



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY



March 7, 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 February 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the February 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 February 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 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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Emergency Response Times

NU New Hampshire work orders from 02/01/2018 to 02/28/2018

Total orders in sample: 53

Orders responded to in < 30 minutes: 26 (49% 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	
2/1/2018 8:16:48 AM	58 WHITEHOUSE RD	ROCHESTER	NH	David Perreault	David Martynage	1147 - 0	GAS LEAK OUTSIDE	0520180000056298001		0	5	2/1/2018 8:17	2/1/2018 8:19	2/1/2018 8:19	2/1/2018 8:24	2/1/2018 10:16:37 AM	111	7	Regular Hours	< 30 minutes	
2/1/2018 1:08:40 PM	200 STATE ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000057263001		0	9	2/1/2018 13:08	2/1/2018 13:12	2/1/2018 13:12	2/1/2018 13:21	2/1/2018 2:03:19 PM	41	12	Regular Hours	< 30 minutes	
2/2/2018 10:23:29 AM	104 EPPING RD	EXETER	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000058550001		0	23	2/2/2018 10:23	2/2/2018 10:24	2/2/2018 10:25	2/2/2018 10:48	2/2/2018 11:45:13 AM	56	24	Regular Hours	< 30 minutes	
2/6/2018 8:54:05 AM	2048 WOODBURY AVE	NEWINGTON	NH	Kevin Clifford	David Martynage	1146 - 0	GAS LEAK INSIDE	0520180000062504001		0	4	2/6/2018 8:54	2/6/2018 8:55	2/6/2018 8:55	2/6/2018 8:59	2/6/2018 9:35:16 AM	35	5	Regular Hours	< 30 minutes	
2/6/2018 1:38:35 PM	208 LOCUST ST	DOVER	NH	David Perreault	David Martynage	1146 - 0	GAS LEAK INSIDE	0520180000063445001		0	19	2/6/2018 13:39	2/6/2018 13:41	2/6/2018 13:41	2/6/2018 14:00	2/6/2018 2:41:22 PM	40	21	Regular Hours	< 30 minutes	
2/7/2018 8:45:00 AM	561 CENTRAL AVE	DOVER	NH	David Perreault	David Martynage	1146 - 0	GAS LEAK INSIDE	0520180000064640001		0	13	2/7/2018 8:45	2/7/2018 8:46	2/7/2018 8:47	2/7/2018 8:59	2/7/2018 9:34:33 AM	35	14	Regular Hours	< 30 minutes	
2/7/2018 9:00:28 AM	325 LAFAYETTE RD B RETAIL	SEABROOK	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000064636001		0	13	2/7/2018 9:00	2/7/2018 9:01	2/7/2018 9:03	2/7/2018 9:14	2/7/2018 9:37:39 AM	22	14	Regular Hours	< 30 minutes	
2/8/2018 9:05:04 AM	22 GREEN ST	EXETER	NH	Jeffrey Croteau	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000067042001		0	17	2/8/2018 9:05	2/8/2018 9:06	2/8/2018 9:08	2/8/2018 9:24	2/8/2018 11:31:33 AM	127	19	Regular Hours	< 30 minutes	
2/9/2018 9:39:15 AM	1 WASHINGTON ST S10	DOVER	NH	David Perreault	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000069040001		0	26	2/9/2018 9:39	2/9/2018 9:40	2/9/2018 9:42	2/9/2018 10:07	2/9/2018 11:47:43 AM	100	28	Regular Hours	< 30 minutes	
2/12/2018 8:04:50 AM	23 STACEY AVE	SEABROOK	NH	Jeffrey Croteau	David Martynage	1146 - 0	GAS LEAK INSIDE	0520180000071049001		0	14	2/12/2018 8:05	2/12/2018 8:05	2/12/2018 8:06	2/12/2018 8:20	2/12/2018 8:43:13 AM	23	15	Regular Hours	< 30 minutes	
2/12/2018 10:56:08 AM	37 WALTON RD	SEABROOK	NH	Jeffrey Croteau	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000071870001		0	3	2/12/2018 10:56	2/12/2018 10:57	2/12/2018 10:58	2/12/2018 11:00	2/12/2018 12:08:31 PM	67	4	Regular Hours	< 30 minutes	
2/13/2018 11:09:28 AM	124 N MAIN ST 8	ROCHESTER	NH	David Perreault	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000073507001		1	22	2/13/2018 11:11	2/13/2018 11:12	2/13/2018 11:12	2/13/2018 11:34	2/13/2018 1:49:40 PM	135	24	Regular Hours	< 30 minutes	
