

Emergency Response Times
NU New Hampshire work orders from 12/01/2012 to 12/31/2012
Total orders in sample: 129

Orders responded to in < 30 minutes: 62 (48% of total) for Regular Hours																
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time
12/3/2012 9:36:21 AM	5 GREENLEAF WOODS DR Apt. 101 Pst. BIR	PORTSMOUTH	NH	Daniel LaFortune	David Martinage	9000	LEAK INSIDE	WF0520739H	0	8	12/3/2012 9:36	12/3/2012 9:38	12/3/2012 9:39	12/3/2012 9:47	11:13:39 AM	86
12/3/2012 10:07:10 AM	95 BREWERY LN Apt. #1	PORTSMOUTH	NH	Myron Gilman	Michael Talis	9100	LEAK OUTSIDE	WF0520756H	0	7	12/3/2012 10:07	12/3/2012 10:07	12/3/2012 10:08	12/3/2012 10:15	12/3/2012 10:42:34 AM	27
12/3/2012 12:11:19 PM	50 COCHeco ST Apt. FL 3	DOVER	NH	Mark Goldstein	David Martinage	9000	LEAK INSIDE	WF0520785H	0	14	12/3/2012 12:11	12/3/2012 12:15	12/3/2012 12:16	12/3/2012 12:29	12/3/2012 1:30:20 PM	60
12/3/2012 12:45:11 PM	832 LAFAYETTE RD Apt. 4	HAMPTON	NH	Troy Kimball	David Martinage	9100	LEAK OUTSIDE	WF0520790H	0	18	12/3/2012 12:45	12/3/2012 12:51	12/3/2012 12:57	12/3/2012 13:10	12/3/2012 1:30:30 PM	20
12/3/2012 12:49:30 PM	434 HIGH ST Pst. Apt. 1	HAMPTON	NH	Myron Gilman	Michael Talis	9100	LEAK OUTSIDE	WF0520791H	1	28	12/3/2012 12:51	12/3/2012 12:51	12/3/2012 12:51	12/3/2012 13:20	12/3/2012 2:00:15 PM	40
12/3/2012 1:45:02 PM	0 PMIO TROUBLE CALL	DOVER	NH	Mark Goldstein	David Martinage	9100	LEAK OUTSIDE	WF0520801H	0	9	12/3/2012 13:45	12/3/2012 14:04	12/3/2012 14:04	12/3/2012 14:14	12/3/2012 3:26:39 PM	72
12/4/2012 10:25:53 AM	13 LITTLE PINE LN	EXETER	NH	Kevin Clifford	Michael Talis	5000	GAS LEAKS - SERVICE	WF0520886H	0	16	12/4/2012 10:26	12/4/2012 10:26	12/4/2012 10:27	12/4/2012 10:42	12/4/2012 11:45:00 AM	62
12/4/2012 3:50:45 PM	215 S BROADWAY Apt. 1	SALEM	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0520919H	1	18	12/4/2012 15:51	12/4/2012 15:59	12/4/2012 15:59	12/4/2012 16:18	12/4/2012 4:58:37 PM	40
12/5/2012 7:30:49 AM	16 HOWE ST	ROCHESTER	NH	Mark Goldstein	David Martinage	9100	LEAK OUTSIDE	WF0520934H	0	16	12/5/2012 7:31	12/5/2012 7:31	12/5/2012 7:31	12/5/2012 7:47	12/5/2012 9:19:39 AM	92
12/5/2012 10:41:52 AM	6 FLAT ROCK BRIDGE RD	ROCHESTER	NH	Mark Goldstein	David Martinage	9000	LEAK INSIDE	WF0520954H	0	8	12/5/2012 10:42	12/5/2012 10:43	12/5/2012 10:44	12/5/2012 10:51	12/5/2012 11:31:16 AM	39
12/5/2012 11:14:44 AM	9 MECHANIC ST Pst. 1/2	DOVER	NH	Jeffrey Croteau	Michael Talis	9000	LEAK INSIDE	WF0520959H	1	9	12/5/2012 11:16	12/5/2012 11:20	12/5/2012 11:23	12/5/2012 11:29	12/5/2012 12:05:28 PM	36
12/6/2012 1:34:20 PM	7 BRICK RD Apt. HSE	DOVER	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WF0521046H	0	15	12/6/2012 13:35	12/6/2012 13:35	12/6/2012 13:35	12/6/2012 13:50	12/6/2012 2:55:13 PM	64
12/6/2012 2:19:24 PM	7 BELKNAP ST Apt. 2	DOVER	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0521053H	0	15	12/6/2012 14:20	12/6/2012 14:26	12/6/2012 14:27	12/6/2012 14:42	12/6/2012 3:33:11 PM	51
12/6/2012 3:32:07 PM	355 S BROADWAY	SALEM	NH	Troy Kimball	William Jones	5000	GAS LEAKS - SERVICE	WF0521069H	2	24	12/6/2012 15:34	12/6/2012 15:35	12/6/2012 15:36	12/6/2012 16:00	12/6/2012 4:23:35 PM	23
12/6/2012 3:57:10 PM	875 BANFIELD RD Apt. A	PORTSMOUTH	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0521071H	0	0	12/6/2012 15:57	12/6/2012 15:58	12/6/2012 15:59	12/6/2012 15:59	12/6/2012 4:01:48 PM	2
12/7/2012 10:31:40 AM	34 FOLLY MILL RD Apt. C	SEABROOK	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0521134H	0	10	12/7/2012 10:31	12/7/2012 10:33	12/7/2012 10:34	12/7/2012 10:43	12/7/2012 11:25:47 AM	41
12/11/2012 9:05:54 AM	4 INDUSTRIAL DR Apt. APT1 Pst. 99D3	EXETER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0521356H	0	18	12/11/2012 9:06	12/11/2012 9:08	12/11/2012 9:11	12/11/2012 9:26	12/11/2012 9:56:04 AM	29
