



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

May 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 April 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the April 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 April 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 4/1/2018 to 4/30/2018
 Total orders in sample: 45

Orders responded to in < 30 minutes for Regular Hours: 24 [53% of total records returned.]																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Hold Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
4/4/2018	9:42:48 AM	473 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000199110001		0	5	4/4/2018 9:43	4/4/2018 9:44	4/4/2018 9:47	4/4/2018 9:50	4/4/2018 10:31:36 AM	41	7	Regular Hours	< 30 minutes
4/5/2018	1:08:56 PM	375 OCEAN BLVD UNIT 4	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000203239001		0	20	4/5/2018 13:09	4/5/2018 13:09	4/5/2018 13:12	4/5/2018 13:29	4/5/2018 2:04:18 PM	34	20	Regular Hours	< 30 minutes
4/6/2018	8:47:50 AM	494 WINNACUNNET RD EAST	HAMPTON	NH	Kevin Clifford	David Martineau	1146 - 0	GAS LEAK INSIDE	0520180000204000001		0	13	4/6/2018 8:48	4/6/2018 8:52	4/6/2018 8:52	4/6/2018 9:05	4/6/2018 9:21:45 AM	16	17	Regular Hours	< 30 minutes
4/6/2018	10:53:38 AM	44 LAFAYETTE ST 1/2	ROCHESTER	NH	David Perreault	David Martineau	1146 - 0	GAS LEAK INSIDE	0520180000208497001		0	17	4/6/2018 10:54	4/6/2018 10:58	4/6/2018 11:01	4/6/2018 11:16	4/6/2018 11:57:24 AM	40	22	Regular Hours	< 30 minutes
4/9/2018	1:30:14 PM	300 PLAZA DR	DOVER	NH	David Perreault	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000232805001		0	8	4/9/2018 13:30	4/9/2018 13:31	4/9/2018 13:33	4/9/2018 13:40	4/9/2018 3:30:46 PM	110	9	Regular Hours	< 30 minutes
4/10/2018	8:05:14 AM	29 PELHAM RD	SALEM	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000237939001		0	19	4/10/2018 8:06	4/10/2018 8:07	4/10/2018 8:08	4/10/2018 8:26	4/10/2018 9:09:56 AM	43	21	Regular Hours	< 30 minutes
4/11/2018	8:03:55 AM	175 MOUNT VERNON ST	DOVER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000240771001		0	14	4/11/2018 8:04	4/11/2018 8:05	4/11/2018 8:07	4/11/2018 8:20	4/11/2018 8:52:55 AM	32	16	Regular Hours	< 30 minutes
4/11/2018	11:46:45 AM	26 C ST	HAMPTON	NH	Daniel LaFortune	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520180000241565001		0	9	4/11/2018 11:46	4/11/2018 11:48	4/11/2018 11:48	4/11/2018 11:56	4/11/2018 1:33:27 PM	96	9	Regular Hours	< 30 minutes
4/12/2018	11:03:19 AM	134 RICHARDS AVE	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000244068001		1	14	4/12/2018 11:04	4/12/2018 11:04	4/12/2018 11:05	4/12/2018 11:19	4/12/2018 12:20:11 PM	60	16	Regular Hours	< 30 minutes
4/17/2018	1:48:24 PM	10 GROVE ST	DOVER	NH	Kevin Clifford	David Martineau	1146 - 0	GAS LEAK INSIDE	0520180000254302001		0	14	4/17/2018 13:49	4/17/2018 13:51	4/17/2018 13:51	4/17/2018 14:05	4/17/2018 2:29:55 PM	24	16	Regular Hours	< 30 minutes
4/17/2018	2:14:32 PM	105 GOSLING RD	NEWINGTON	NH	John Wiley	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000254389001		0	21	4/17/2018 14:15	4/17/2018 14:15	4/17/2018 14:16	4/17/2018 14:37	4/17/2018 3:02:18 PM	24	22	Regular Hours	< 30 minutes
4/18/2018	10:26:29 AM	16 MILBERN AVE	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000256988001		0	7	4/18/2018 10:26	4/18/2018 10:26	4/18/2018 10:28	4/18/2018 10:34	4/18/2018 11:04:15 AM	29	8	Regular Hours	< 30 minutes
4/18/2018	2:20:09 PM	36 SOUTH ST	SOMERSWORTH	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000257882001		0	22	4/18/2018 14:20	4/18/2018 14:22	4/18/2018 14:22	4/18/2018 14:44	4/18/2018 3:23:23 PM	38	24	Regular Hours	< 30 minutes
4/23/2018	7:49:46 AM	5 RIVER ST APT A	SEABROOK	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000264089001		0	5	4/23/2018 7:50	4/23/2018 7:56	4/23/2018 7:56	4/23/2018 8:01	4/23/2018 8:34:59 AM	33	11	Regular Hours	< 30 minutes