2/13/2018 11:31:47 AM	169 OCEAN BLVD	HAMPTON	NH	Daniel LaFortune	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520180000073583001		0	2	2/13/2018 11:32	2/13/2018 11:33	2/13/2018 11:34	2/13/2018 11:35	2/13/2018 1:11:09 PM	95	4	Regular Hours	< 30 minutes	
2/15/2018 10:08:49 AM	7 FELKER ST	SONIC	NH	Kevin Clifford	David Martynage	1147 - 0	GAS LEAK OUTSIDE	0520180000077147001		0	19	2/15/2018 10:09	2/15/2018 10:11	2/15/2018 10:11	2/15/2018 10:30	2/15/2018 11:51:28 AM	81	21	Regular Hours	< 30 minutes	
2/15/2018 12:28:08 PM	89 OSPREY DR	PORTSMOUTH	NH	Jeffrey Croteau	David Martynage	1147 - 0	GAS LEAK OUTSIDE	0520180000077543001		0	7	2/15/2018 12:28	2/15/2018 12:29	2/15/2018 12:29	2/15/2018 12:37	2/15/2018 3:00:05 PM	142	9	Regular Hours	< 30 minutes	
2/16/2018 10:54:07 AM	1 CONTINENTAL DR D	EXETER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000079634001		0	16	2/16/2018 10:54	2/16/2018 10:55	2/16/2018 10:56	2/16/2018 11:12	2/16/2018 11:59:49 AM	47	18	Regular Hours	< 30 minutes	
2/19/2018 10:45:19 AM	23 KEEWAYDIN DR UNIT 1	SALEM	NH	Anthony Beck	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000084308001		0	26	2/19/2018 10:45	2/19/2018 10:47	2/19/2018 10:47	2/19/2018 11:13	2/19/2018 12:04:58 PM	51	28	Regular Hours	< 30 minutes	
2/20/2018 8:06:07 AM	24 HIGH ST	EXETER	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000088900001		1	20	2/20/2018 8:07	2/20/2018 8:09	2/20/2018 8:13	2/20/2018 8:29	2/20/2018 10:08:06 AM	98	23	Regular Hours	< 30 minutes	
2/21/2018 12:33:55 PM	296 ALDRICH RD	PORTSMOUTH	NH	David Perreault	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000092044001		0	8	2/21/2018 12:34	2/21/2018 12:37	2/21/2018 12:37	2/21/2018 12:45	2/21/2018 2:35:29 PM	109	11	Regular Hours	< 30 minutes	
2/21/2018 3:38:09 PM	346 PORTLAND ST B	ROCHESTER	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000093584001		1	9	2/21/2018 15:39	2/21/2018 15:42	2/21/2018 15:47	2/21/2018 15:51	2/21/2018 4:50:09 PM	58	13	Regular Hours	< 30 minutes	
2/22/2018 2:31:35 PM	55 HANOVER ST 6C	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000095771001		0	6	2/22/2018 14:32	2/22/2018 14:32	2/22/2018 14:33	2/22/2018 14:38	2/22/2018 3:04:29 PM	25	7	Regular Hours	< 30 minutes	
2/23/2018 1:18:19 PM	17 RICHMOND ST A	DOVER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000097611001		0	16	2/23/2018 13:19	2/23/2018 13:19	2/23/2018 13:24	2/23/2018 13:36	2/23/2018 2:37:54 PM	61	18	Regular Hours	< 30 minutes	
2/27/2018 9:24:41 AM	15 PLEASANT ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000102727001		0	6	2/27/2018 9:25	2/27/2018 9:25	2/27/2018 9:26	2/27/2018 9:31	2/27/2018 10:02:31 AM	30	7	Regular Hours	< 30 minutes	
2/28/2018 9:05:25 AM	25 ALUMINI DR NEW	DOVER	NH	Jeffrey Croteau	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000104591001		0	23	2/28/2018 9:06	2/28/2018 9:10	2/28/2018 9:11	2/28/2018 9:33	2/28/2018 10:44:04 AM	70	28	Regular Hours	< 30 minutes	
2/28/2018 10:28:29 AM	14 HANVARD ST	EXETER	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000104833001		0	15	2/28/2018 10:28	2/28/2018 10:31	2/28/2018 10:32	2/28/2018 10:46	2/28/2018 11:32:50 AM	45	18	Regular Hours	< 30 minutes	
2/28/2018 12:48:33 PM	103 HANOVER ST BRIT BEER	PORTSMOUTH	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000105198001		0	11	2/28/2018 12:49	2/28/2018 12:49	2/28/2018 12:52	2/28/2018 13:01	2/28/2018 1:44:04 PM	42	12	Regular Hours	< 30 minutes	