12/11/2012 10:27:21 AM	260 MAIN ST Apt. 6	SOMERSWORTH	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0521173H	1	15	12/11/2012 10:28	12/11/2012 10:29	12/11/2012 10:29	12/11/2012 10:44	12/11/2012 11:18:38 AM	34
12/11/2012 10:29:44 AM	0 TROUBLE CALL	NEWINGTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0521374H	0	6	12/11/2012 10:30	12/11/2012 10:30	12/11/2012 10:30	12/11/2012 10:36	12/11/2012 11:27:16 AM	50
12/12/2012 10:34:34 AM	121 SHATTUCK WAY Pst. 1D	NEWINGTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0521469H	0	15	12/12/2012 10:34	12/12/2012 10:37	12/12/2012 10:38	12/12/2012 10:53	12/12/2012 11:10:48 AM	18
12/12/2012 2:04:52 PM	448 HIGH ST Apt. STORE	SOMERSWORTH	NH	Mark Goldstein	William Jones	5000	GAS LEAKS - SERVICE	WF0521505H	0	6	12/12/2012 14:05	12/12/2012 14:06	12/12/2012 14:08	12/12/2012 14:12	12/12/2012 2:53:42 PM	40
12/13/2012 7:56:40 AM	86 HAVEN RD	PORTSMOUTH	NH	Daniel LaFortune	Jason Brooks	9000	LEAK INSIDE	WF0521541H	1	11	12/13/2012 7:58	12/13/2012 8:13	12/13/2012 8:14	12/13/2012 8:24	12/13/2012 8:45:18 AM	20
12/13/2012 9:03:30 AM	254 STATE ST Pst. FL 1	PORTSMOUTH	NH	Daniel LaFortune	Michael Talis	9000	LEAK INSIDE	WF0521550H	0	12	12/13/2012 9:03	12/13/2012 9:04	12/13/2012 9:05	12/13/2012 9:16	12/13/2012 9:32:07 AM	15

12/13/2012	11:36:55 AM	21 ELLIOT ST	EXETER	NH	Kevin Clifford	Jason Brooks	9000	LEAK INSIDE	WF0521568N	1	17	12/13/2012 11:18	12/13/2012 11:18	12/13/2012 11:19	12/13/2012 11:36	12/13/2012	12:04:23 PM	28	19	Regular Hours	< 30 minutes
12/14/2012	9:18:59 AM	688 LAFAYETTE RD Apt. REAR	HAMPTON	NH	Kevin Clifford	Jason Brooks	9100	LEAK OUTSIDE	WF0521646N	1	7	12/14/2012 9:20	12/14/2012 9:23	12/14/2012 9:23	12/14/2012 9:30	12/14/2012	9:52:39 AM	21	11	Regular Hours	< 30 minutes
12/14/2012	11:27:35 AM	16 LANGDALE DR	HAMPTON	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0521670N	0	2	12/14/2012 11:28	12/14/2012 11:28	12/14/2012 11:28	12/14/2012 11:31	12/14/2012	12:14:48 PM	43	3	Regular Hours	< 30 minutes
12/14/2012	2:34:24 PM	22 OLD PISCATAQUA RD	DURHAM	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WF0521681N	0	17	12/14/2012 14:34	12/14/2012 14:35	12/14/2012 14:39	12/14/2012 14:52	12/14/2012	3:35:45 PM	32	18	Regular Hours	< 30 minutes
12/17/2012	11:58:53 AM	2289 WOODBURY AVE Apt. #4 Pst. STOR	NEWINGTON	NH	John Wiley	Michael Talis	9000	LEAK INSIDE	WF0521780N	3	10	12/17/2012 12:02	12/17/2012 12:08	12/17/2012 12:08	12/17/2012 12:18	12/17/2012	12:23:23 PM	18	19	Regular Hours	< 30 minutes
12/17/2012	12:28:32 PM	455 CENTRAL AVE	DOVER	NH	Mark Goldstein	Michael Talis	9000	LEAK INSIDE	WF0521790N	0	11	12/17/2012 12:28	12/17/2012 12:29	12/17/2012 12:31	12/17/2012 12:40	12/17/2012	1:45:52 PM	65	11	Regular Hours	< 30 minutes
12/17/2012	1:18:00 PM	305 MARCY ST	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0521797N	1	3	12/17/2012 13:19	12/17/2012 13:19	12/17/2012 13:19	12/17/2012 13:22	12/17/2012	2:06:45 PM	44	4	Regular Hours	< 30 minutes
12/17/2012	1:41:23 PM	455 CENTRAL AVE	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0521801N	6	17	12/17/2012 13:47	12/17/2012 13:49	12/17/2012 13:50	12/17/2012 14:07	12/17/2012	4:28:44 PM	141	25	Regular Hours	< 30 minutes
12/17/2012	3:23:40 PM	19 COLE ST	HAMPTON	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0521822N	1	20	12/17/2012 15:24	12/17/2012 15:26	12/17/2012 15:28	12/17/2012 15:46	12/17/2012	5:01:14 PM	74	23	Regular Hours	< 30 minutes
12/18/2012	8:28:27 AM	21 BELKNAP ST	DOVER	NH	Mark Goldstein	Michael Talis	9000	LEAK INSIDE	WF0521855N	0	20	12/18/2012 8:28	12/18/2012 8:29	12/18/2012 8:29	12/18/2012 8:49	12/18/2012	9:22:36 AM	32	21	Regular Hours	< 30 minutes
12/18/2012	9:22:11 AM	95 ATLANTIC AVE	SEABROOK	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0521863N	0	11	12/18/2012 9:32	12/18/2012 9:33	12/18/2012 9:33	12/18/2012 9:34	12/18/2012	10:27:03 AM	52	12	Regular Hours	< 30 minutes