4/23/2018	1:00:33 PM	24 HARBOR RD 2	HAMPTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000266394001		0	8	4/23/2018 13:01	4/23/2018 13:04	4/23/2018 13:07	4/23/2018 13:12	4/23/2018 1:45:08 PM	32	12	Regular Hours	< 30 minutes
4/24/2018	9:36:02 AM	5 GOOKIN CT MSTR 3-11	HAMPTON	NH	Lance Keelby	David Martineau	1146 - 0	GAS LEAK INSIDE	0520180000268855001		0	4	4/24/2018 9:36	4/24/2018 9:36	4/24/2018 9:38	4/24/2018 9:41	4/24/2018 9:55:18 AM	13	5	Regular Hours	< 30 minutes
4/24/2018	2:28:20 PM	36 HIGHLAND AVE	HAMPTON	NH	Lance Keelby	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000269990001		0	0	4/24/2018 14:28	4/24/2018 14:28	4/24/2018 14:29	4/24/2018 14:29	4/24/2018 2:55:41 PM	26	0	Regular Hours	< 30 minutes
4/25/2018	8:57:02 AM	3 CEDARBROOK VLG C	ROCHESTER	NH	David Perreault	David Martineau	1147 - 0	GAS LEAK OUTSIDE	0520180000271971001		0	12	4/25/2018 8:57	4/25/2018 8:59	4/25/2018 9:00	4/25/2018 9:11	4/25/2018 11:20:53 AM	128	14	Regular Hours	< 30 minutes
4/25/2018	10:00:37 AM	112 MARTHA TER	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000272162001		0	11	4/25/2018 10:01	4/25/2018 10:02	4/25/2018 10:03	4/25/2018 10:14	4/25/2018 10:53:12 AM	39	13	Regular Hours	< 30 minutes
4/27/2018	1:56:52 PM	110E MILL RD	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000279345001		0	0	4/27/2018 13:57	4/27/2018 13:57	4/27/2018 13:57	4/27/2018 13:57	4/27/2018 2:35:19 PM	37	0	Regular Hours	< 30 minutes
4/30/2018	8:29:43 AM	105 TOWLE FARM RD BRWRV	HAMPTON	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000281316001		0	11	4/30/2018 8:30	4/30/2018 8:30	4/30/2018 8:38	4/30/2018 8:41	4/30/2018 8:11:46 AM	29	12	Regular Hours	< 30 minutes
4/30/2018	8:49:43 AM	3 SINC LAIR AVE 1	SOMERSWORTH	NH	Kevin Clifford	David Martineau	1146 - 0	GAS LEAK INSIDE	0520180000282026001		0	7	4/30/2018 8:46	4/30/2018 9:51	4/30/2018 9:52	4/30/2018 9:59	4/30/2018 10:37:10 AM	37	9	Regular Hours	< 30 minutes
4/30/2018	12:09:22 PM	333 BARTLETT ST	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000282654001		1	13	4/30/2018 12:10	4/30/2018 12:10	4/30/2018 12:11	4/30/2018 12:24	4/30/2018 2:47:35 PM	143	14	Regular Hours	< 30 minutes
4/30/2018	3:18:03 PM	29 PELHAM RD	SALEM	NH	Anthony Beck	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000283423001		0	28	4/30/2018 15:18	4/30/2018 15:18	4/30/2018 15:24	4/30/2018 15:46	4/30/2018 4:15:12 PM	28	28	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 5 (11% of total records returned.)																						
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		
4/12/2018	5:51:58 PM	23 FARMINGTON DR	DOVER	NH	Daniel Lafortune	David Martineau	1146 - 0	GAS LEAK INSIDE	0520180000244868001		0	19	4/12/2018 17:52	4/12/2018 17:57	4/12/2018 18:00	4/12/2018 18:17	4/12/2018	6:45:12 PM	27	25	After Hours	< 30 minutes
4/13/2018	5:57:19 PM	20 ALLEN ST	EXETER	NH	Kurt House	David Martineau	1146 - 0	GAS LEAK INSIDE	0520180000247369001		0	15	4/13/2018 17:57	4/13/2018 18:01	4/13/2018 18:03	4/13/2018 18:16	4/13/2018	6:42:25 PM	25	19	After Hours	< 30 minutes
4/18/2018	4:15:30 PM	23 TIDEVIEW DR	DOVER	NH	Kevin Clifford	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000258154001		10	13	4/18/2018 16:26	4/18/2018 16:27	4/18/2018 16:27	4/18/2018 16:40	4/18/2018	5:05:26 PM	24	25	After Hours	< 30 minutes
4/18/2018	7:09:24 PM	38 EZRAS WAY	DOVER	NH	John Wiley	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000258784001		0	19	4/18/2018 19:09	4/18/2018 19:12	4/18/2018 19:13	4/18/2018 19:32	4/18/2018	8:25:46 PM	53	22	After Hours	< 30 minutes
4/25/2018	5:02:23 PM	511 OCEAN BLVD 10	HAMPTON	NH	John Wiley	David Martineau	1146 - 0	GAS LEAK INSIDE	0520180000274257001		0	6	4/25/2018 17:02	4/25/2018 17:03	4/25/2018 17:04	4/25/2018 17:09	4/25/2018	5:19:26 PM	10	6	After Hours	< 30 minutes