Orders responded to in < 30 minutes: 12 (23% of total) for After Hours:																					
2/1/2018	5:47:54 PM	44 W HIGH ST C GARG	SOMERSWORTH	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	052018000057828001	0	14	2/1/2018 17:48	2/1/2018 17:48	2/1/2018 17:49	2/1/2018 18:02	2/1/2018	6:25:45 PM	23	14	After Hours	< 30 minutes
2/5/2018	4:19:52 PM	1500 WOODBURY AVE B	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000061950001	0	15	2/5/2018 16:20	2/5/2018 16:20	2/5/2018 16:20	2/5/2018 16:35	2/5/2018	4:57:37 PM	21	16	After Hours	< 30 minutes
2/5/2018	6:25:03 PM	80 PINE ST A	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000062100001	0	8	2/5/2018 18:25	2/5/2018 18:25	2/5/2018 18:26	2/5/2018 18:34	2/5/2018	6:54:27 PM	19	9	After Hours	< 30 minutes
2/6/2018	5:42:24 PM	54 HAYDEN CIR	HAMPTON	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000063962001	0	19	2/6/2018 17:42	2/6/2018 17:44	2/6/2018 17:44	2/6/2018 18:04	2/6/2018	6:25:06 PM	20	22	After Hours	< 30 minutes
2/8/2018	8:22:22 PM	143 FRONT ST APT 1 1BR	EXETER	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000068314001	4	22	2/8/2018 20:26	2/8/2018 20:26	2/8/2018 20:27	2/8/2018 20:49	2/8/2018	9:12:58 PM	23	26	After Hours	< 30 minutes
2/12/2018	6:39:01 PM	40 ALEXANDER DR	HAMPTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000072735001	0	11	2/12/2018 18:39	2/12/2018 18:43	2/12/2018 18:43	2/12/2018 18:55	2/12/2018	8:09:24 PM	73	16	After Hours	< 30 minutes
2/15/2018	4:41:23 PM	57 MCDONOUGH ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000078154001	0	5	2/15/2018 16:42	2/15/2018 16:45	2/15/2018 16:45	2/15/2018 16:50	2/15/2018	5:05:34 PM	15	8	After Hours	< 30 minutes
2/19/2018	4:44:33 PM	14 HARVARD ST	EXETER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	052018000087113001	0	11	2/19/2018 16:44	2/19/2018 16:45	2/19/2018 16:45	2/19/2018 16:56	2/19/2018	5:20:01 PM	23	12	After Hours	< 30 minutes
2/19/2018	6:41:37 PM	24 SEAVER BROOK LN	PLAISTOW	NH	Troy Kimball	William Jones	1146 - 0	GAS LEAK INSIDE	052018000087170001	1	17	2/19/2018 18:42	2/19/2018 18:50	2/19/2018 18:51	2/19/2018 19:08	2/19/2018	8:04:50 PM	56	26	After Hours	< 30 minutes
2/19/2018	10:20:58 PM	4 CARRIAGE DR LOT 17	EXETER	NH	Connor Arsenaull	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052018000088852001	0	8	2/19/2018 22:21	2/19/2018 22:28	2/19/2018 22:28	2/19/2018 22:36	2/20/2018	12:04:22 AM	87	15	After Hours	< 30 minutes
2/20/2018	5:55:23 PM	85 ROCHESTER HILL RD	ROCHESTER	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000090757001	0	9	2/20/2018 17:55	2/20/2018 17:57	2/20/2018 17:58	2/20/2018 18:07	2/20/2018	6:27:50 PM	20	12	After Hours	< 30 minutes
2/20/2018	6:18:21 PM	15 FOREST ST	DOVER	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000090764001	1	19	2/20/2018 18:19	2/20/2018 18:22	2/20/2018 18:26	2/20/2018 18:42	2/20/2018	7:32:37 PM	50	24	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 7 (13% of total) for Weekend/Holiday Hours:																					
2/3/2018	11:58:12 AM	387 RICHARDS AVE	PORTSMOUTH	NH	Robert Pettigrew	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052018000095244001	1	4	2/3/2018 11:59	2/3/2018 12:00	2/3/2018 12:00	2/3/2018 12:05	2/3/2018	12:49:31 PM	44	6	Weekend/Holiday Hours	< 30 minutes
2/3/2018	9:41:05 PM	61 TROUBLE CALL WAY	SALEM	NH	Ryan Kelleher	Scott Lacouture	9100 - 0	TC GAS LEAK OUTSIDE	0520180000959397001	1	17	2/3/2018 21:42	2/3/2018 21:47	2/3/2018 21:49	2/3/2018 22:04	2/4/2018	12:09:08 AM	124	23	Weekend/Holiday Hours	< 30 minutes
2/18/2018	8:56:06 AM	4 LEARY LN	HAMPTON	NH	Connor Arsenaull	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	052018000088412001	1	0	2/18/2018 8:57	2/18/2018 9:07	2/18/2018 9:07	2/18/2018 9:07	2/18/2018	11:28:21 AM	140	11	Weekend/Holiday Hours	< 30 minutes
2/18/2018	5:24:36 PM	103 PLAISTOW RD 1	PLAISTOW	NH	Troy Kimball	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052018000088433001	0	13	2/18/2018 17:25	2/18/2018 17:32	2/18/2018 17:32	2/18/2018 17:45	2/18/2018	6:24:43 PM	38	21	Weekend/Holiday Hours	< 30 minutes
2/18/2018	6:04:54 PM	5 WALNUT ST	EXETER	NH	Connor Arsenaull	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052018000088437001	0	12	2/18/2018 18:05	2/18/2018 18:09	2/18/2018 18:09	2/18/2018 18:21	2/18/2018	6:43:59 PM	22	17	Weekend/Holiday Hours	< 30 minutes
2/18/2018	10:31:04 PM	43 PINE ST	ROCHESTER	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052018000088438001	0	17	2/18/2018 22:31	2/18/2018 22:42	2/18/2018 22:43	2/18/2018 23:00	2/18/2018	11:29:33 PM	29	29	Weekend/Holiday Hours	< 30 minutes
2/24/2018	9:55:52 AM	35 HIGHLAND ST	PORTSMOUTH	NH	Robert Pettigrew	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052018000099854001	0	6	2/24/2018 9:56	2/24/2018 9:57	2/24/2018 9:57	2/24/2018 10:03	2/24/2018	11:05:02 AM	61	7	Weekend/Holiday Hours	< 30 minutes