12/18/2012	10:56:30 AM	29 PARTRIDGE GRN	ROCHESTER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0521880N	0	12	12/18/2012 10:56	12/18/2012 10:57	12/18/2012 10:57	12/18/2012 11:09	12/18/2012	11:36:06 AM	26	13	Regular Hours	< 30 minutes
12/18/2012	12:16:33 PM	148 HAMPTON MDWS	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0521897N	0	12	12/18/2012 12:17	12/18/2012 12:17	12/18/2012 12:18	12/18/2012 12:29	12/18/2012	12:47:33 PM	17	13	Regular Hours	< 30 minutes
12/18/2012	2:39:25 PM	73 STARK AVE	DOVER	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WF0521927N	4	7	12/18/2012 14:43	12/18/2012 14:44	12/18/2012 14:45	12/18/2012 14:51	12/18/2012	4:00:38 PM	69	12	Regular Hours	< 30 minutes
12/19/2012	10:38:18 AM	140 CASS ST Apt. #6	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0521965N	0	0	12/19/2012 10:38	12/19/2012 10:39	12/19/2012 10:39	12/19/2012 10:39	12/19/2012	11:00:56 AM	21	1	Regular Hours	< 30 minutes
12/20/2012	8:09:56 AM	128 HIGH ST	EXETER	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0522026N	2	-34	12/20/2012 8:12	12/20/2012 8:51	12/20/2012 10:44	12/20/2012 8:16	12/20/2012	10:47:12 AM	150	6	Regular Hours	< 30 minutes
12/20/2012	9:40:01 AM	55 PARK ST Apt. B	EXETER	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0522034N	0	27	12/20/2012 9:44	12/20/2012 9:45	12/20/2012 9:47	12/20/2012 10:12	12/20/2012	10:58:06 AM	45	28	Regular Hours	< 30 minutes
12/20/2012	11:10:34 AM	605 OCEAN BLVD Apt. 1 FL	HAMPTON	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0522045N	1	12	12/20/2012 11:12	12/20/2012 11:13	12/20/2012 11:13	12/20/2012 11:25	12/20/2012	12:38:38 PM	73	15	Regular Hours	< 30 minutes
12/20/2012	12:43:42 PM	5 WIGWAM CIR	HAMPTON	NH	Daniel LaFortune	Scott Lacouture	5000	GAS LEAKS - SERVICE	WF0522073N	1	0	12/20/2012 12:45	12/20/2012 12:45	12/20/2012 12:45	12/20/2012 12:45	12/20/2012	1:31:45 PM	45	2	Regular Hours	< 30 minutes
12/21/2012	8:57:43 AM	274 LINCOLN AVE	PORTSMOUTH	NH	Kevin Ruel	David Martineau	9000	LEAK INSIDE	WF0522120N	0	1	12/21/2012 8:58	12/21/2012 8:58	12/21/2012 8:59	12/21/2012 8:59	12/21/2012	9:37:41 AM	37	2	Regular Hours	< 30 minutes
12/21/2012	10:19:25 AM	24 STICKNEY TER Pst. UNIT	HAMPTON	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WF0522130N	0	17	12/21/2012 10:19	12/21/2012 10:20	12/21/2012 10:21	12/21/2012 10:38	12/21/2012	10:56:04 AM	18	18	Regular Hours	< 30 minutes
12/21/2012	10:38:49 AM	10 TROUBLE CALL	SALEM	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0522135N	0	18	12/21/2012 10:39	12/21/2012 10:39	12/21/2012 10:40	12/21/2012 10:57	12/21/2012	11:15:33 AM	17	19	Regular Hours	< 30 minutes
12/21/2012	3:02:29 PM	225 MAIN ST Apt. 11	SOMERSWORTH	NH	Jeffrey Croteau	Edward Charlton	9000	LEAK INSIDE	WF0522199N	4	8	12/21/2012 15:07	12/21/2012 15:08	12/21/2012 15:08	12/21/2012 15:17	12/21/2012	3:49:17 PM	32	14	Regular Hours	< 30 minutes
12/24/2012	7:23:50 AM	30 DOVE TAIL LN	DOVER	NH	Laurie Rousseau	David Martineau	9100	LEAK OUTSIDE	WF0522292N	4	19	12/26/2012 7:28	12/26/2012 7:33	12/26/2012 7:33	12/26/2012 7:52	12/26/2012	8:51:15 AM	58	29	Regular Hours	< 30 minutes
12/26/2012	2:15:21 PM	579 BROAD ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0522364N	1	25	12/26/2012 14:17	12/26/2012 14:17	12/26/2012 14:20	12/26/2012 14:42	12/26/2012	3:55:53 PM	53	27	Regular Hours	< 30 minutes
12/26/2012	2:48:25 PM	78 SALMON FALLS RD Apt. A	ROCHESTER	NH	Jeffrey Croteau	David Martineau	9100	LEAK OUTSIDE	WF0522369N	2	10	12/26/2012 14:50	12/26/2012 15:03	12/26/2012 15:05	12/26/2012 15:13	12/26/2012	3:58:15 PM	44	25	Regular Hours	< 30 minutes
12/27/2012	11:02:16 AM	10 TROUBLE CALL	GREENLAND	NH	Kevin Ruel	David Martineau	9100	LEAK OUTSIDE	WF0522419N	1	12	12/27/2012 11:03	12/27/2012 11:03	12/27/2012 11:05	12/27/2012 11:15	12/27/2012	11:58:42 AM	42	13	Regular Hours	< 30 minutes