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 10 (22% of total records returned.)																						
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		
4/1/2018	6:22:41 PM	72 WOODBURY AVE A	PORTSMOUTH	NH	John Wiley	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520180000190569001		1	23	4/1/2018 18:23	4/1/2018 18:24	4/1/2018 18:25	4/1/2018 18:48	4/1/2018	6:59:54 PM	11	25	Weekend/Holiday Hours	< 30 minutes
4/14/2018	12:09:40 PM	151 INDIGO HILL RD 2	SOMERSWORTH	NH	David Perreault	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520180000247527001		0	25	4/14/2018 12:09	4/14/2018 12:13	4/14/2018 12:38	4/14/2018 12:38	4/14/2018	3:06:55 PM	148	29	Weekend/Holiday Hours	< 30 minutes
4/14/2018	7:16:57 PM	88 CHARLES ST	ROCHESTER	NH	Kevin Clifford	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000247616001		0	16	4/14/2018 19:17	4/14/2018 19:25	4/14/2018 19:25	4/14/2018 19:42	4/14/2018	8:41:04 PM	58	25	Weekend/Holiday Hours	< 30 minutes
4/14/2018	8:35:17 PM	6 BARRY ST	DOVER	NH	Kevin Clifford	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000247625001		5	13	4/14/2018 20:40	4/14/2018 20:46	4/14/2018 20:47	4/14/2018 20:59	4/14/2018	9:25:20 PM	25	24	Weekend/Holiday Hours	< 30 minutes
4/15/2018	12:50:50 PM	2 BROOKMOOR RD	DOVER	NH	Jeffrey Croteau	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520180000247650001		6	13	4/15/2018 12:57	4/15/2018 13:03	4/15/2018 13:03	4/15/2018 13:16	4/15/2018	2:18:10 PM	61	25	Weekend/Holiday Hours	< 30 minutes
4/21/2018	8:42:58 AM	94 TIDE MILL RD	HAMPTON	NH	Robert Pettigrew	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	0520180000263805001		1	14	4/21/2018 8:44	4/21/2018 8:45	4/21/2018 8:46	4/21/2018 9:00	4/21/2018	10:49:19 AM	109	17	Weekend/Holiday Hours	< 30 minutes
4/21/2018	1:03:15 PM	2 SALT MARSH AVE	SEABROOK	NH	Robert Pettigrew	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	0520180000263805001		0	23	4/21/2018 13:03	4/21/2018 13:05	4/21/2018 13:06	4/21/2018 13:29	4/21/2018	2:28:25 PM	58	26	Weekend/Holiday Hours	< 30 minutes
4/28/2018	6:48:30 PM	58 NEW ROCHESTER RD	DOVER	NH	Robert Pettigrew	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520180000280260001		1	3	4/28/2018 18:49	4/28/2018 18:54	4/28/2018 18:54	4/28/2018 18:57	4/28/2018	8:05:26 PM	68	8	Weekend/Holiday Hours	< 30 minutes
4/29/2018	9:09:51 AM	86 DURHAM RD	DOVER	NH	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520180000280274001		10	9	4/29/2018 9:20	4/29/2018 9:23	4/29/2018 9:23	4/29/2018 9:33	4/29/2018	10:58:56 AM	85	23	Weekend/Holiday Hours	< 30 minutes
4/29/2018	6:13:40 PM	4 DOW AVE	HAMPTON	NH	John Wiley	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520180000280318001		1	5	4/29/2018 18:15	4/29/2018 18:19	4/29/2018 18:20	4/29/2018 18:25	4/29/2018	7:32:10 PM	66	11	Weekend/Holiday Hours	< 30 minutes

Orders responded to in 31-45 Minutes for Regular Hours: 3 (7% of total records returned.)

