 PM	17 CATALP DR	DOVER	NH	Lance Keelty	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000050610001	0	7	1/31/2018 19:56	1/31/2018 19:57	1/31/2018 19:57	1/31/2018 20:05	1/31/2018	8:25:14 PM	20	9	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 8 (8% of total) for Weekend/Holiday Hours:																					
1/6/2018	12:02:19 PM	1465 WOODBURY AVE	PORTSMOUTH	NH	Robert Pettigrew	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000008923001	0	23	1/6/2018 12:02	1/6/2018 12:03	1/6/2018 12:04	1/6/2018 12:26	1/6/2018	5:09:51 PM	283	24	Weekend/Holiday Hours	< 30 minutes
1/6/2018	1:47:25 PM	11 FORTIER DR	ROCHESTER	NH	John Wiley	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000008967001	2	18	1/6/2018 13:49	1/6/2018 13:49	1/6/2018 13:50	1/6/2018 14:08	1/6/2018	2:24:07 PM	15	21	Weekend/Holiday Hours	< 30 minutes
1/7/2018	4:01:20 PM	17 DODGE ST	ROCHESTER	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520180000009189001	0	5	1/7/2018 16:01	1/7/2018 16:10	1/7/2018 16:10	1/7/2018 16:16	1/7/2018	4:31:05 PM	14	15	Weekend/Holiday Hours	< 30 minutes
1/7/2018	5:36:46 PM	29 DURRELL ST	DOVER	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520180000009197001	0	0	1/7/2018 17:37	1/7/2018 17:41	1/7/2018 17:41	1/7/2018 17:42	1/7/2018	6:21:40 PM	39	5	Weekend/Holiday Hours	< 30 minutes
1/7/2018	5:54:40 PM	11 TOFTREE LN	DOVER	NH	Lance Keelty	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520180000010944001	3	10	1/7/2018 17:57	1/7/2018 17:58	1/7/2018 17:59	1/7/2018 18:08	1/7/2018	7:49:02 PM	100	13	Weekend/Holiday Hours	< 30 minutes
1/7/2018	6:10:16 PM	1015 LILAC LN	DOVER	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520180000009200001	2	12	1/7/2018 18:13	1/7/2018 18:19	1/7/2018 18:21	1/7/2018 18:31	1/7/2018	7:06:33 PM	34	21	Weekend/Holiday Hours	< 30 minutes
1/28/2018	4:13:23 PM	151 CONGRESS ST	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000049665001	0	23	1/28/2018 16:13	1/28/2018 16:13	1/28/2018 16:15	1/28/2018 16:37	1/28/2018	6:12:09 PM	94	24	Weekend/Holiday Hours	< 30 minutes
1/28/2018	4:58:15 PM	151 CONGRESS ST	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000049668001	0	0	1/28/2018 16:58	1/28/2018 16:58	1/28/2018 16:59	1/28/2018 16:59	1/28/2018	6:12:05 PM	72	1	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes: 5 (5% of total) for Regular Hours:																					
<i>Order Taken</i>	<i>Address</i>	<i>Town</i>	<i>State</i>	<i>Serv. Tech</i>	<i>Dispatcher</i>	<i>Task Code</i>	<i>Task Desc</i>	<i>Work Order</i>	<i>Municipal Onsite</i>	<i>Held Time</i>	<i>Travel Time</i>	<i>Assigned</i>	<i>Accepted</i>	<i>En Route</i>	<i>On Site</i>	<i>Work Completed</i>	<i>Job Time</i>	<i>Response Time</i>	<i>Hour Class</i>	<i>Response Category</i>	
1/15/2018	8:32:58 AM	17 GLENWOOD AVE BLDG 2	ROCHESTER	NH	Jeffrey Croteau	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000024947001	0	30	1/15/2018 8:33	1/15/2018 8:39	1/15/2018 8:40	1/15/2018 9:10	1/15/2018	9:34:25 AM	23	37	Regular Hours	31-45 Minutes
1/15/2018	2:43:33 PM	508 MARCY ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000028450001	0	38	1/15/2018 14:44	1/15/2018 14:44	1/15/2018 14:44	1/15/2018 15:22	1/15/2018	4:15:31 PM	52	39	Regular Hours	31-45 Minutes
1/17/2018	7:51:43 AM	152 OCEAN DR UPRR	SEABROOK	NH	Jeffrey Croteau	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000031308001	0	33	1/17/2018 7:52	1/17/2018 7:54	1/17/2018 7:54	1/17/2018 8:27	1/17/2018	9:47:57 AM	80	35	Regular Hours	31-45 Minutes
1/19/2018	8:45:41 AM	21 OSPREY DR	PORTSMOUTH	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000035807001	0	39	1/19/2018 8:46	1/19/2018 8:49	1/19/2018 8:52	1/19/2018 9:28	1/19/2018	10:45:28 AM	76	43	Regular Hours	31-45 Minutes
1/23/2018	10:37:55 AM	130 WAKEFIELD ST	ROCHESTER	NH	David Perreault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000040773001	0	30	1/23/2018 10:38	1/23/2018 10:44	1/23/2018 10:50	1/23/2018 11:15	1/23/2018	12:14:58 PM	59	37	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes: 7 (7% of total) for After Hours:																					