12/27/2012	12:01:14 PM	70 MAIN ST Apt. 1-A	CONIC	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0522436N	0	11	12/27/2012 12:01	12/27/2012 12:02	12/27/2012 12:02	12/27/2012 12:13	12/27/2012	12:44:14 PM	30	12	Regular Hours	< 30 minutes
12/27/2012	12:21:24 PM	54 OYSTER RIVER RD	DURHAM	NH	Mark Goldstein	David Martineau	9100	LEAK OUTSIDE	WF0522439N	0	23	12/27/2012 12:21	12/27/2012 12:27	12/27/2012 12:27	12/27/2012 12:50	12/27/2012	1:56:27 PM	65	29	Regular Hours	< 30 minutes
12/27/2012	1:21:38 PM	22 EVERGREEN DR	SEABROOK	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0522449N	0	17	12/27/2012 13:21	12/27/2012 13:22	12/27/2012 13:23	12/27/2012 13:40	12/27/2012	2:28:16 PM	48	18	Regular Hours	< 30 minutes
12/27/2012	1:23:18 PM	3 RICHARD ST	HAMPTON	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0522450N	0	21	12/27/2012 13:23	12/27/2012 13:31	12/27/2012 13:31	12/27/2012 13:52	12/27/2012	2:16:20 PM	23	29	Regular Hours	< 30 minutes

12/28/2012	7:38:09 AM	38 FIELDS RD	PORTSMOUTH	NH	Kevin Ruel	David Martingale	9100	LEAK OUTSIDE	WF0522481N	0	17	12/28/2012 7:38	12/28/2012 7:39	12/28/2012 7:51	12/28/2012 7:56	12/28/2012	8:22:15 AM	25	18	Regular Hours	< 30 minutes
12/28/2012	8:01:17 AM	190 ASHWORTH AVE	HAMPTON	NH	Kevin Clifford	David Martingale	9100	LEAK OUTSIDE	WF0522484N	0	25	12/28/2012 8:01	12/28/2012 8:02	12/28/2012 8:02	12/28/2012 8:28	12/28/2012	9:41:32 AM	73	26	Regular Hours	< 30 minutes
12/28/2012	12:32:06 PM	86 ROCHESTER HILL RD	ROCHESTER	NH	Laurie Rousseau	David Martingale	9000	LEAK INSIDE	WF0522543N	0	7	12/28/2012 12:32	12/28/2012 12:32	12/28/2012 12:32	12/28/2012 12:40	12/28/2012	1:38:38 PM	58	7	Regular Hours	< 30 minutes
12/31/2012	10:22:24 AM	783 OCEAN BLVD	HAMPTON	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0522653N	0	3	12/31/2012 10:22	12/31/2012 10:22	12/31/2012 10:23	12/31/2012 10:26	12/31/2012	11:11:31 AM	45	3	Regular Hours	< 30 minutes
12/31/2012	10:46:14 AM	93 PLAISTOW RD Apt. 4 Pst. 2,3	PLAISTOW	NH	Troy Kimball	Michael Talis	9000	LEAK INSIDE	WF0522658N	0	2	12/31/2012 10:46	12/31/2012 10:47	12/31/2012 10:49	12/31/2012 10:49	12/31/2012	11:17:02 AM	27	3	Regular Hours	< 30 minutes
12/31/2012	11:55:04 AM	193 OLD DOVER RD	ROCHESTER	NH	David Perreault	Michael Talis	9100	LEAK OUTSIDE	WF0522680N	0	19	12/31/2012 11:55	12/31/2012 11:55	12/31/2012 11:56	12/31/2012 12:15	12/31/2012	1:22:33 PM	67	20	Regular Hours	< 30 minutes
12/31/2012	1:04:20 PM	120 SPINNAKER WAY	PORTSMOUTH	NH	Kevin Ruel	Mark Severens	9000	LEAK INSIDE	WF0522695N	1	15	12/31/2012 13:06	12/31/2012 13:07	12/31/2012 13:13	12/31/2012 13:23	12/31/2012	1:53:49 PM	30	18	Regular Hours	< 30 minutes
12/31/2012	2:49:14 PM	20 BRAMBER II	ROCHESTER	NH	David Perreault	Mark Severens	9100	LEAK OUTSIDE	WF0522698N	0	7	12/31/2012 14:50	12/31/2012 14:50	12/31/2012 14:50	12/31/2012 14:57	12/31/2012	4:54:25 PM	116	8	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 23 (18% of total) for After Hours:																					
12/3/2012	6:05:25 PM	457 SALMON FALLS RD	ROCHESTER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0520849N	1	21	12/3/2012 18:06	12/3/2012 18:08	12/3/2012 18:10	12/3/2012 18:30	12/3/2012	7:10:52 PM	40	24	After Hours	< 30 minutes
12/4/2012	4:00:29 PM	18 GONIC RD	GONIC	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0520927N	1	2	12/4/2012 16:02	12/4/2012 16:04	12/4/2012 16:06	12/4/2012 16:07	12/4/2012	6:40:42 PM	153	7	After Hours	< 30 minutes
12/4/2012	4:13:05 PM	88 UNION ST	PORTSMOUTH	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0520923N	1	12	12/4/2012 16:14	12/4/2012 16:15	12/4/2012 16:16	12/4/2012 16:28	12/4/2012	5:21:56 PM	53	15	After Hours	< 30 minutes