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		
4/3/2018	7:03:44 AM	198 ISLINGTON ST UNIT 11	PORTSMOUTH	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000196243001		0	25	4/3/2018 7:04	4/3/2018 7:13	4/3/2018 7:14	4/3/2018 7:38	4/3/2018	6:05:17 AM	26	35	Regular Hours	31-45 Minutes
4/9/2018	2:01:16 PM	15 GARRISON RD	DOVER	NH	John Wiley	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000233049001		0	34	4/9/2018 14:01	4/9/2018 14:02	4/9/2018 14:02	4/9/2018 14:36	4/9/2018	3:43:11 PM	66	35	Regular Hours	31-45 Minutes
4/20/2018	1:52:51 PM	35 CROSS ST HOUSE	SALEM	NH	Daniel LaFortune	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000263324001		0	31	4/20/2018 13:53	4/20/2018 13:52	4/20/2018 13:54	4/20/2018 14:24	4/20/2018	2:56:23 PM	31	31	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 2 (4% of total records returned.)																						
4/12/2018	4:13:32 PM	375 OCEAN RD	PORTSMOUTH	NH	Jeffrey Croteau	David Martignage	1146 - 0	GAS LEAK INSIDE	0520180000244741001		0	29	4/12/2018 16:13	4/12/2018 16:16	4/12/2018 16:16	4/12/2018 16:45	4/12/2018	5:24:20 PM	36	32	After Hours	31-45 Minutes
4/25/2018	6:38:53 AM	511 OCEAN BLVD 9	HAMPTON	NH	Lance Keeley	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520180000270574001		1	26	4/25/2018 6:40	4/25/2018 6:50	4/25/2018 6:50	4/25/2018 7:16	4/25/2018	7:59:48 AM	42	37	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)																						
4/22/2018	1:41:25 AM	78 WAKEFIELD ST	ROCHESTER	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520180000263958001		1	19	4/22/2018 1:42	4/22/2018 1:56	4/22/2018 1:57	4/22/2018 2:16	4/22/2018	2:46:13 AM	29	35	Weekend/Holiday Hours	31-45 Minutes
Orders responded to in 46-60 Minutes for Regular Hours: 0 (% of total records returned.)																						
Orders responded to in 46-60 Minutes for After Hours: 0 (% of total records returned.)																						
Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																						
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 for Regular Hours: 0 (% of total records returned.)																				
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 for After Hours: 0 (% of total records returned.)																				
Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																				
Orders responded to in > 75 Minutes for Regular Hours: 0 (% of total records returned.)																				
Orders responded to in > 75 Minutes for After Hours: 0 (% of total records returned.)																				
Orders responded to in > 75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																				

Apr-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	17	38%	15	14	52%	15	1	14%	15	2	18%
30	22	87%	30	10	89%	30	4	71%	30	8	91%
45	6	100%	45	3	100%	45	2	100%	45	1	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	45		Total	27		Total	7		Total	11	

Mar-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	20	41%	15	15	63%	15	2	13%	15	3	33%
30	24	90%	30	8	96%	30	10	75%	30	6	100%
45	4	98%	45	1	100%	45	3	94%	45	0	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	49		Total	24		Total	16		Total	9	

Feb-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	42%	15	14	52%	15	5	29%	15	3	33%
30	23	85%	30	12	96%	30	7	71%	30	4	78%
45	7	98%	45	1	100%	45	4	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			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	15	99%	45	5	100%	45	7	97%	45	3	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	103		Total	56		Total	36		Total	11	

Dec-17

Total			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			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			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			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			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			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			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			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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	307	39%	15	217	48%	15	58	30%	15	32	22%
30	391	88%	30	215	95%	30	103	82%	30	73	73%
45	88	99%	45	23	100%	45	30	97%	45	35	98%
60	7	100%	60	0	100%	60	4	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	794		Total	455		Total	196		Total	143	