1/3/2018	6:07:32 PM	18 BRAGG AVE	HAMPTON	NH	Lance Keelty	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000004573001	3	30	1/3/2018 18:10	1/3/2018 18:10	1/3/2018 18:12	1/3/2018 18:40	1/3/2018	8:58:16 PM	137	33	After Hours	31-45 Minutes
1/3/2018	8:29:19 PM	19 DODGE ST	ROCHESTER	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000004659001	0	32	1/3/2018 20:29	1/3/2018 20:29	1/3/2018 20:31	1/3/2018 21:02	1/3/2018	9:24:10 PM	21	33	After Hours	31-45 Minutes
1/4/2018	4:29:59 PM	67 MAIN ST A	EXETER	NH	John Wiley	David Martinage	1146 - 0	GAS LEAK INSIDE	0520180000006807001	0	31	1/4/2018 16:30	1/4/2018 16:32	1/4/2018 16:33	1/4/2018 17:04	1/4/2018	5:27:51 PM	23	34	After Hours	31-45 Minutes
1/15/2018	4:22:01 PM	24 H ST MSTR	HAMPTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000028686001	0	27	1/15/2018 16:22	1/15/2018 16:29	1/15/2018 16:29	1/15/2018 16:56	1/15/2018	5:43:24 PM	47	34	After Hours	31-45 Minutes
1/15/2018	9:56:41 PM	511 OCEAN BLVD 2	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000028936001	0	36	1/15/2018 21:56	1/15/2018 21:59	1/15/2018 22:02	1/15/2018 22:36	1/16/2018	12:09:46 AM	93	39	After Hours	31-45 Minutes
1/22/2018	12:19:23 AM	100 JARVIS AVE	ROCHESTER	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520180000037002001	0	23	1/22/2018 0:19	1/22/2018 0:29	1/22/2018 0:30	1/22/2018 0:52	1/22/2018	1:41:22 AM	48	33	After Hours	31-45 Minutes
1/25/2018	8:21:52 PM	72 PRESIDENTIAL CIR	HAMPTON	NH	Jeffrey Croteau	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000047936001	2	37	1/25/2018 20:24	1/25/2018 20:27	1/25/2018 20:29	1/25/2018 21:05	1/25/2018	10:37:10 PM	91	43	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes: 3 (3% of total) for Weekend/Holiday Hours:																					
1/27/2018	8:32:55 AM	33 TROUBLE CALL WAY	HAMPTON	NH	Jeffrey Croteau	Scott Lacouture	9100 - 0	TC GAS LEAK OUTSIDE	0520180000049485001	0	31	1/27/2018 8:33	1/27/2018 8:37	1/27/2018 8:37	1/27/2018 9:08	1/27/2018	11:48:44 AM	159	35	Weekend/Holiday Hours	31-45 Minutes
1/27/2018	9:19:15 AM	1 TROUBLE CALL	DURHAM	NH	David Perreault	Scott Lacouture	9100 - 0	TC GAS LEAK OUTSIDE	0520180000049500001	2	27	1/27/2018 9:21	1/27/2018 9:26	1/27/2018 9:26	1/27/2018 9:53	1/27/2018	11:51:07 AM	117	34	Weekend/Holiday Hours	31-45 Minutes
1/28/2018	11:11:01 AM	71 PRESIDENTIAL CIR LOT 18	HAMPTON	NH	Jeffrey Croteau	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000049654001	0	29	1/28/2018 11:11	1/28/2018 11:12	1/28/2018 11:13	1/28/2018 11:42	1/28/2018	12:47:53 PM	65	31	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	
Orders responded to in 46-60 Minutes: 1 (1% of total) for After Hours:																				
1/3/2018	6:32:36 PM 50 FOX RUN RD K1	NEWINGTON	NH	Kevin Ruel	Michael Talis	1146 - 0	GAS LEAK INSIDE	052018000004712001		0	43	1/3/2018 18:33	1/3/2018 18:34	1/3/2018 18:34	1/3/2018 19:17	1/3/2018	7:45:39 AM	-692	45	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 01/01/2018 to 01/31/2018

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	37%	15	24	43%	15	10	28%	15	4	36%
30	49	84%	30	27	91%	30	18	78%	30	4	73%
45	16	100%	45	5	100%	45	8	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	103		Total	56		Total	36		Total	11	

Jan-18

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	37%	15	24	43%	15	10	28%	15	4	36%
30	49	84%	30	27	91%	30	18	78%	30	4	73%
45	16	100%	45	5	100%	45	8	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	103		Total	56		Total	36		Total	11	

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	

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	324	38%	15	228	48%	15	61	29%	15	35	21%
30	429	88%	30	231	96%	30	117	83%	30	81	70%
45	95	99%	45	20	100%	45	33	99%	45	42	96%
60	9	100%	60	0	100%	60	2	100%	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	858		Total	479		Total	214		Total	165	