12/4/2012	4:50:27 PM	1 WASHINGTON ST Pst. FL4C	DOVER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0520928N	4	22	12/4/2012 16:54	12/4/2012 16:56	12/4/2012 16:58	12/4/2012 17:18	12/4/2012	6:40:36 PM	82	27	After Hours	< 30 minutes
12/5/2012	6:16:31 PM	64 LAFAYETTE RD Apt. 5	NORTH HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0520986N	1	12	12/5/2012 18:17	12/5/2012 18:18	12/5/2012 18:18	12/5/2012 18:30	12/5/2012	6:56:13 PM	25	14	After Hours	< 30 minutes
12/6/2012	6:27:18 PM	50 BROOKSIDE DR Apt. H6	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0521094N	0	23	12/6/2012 18:28	12/6/2012 18:30	12/6/2012 18:31	12/6/2012 18:53	12/6/2012	7:14:25 PM	20	26	After Hours	< 30 minutes
12/12/2012	9:15:40 PM	5 CROWN POINT DR	DOVER	NH	Jeffrey Croteau	David Martingale	9100	LEAK OUTSIDE	WF0521538N	0	14	12/12/2012 21:16	12/12/2012 21:16	12/12/2012 21:18	12/12/2012 21:30	12/12/2012	10:34:57 PM	64	15	After Hours	< 30 minutes
12/14/2012	10:10:53 PM	290 PLEASANT ST Apt. 1	PORTSMOUTH	NH	John Wiley	Scott Lacouture	9100	LEAK OUTSIDE	WF0521701N	0	29	12/14/2012 22:11	12/14/2012 22:12	12/14/2012 22:12	12/14/2012 22:41	12/14/2012	11:05:11 PM	23	30	After Hours	< 30 minutes
12/17/2012	4:29:42 PM	457 CENTRAL AVE Apt. 10	DOVER	NH	Laurie Rousseau	David Martingale	9000	LEAK INSIDE	WF0521835N	0	0	12/17/2012 16:29	12/17/2012 16:30	12/17/2012 16:30	12/17/2012 16:30	12/17/2012	4:56:45 PM	25	1	After Hours	< 30 minutes
12/17/2012	6:33:41 PM	241 MIDDLE ST	PORTSMOUTH	NH	John Wiley	David Martingale	9000	LEAK INSIDE	WF0521848N	0	12	12/17/2012 18:34	12/17/2012 18:34	12/17/2012 18:34	12/17/2012 18:46	12/17/2012	8:46:28 PM	119	13	After Hours	< 30 minutes
12/17/2012	7:30:19 PM	30 CONSTITUTION WAY	DOVER	NH	Jeffrey Croteau	David Martingale	9000	LEAK INSIDE	WF0521850N	0	13	12/17/2012 19:30	12/17/2012 19:33	12/17/2012 19:36	12/17/2012 19:46	12/17/2012	9:37:30 PM	110	16	After Hours	< 30 minutes
12/18/2012	5:08:15 PM	21 HAYDEN CIR	HAMPTON	NH	John Wiley	David Martingale	9000	LEAK INSIDE	WF0521947N	0	18	12/18/2012 17:08	12/18/2012 17:08	12/18/2012 17:09	12/18/2012 17:27	12/18/2012	5:42:37 PM	15	18	After Hours	< 30 minutes
12/19/2012	4:30:23 PM	0 TROUBLE CALL	ROCHESTER	NH	Jeffrey Croteau	David Martingale	9100	LEAK OUTSIDE	WF0522015N	0	13	12/19/2012 16:30	12/19/2012 16:31	12/19/2012 16:31	12/19/2012 16:44	12/19/2012	5:28:13 PM	43	14	After Hours	< 30 minutes
12/20/2012	4:12:13 PM	13 CROW HILL RD	EAST ROCHESTER	NH	Jeffrey Croteau	David Martingale	9100	LEAK OUTSIDE	WF0522102N	0	25	12/20/2012 16:12	12/20/2012 16:12	12/20/2012 16:13	12/20/2012 16:18	12/20/2012	6:37:05 PM	118	28	After Hours	< 30 minutes
12/20/2012	5:01:00 PM	51 GILGINTON ST Apt. 303 Pst. UNIT	PORTSMOUTH	NH	Laurie Rousseau	David Martingale	9000	LEAK INSIDE	WF0522107N	0	4	12/20/2012 17:01	12/20/2012 17:02	12/20/2012 17:02	12/20/2012 17:06	12/20/2012	5:50:47 PM	43	5	After Hours	< 30 minutes
12/20/2012	5:38:07 PM	13 RUSTIC LN	PLAISTOW	NH	Troy Kimball	David Martingale	9100	LEAK OUTSIDE	WF0522110N	0	23	12/20/2012 17:38	12/20/2012 17:39	12/20/2012 17:41	12/20/2012 18:03	12/20/2012	6:38:33 PM	34	25	After Hours	< 30 minutes

12/20/2012	6:27:36 PM	55 PROSPECT ST Apt. C	SOMERSWORTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0522113N	0	15	12/20/2012 18:28	12/20/2012 18:37	12/20/2012 18:37	12/20/2012 18:52	12/20/2012 7:48:21 PM	56	24	After Hours	< 30 minutes
12/21/2012	4:36:14 PM	12 KINGS HWY	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0522213N	0	29	12/21/2012 16:36	12/21/2012 16:37	12/21/2012 16:37	12/21/2012 17:06	12/21/2012 5:23:50 PM	17	29	After Hours	< 30 minutes
12/21/2012	8:40:36 PM	1 HAMPTON RD	EXETER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0522218N	0	17	12/21/2012 20:41	12/21/2012 20:42	12/21/2012 20:42	12/21/2012 20:59	12/21/2012 9:15:18 PM	15	18	After Hours	< 30 minutes