Orders responded to in 31-45 Minutes: 1 (2% of total) for Regular Hours:																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
2/20/2018	8:12:30 AM 27 WALTON RD	SEABROOK	NH	Jeffrey Croteau	William Jones	1146 - 0	GAS LEAK INSIDE	052018000088905001		0	29	2/20/2018 8:13	2/20/2018 8:16	2/20/2018 8:17	2/20/2018 8:45	2/20/2018 9:47:32 AM	61	33	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes: 4 (8% of total) for After Hours:																				
2/6/2018	10:20:51 PM 20 N ST UNIT 207	HAMPTON	NH	Jeffrey Croteau	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520180000064050001		0	36	2/6/2018 22:20	2/6/2018 22:25	2/6/2018 22:25	2/6/2018 23:01	2/7/2018 12:11:25 AM	70	40	After Hours	31-45 Minutes
2/6/2018	10:24:10 PM 3 SIERRA HILL DR LOT 1	DOVER	NH	John Wiley	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520180000064051001		0	22	2/6/2018 22:25	2/6/2018 22:32	2/6/2018 22:32	2/6/2018 22:55	2/6/2018 11:05:17 PM	10	30	After Hours	31-45 Minutes
2/21/2018	4:46:34 PM 7 AMESBURY ST	SEABROOK	NH	Lance Keely	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000094395001		1	29	2/21/2018 16:47	2/21/2018 16:50	2/21/2018 16:53	2/21/2018 17:20	2/21/2018 6:21:40 PM	61	33	After Hours	31-45 Minutes
2/28/2018	5:49:16 PM 17 BRAEMOOR WOODS RD A	SALEM	NH	Kurt House	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520180000105682001		0	21	2/28/2018 17:49	2/28/2018 18:00	2/28/2018 18:00	2/28/2018 18:21	2/28/2018 7:22:00 PM	60	32	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes: 2 (4% of total) for Weekend/Holiday Hours:																				
2/10/2018	5:22:29 PM 24 H ST 6	HAMPTON	NH	Lance Keely	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520180000070911001		0	23	2/10/2018 17:23	2/10/2018 17:33	2/10/2018 17:33	2/10/2018 17:56	2/10/2018 7:12:13 PM	75	33	Weekend/Holiday Hours	31-45 Minutes
2/10/2018	5:49:44 PM 17 TROUBLE CALL WAY	DOVER	NH	Daniel Lafortune	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520180000070912001		1	25	2/10/2018 17:51	2/10/2018 17:58	2/10/2018 18:01	2/10/2018 18:24	2/10/2018 7:33:54 PM	69	34	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: 1 (2% of total) for After Hours:																				
2/21/2018	5:38:24 PM 20 KINGS HWY	HAMPTON	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000094429001		1	6	2/21/2018 17:39	2/21/2018 18:23	2/21/2018 18:23	2/21/2018 18:29	2/21/2018 6:49:53 PM	20	50	After Hours	46-60 Minutes
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 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 02/01/2018 to 02/28/2018