12/21/2012	4:59:43 PM	20 DURRELL ST Apt. 2	DOVER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0522472N	1	5	12/21/2012 17:01	12/22/2012 17:01	12/21/2012 17:02	12/21/2012 17:06	12/21/2012 5:44:30 PM	37	7	After Hours	< 30 minutes
12/28/2012	5:00:53 PM	455 CENTRAL AVE	DOVER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0522580N	1	7	12/28/2012 17:02	12/28/2012 17:03	12/28/2012 17:05	12/28/2012 17:11	12/28/2012 6:00:22 PM	48	10	After Hours	< 30 minutes
12/28/2012	7:04:41 PM	205 WGBIRD ST	PORTSMOUTH	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0522582N	0	8	12/28/2012 19:05	12/28/2012 19:05	12/28/2012 19:06	12/28/2012 19:13	12/28/2012 7:53:50 PM	39	9	After Hours	< 30 minutes
12/31/2012	8:36:24 PM	75 MAIN ST Apt. 1E Pst. APT	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0522736N	0	23	12/31/2012 20:37	12/31/2012 20:38	12/31/2012 21:01	12/31/2012 21:01	12/31/2012 9:11:43 PM	9	25	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 30 (LEN of total) for Weekend/Holiday Hours:																				
12/1/2012	8:57:04 AM	10 MAPLE ST Apt. 3	DOVER	NH	Mark Goldstein	Scott Lacouture	9000	LEAK INSIDE	WF0520675N	1	15	12/1/2012 8:58	12/1/2012 9:02	12/1/2012 9:03	12/1/2012 9:18	12/1/2012 10:13:27 AM	55	21	Weekend/Holiday	< 30 minutes
12/2/2012	11:55:31 AM	13 CARROLL ST Apt. A	EXETER	NH	John Wiley	Edward Charlton	5000	GAS LEAKS - SERVICE	WF0520712N	1	5	12/2/2012 11:57	12/2/2012 12:00	12/2/2012 12:00	12/2/2012 12:06	12/2/2012 12:16:06 PM	9	10	Weekend/Holiday	< 30 minutes
12/8/2012	5:10:00 AM	0 TROUBLE CALL	SOMERSWORTH	NH	Jeffrey Croteau	Linda Hollums	9100	LEAK OUTSIDE	WF0521210N	2	12	12/8/2012 5:12	12/8/2012 5:17	12/8/2012 5:17	12/8/2012 5:29	12/8/2012 7:08:44 AM	89	19	Weekend/Holiday	< 30 minutes
12/8/2012	1:38:17 PM	1 WASHINGTON ST Apt. 302	DOVER	NH	Mark Goldstein	Jason Brooks	9000	LEAK INSIDE	WF0521229N	0	17	12/8/2012 13:39	12/8/2012 13:42	12/8/2012 13:42	12/8/2012 13:59	12/8/2012 2:49:46 PM	50	21	Weekend/Holiday	< 30 minutes
12/9/2012	11:30:32 AM	0 TROUBLE CALL	DOVER	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0521234N	0	11	12/9/2012 11:31	12/9/2012 11:40	12/9/2012 11:40	12/9/2012 11:51	12/9/2012 1:11:05 PM	79	20	Weekend/Holiday	< 30 minutes
12/15/2012	12:25:21 AM	11 FLAT ROCK BRIDGE RD	ROCHESTER	NH	Jeffrey Croteau	Scott Lacouture	9100	LEAK OUTSIDE	WF0521703N	0	16	12/15/2012 0:25	12/15/2012 0:28	12/15/2012 0:28	12/15/2012 0:44	12/15/2012 1:25:31 AM	40	19	Weekend/Holiday	< 30 minutes
12/15/2012	12:50:11 PM	190 KINGS HWY Apt. GEN Pst. CONDO	HAMPTON	NH	Kevin Clifford	Edward Charlton	9100	LEAK OUTSIDE	WF0521714N	1	23	12/15/2012 12:51	12/15/2012 12:54	12/15/2012 12:54	12/15/2012 13:17	12/15/2012 3:02:11 PM	104	27	Weekend/Holiday	< 30 minutes
12/15/2012	1:32:02 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Mark Goldstein	Edward Charlton	9100	LEAK OUTSIDE	WF0521717N	0	18	12/15/2012 13:32	12/15/2012 13:38	12/15/2012 13:38	12/15/2012 13:56	12/15/2012 3:39:37 PM	102	24	Weekend/Holiday	< 30 minutes
12/23/2012	8:25:24 AM	26 OVERLOOK DR	ATKINSON	NH	Troy Kimball	Linda Hollums	9100	LEAK OUTSIDE	WF0522248N	0	5	12/23/2012 8:26	12/23/2012 8:26	12/23/2012 8:27	12/23/2012 8:32	12/23/2012 8:52:50 AM	20	6	Weekend/Holiday	< 30 minutes
12/23/2012	10:10:22 AM	7 FOLSOM ST	DOVER	NH	David Perreault	Linda Hollums	9000	LEAK INSIDE	WF0522250N	1	23	12/23/2012 10:11	12/23/2012 10:13	12/23/2012 10:15	12/23/2012 10:37	12/23/2012 1:37:31 PM	180	26	Weekend/Holiday	< 30 minutes
12/23/2012	1:46:48 PM	94 GROVE ST Apt. 1	DOVER	NH	David Perreault	Linda Hollums	9000	LEAK INSIDE	WF0522253N	0	2	12/23/2012 13:47	12/23/2012 13:50	12/23/2012 13:50	12/23/2012 13:52	12/23/2012 3:00:26 PM	67	6	Weekend/Holiday	< 30 minutes
12/23/2012	6:41:53 PM	305 WATER ST	EXETER	NH	Troy Kimball	Jason Brooks	9100	LEAK OUTSIDE	WF0522261N	0	29	12/23/2012 18:42	12/23/2012 18:43	12/23/2012 19:05	12/23/2012 19:12	12/23/2012 8:00:47 PM	48	30	Weekend/Holiday	< 30 minutes
12/23/2012	7:53:42 PM	10 RUTH LN	HAMPTON	NH	Troy Kimball	Jason Brooks	9100	LEAK OUTSIDE	WF0522262N	3	14	12/23/2012 19:57	12/23/2012 20:00	12/23/2012 20:01	12/23/2012 20:15	12/23/2012 8:59:11 PM	44	21	Weekend/Holiday	< 30 minutes
12/25/2012	5:45:13 PM	441 ROUTE 108 Apt. 10	SOMERSWORTH	NH	Mark Goldstein	Scott Lacouture	9000	LEAK INSIDE	WF0522281N	0	12	12/25/2012 17:45	12/25/2012 17:56	12/25/2012 17:57	12/25/2012 18:09	12/25/2012 6:41:02 PM	31	24	Weekend/Holiday	< 30 minutes
12/29/2012	11:31:36 AM	67 WINTER ST	ROCHESTER	NH	Jeffrey Croteau	Mark Severens	5000	GAS LEAKS - SERVICE	WF0522589N	0	20	12/29/2012 11:32	12/29/2012 11:33	12/29/2012 11:34	12/29/2012 11:54	12/29/2012 12:23:28 PM	29	22	Weekend/Holiday	< 30 minutes
12/29/2012	1:09:52 PM	11 ELM ST	DOVER	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0522596N	0	7	12/29/2012 13:10	12/29/2012 13:10	12/29/2012 13:11	12/29/2012 13:18	12/29/2012 2:20:35 PM	62	8	Weekend/Holiday	< 30 minutes
12/29/2012	1:18:27 PM	219 BRISTOL ST	SEABROOK	NH	John Wiley	Mark Severens	9100	LEAK OUTSIDE	WF0522598N	0	5	12/29/2012 13:19	12/29/2012 13:19	12/29/2012 13:19	12/29/2012 13:24	12/29/2012 3:20:16 PM	115	6	Weekend/Holiday	< 30 minutes
12/29/2012	3:00:22 PM	38 SUMMER ST Apt. A	DOVER	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0522605N	1	5	12/29/2012 15:01	12/29/2012 15:03	12/29/2012 15:03	12/29/2012 15:08	12/29/2012 3:34:11 PM	25	8	Weekend/Holiday	< 30 minutes
12/30/2012	1:23:01 PM	592 LAFAYETTE RD Apt. 2C	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0522617N	1	5	12/30/2012 13:24	12/30/2012 13:25	12/30/2012 13:25	12/30/2012 13:30	12/30/2012 1:45:47 PM	14	7	Weekend/Holiday	< 30 minutes
12/30/2012	3:06:43 PM	7 WHITTEN AVE	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0522622N	1	24	12/30/2012 15:07	12/30/2012 15:08	12/30/2012 15:08	12/30/2012 15:32	12/30/2012 3:41:45 PM	9	25	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 minutes: 6 (5% of total) for Regular Hours:																
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time
12/13/2012 9:30:31 AM	15 RED ROOF LN	SALEM	NH	David Ferreault	Jason Brooks	9100	LEAK OUTSIDE	WF0521559N	0	30	12/13/2012 9:40	12/13/2012 9:40	12/13/2012 9:42	12/13/2012 10:10	12/13/2012 12:38:32 PM	147
12/13/2012 3:14:28 PM	145 FRONT ST Apt. FL 1	EXETER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0521590N	1	30	12/13/2012 15:15	12/13/2012 15:16	12/13/2012 15:16	12/13/2012 15:46	12/13/2012 3:57:23 PM	11
12/14/2012 8:52:46 AM	14 BRAEMOOR WOODS RD Apt. 10 Pst.	SALEM	NH	John Wiley	Michael Talis	9100	LEAK OUTSIDE	WF0521633N	0	39	12/14/2012 8:53	12/14/2012 8:53	12/14/2012 8:54	12/14/2012 9:32	12/14/2012 10:15:38 AM	43
12/14/2012 3:11:35 PM	12 OCEAN BLVD	SEABROOK	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0521686N	1	30	12/14/2012 15:13	12/14/2012 15:15	12/14/2012 15:15	12/14/2012 15:45	12/14/2012 4:21:01 PM	35
12/21/2012 3:27:04 PM	3 HILLSIDE DR	PORTSMOUTH	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0522203N	0	31	12/21/2012 15:27	12/21/2012 15:28	12/21/2012 15:28	12/21/2012 15:59	12/21/2012 4:12:14 PM	12
12/28/2012 8:13:50 AM	100 DOMAIN DR	STRATHAM	NH	Myron Gilman	Michael Talis	9100	LEAK OUTSIDE	WF0522485N	5	25	12/28/2012 8:19	12/28/2012 8:21	12/28/2012 8:21	12/28/2012 8:46	12/28/2012 8:59:53 AM	13
Orders responded to in 31-45 minutes: 6 (5% of total) for After Hours:																
12/17/2012 4:01:14 PM	445 LAFAYETTE RD	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0521829N	0	21	12/17/2012 16:01	12/17/2012 16:15	12/17/2012 16:15	12/17/2012 16:37	12/17/2012 5:03:57 PM	26
12/24/2012 4:05:08 PM	3 MARSH LN	PORTSMOUTH	NH	Mark Goldstein	Linda Hollums	9100	LEAK OUTSIDE	WF0522267N	0	23	12/24/2012 16:05	12/24/2012 16:13	12/24/2012 16:16	12/24/2012 16:36	12/24/2012 5:49:13 PM	72