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	43%	15	14	52%	15	6	35%	15	3	33%
30	23	87%	30	12	96%	30	7	76%	30	4	78%
45	6	98%	45	1	100%	45	3	94%	45	2	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	53		Total	27		Total	17		Total	9	

Feb-18

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	43%	15	14	52%	15	6	35%	15	3	33%
30	23	87%	30	12	96%	30	7	76%	30	4	78%
45	6	98%	45	1	100%	45	3	94%	45	2	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	53		Total	27		Total	17		Total	9	

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	18%
30	43	91%	30	26	96%	30	7	93%	30	10	76%
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	81		Total	50		Total	14		Total	17	

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	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	0		Total	0		Total	0		Total	0	

May-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	0		Total	0		Total	0		Total	0	

Apr-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	0		Total	0		Total	0		Total	0	

Mar-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	0	100%	15	0	100%	15	0	100%	15	0	100%
30	0	100%	30	0	100%	30	0	100%	30	0	100%
45	0	100%	45	0	100%	45	0	100%	45	0	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	0		Total	0		Total	0		Total	0	

12 Month Summary

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	223	38%	15	151	46%	15	47	32%	15	25	24%
30	288	88%	30	162	95%	30	75	84%	30	51	72%
45	65	99%	45	16	100%	45	22	99%	45	27	97%
60	4	100%	60	0	100%	60	1	99%	60	3	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	581		Total	329		Total	146		Total	106	