12/24/2012 5:22:50 PM	36 PINE MEADOWS DR	EXETER	NH	Kevin Clifford	Jason Brooks	9100	LEAK OUTSIDE	WF0522268N	1	23	12/24/2012 17:23	12/24/2012 17:33	12/24/2012 17:34	12/24/2012 17:57	12/24/2012 6:29:04 PM	31
12/24/2012 6:30:17 PM	23 BAYBERRY DR Apt. 879 Pst. LOT	ATKINSON	NH	Kevin Clifford	Jason Brooks	9000	LEAK INSIDE	WF0522271N	1	29	12/24/2012 18:32	12/24/2012 18:43	12/24/2012 18:43	12/24/2012 19:13	12/24/2012 7:44:12 PM	30
12/24/2012 10:33:53 PM	948 ROUTE 1 BYP Apt. FL 1	PORTSMOUTH	NH	Mark Goldstein	Jason Brooks	9100	LEAK OUTSIDE	WF0522274N	0	22	12/24/2012 22:34	12/24/2012 22:44	12/24/2012 22:45	12/24/2012 23:07	12/25/2012 12:00:09 AM	53
12/27/2012 5:41:33 PM	122 WASHINGTON ST	ROCHESTER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0522477N	2		12/27/2012 17:44		12/27/2012 17:58	12/27/2012 18:18	12/27/2012 6:55:12 PM	36
Orders responded to in 31-45 minutes: 8 (6% of total) for Weekend/Holiday Hours:																
12/9/2012 11:26:10 AM	7 BELKNAP ST Apt. 2	DOVER	NH	Laurie Rousseau	Jason Brooks	9000	LEAK INSIDE	WF0521233N	1	23	12/9/2012 11:27	12/9/2012 11:41	12/9/2012 11:42	12/9/2012 12:05	12/9/2012 1:34:57 PM	89
12/15/2012 5:18:03 PM	86 JAY ST	SEABROOK	NH	Daniel LaFortune	Linda Hollums	9100	LEAK OUTSIDE	WF0521722N	1	28	12/15/2012 17:19	12/15/2012 17:31	12/15/2012 17:31	12/15/2012 17:59	12/15/2012 6:39:23 PM	39
12/22/2012 10:27:08 AM	302 NEWMARKET STREET	NEWINGTON	NH	Mark Goldstein	Mark Severens	9100	LEAK OUTSIDE	WF0522228N	1	28	12/22/2012 10:28	12/22/2012 10:31	12/22/2012 10:33	12/22/2012 10:59	12/22/2012 12:11:04 PM	71
12/23/2012 2:43:53 PM	241 MIDDLE ST	PORTSMOUTH	NH	David Ferreault	Linda Hollums	9000	LEAK INSIDE	WF0522256N	18	22	12/23/2012 15:02	12/23/2012 15:03	12/23/2012 15:04	12/23/2012 15:25	12/23/2012 8:28:59 PM	303
12/23/2012 4:36:07 PM	21 LINCOLN ST Apt. A	ROCHESTER	NH	David Ferreault	Linda Hollums	9100	LEAK OUTSIDE	WF0522257N	0	40	12/23/2012 16:36	12/23/2012 16:40	12/23/2012 16:44	12/23/2012 17:20	12/23/2012 5:41:13 PM	20
12/25/2012 12:52:43 AM	107 STATE ST	PORTSMOUTH	NH	Mark Goldstein	Jason Brooks	9000	LEAK INSIDE	WF0522279N	0	30	12/25/2012 0:53	12/25/2012 1:00	12/25/2012 1:00	12/25/2012 1:30	12/25/2012 1:45:31 AM	14
12/25/2012 8:37:20 PM	110 WILBIRD ST	PORTSMOUTH	NH	Mark Goldstein	Scott Lacouture	9100	LEAK OUTSIDE	WF0522786N	0	30	12/25/2012 20:37	12/25/2012 20:44	12/25/2012 20:45	12/25/2012 21:15	12/25/2012 10:17:05 PM	61
12/25/2012 9:41:28 PM	13 MOORES CT Apt. FL 1	ROCHESTER	NH	Mark Goldstein	Scott Lacouture	9100	LEAK OUTSIDE	WF0522288N	1	32	12/25/2012 21:42	12/25/2012 21:43	12/25/2012 21:46	12/25/2012 22:15	12/25/2012 11:15:46 PM	59

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	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time
12/14/2012 4:46:31 AM 155 PORTLAND AVE DOVER NH Laurie Rousseau Mark Severens 9100 LEAK OUTSIDE WF0521614N 1 23 12/14/2012 4:48 12/14/2012 5:21 12/14/2012 5:21 12/14/2012 5:44 12/14/2012 7:41:59 AM 117 58 After Hours 46-60 minutes																
Orders responded to in 46-60 minutes: 1 (1% of total) for After Hours:																
12/15/2012 8:58:28 PM 9 BARBERRY DR Apt. 876 Pkt. LOT ATKINSON NH Daniel Lafortune Scott Lacouture 9000 LEAK INSIDE WF0521723N 1 46 12/15/2012 20:59 12/15/2012 21:05 12/15/2012 21:05 12/15/2012 21:31 12/15/2012 10:12:12 PM 20 53 Weekend/Holiday 46-60 minutes																
12/16/2012 12:25:52 AM 4 PLAISTOW RD Apt. STA Pkt. LN PLAISTOW NH Daniel Lafortune Scott Lacouture 9000 LEAK INSIDE WF0521725N 4 45 12/16/2012 0:30 12/16/2012 0:30 12/16/2012 0:30 12/16/2012 1:15 12/16/2012 1:45:07 AM 29 50 Weekend/Holiday 46-60 minutes																
12/22/2012 6:15:59 PM 4 WENTWORTH AVE HAMPTON NH Troy Kimball Jason Brooks 9000 LEAK INSIDE WF0522241N 0 42 12/22/2012 18:16 12/22/2012 18:23 12/22/2012 18:24 12/22/2012 19:06 12/22/2012 7:32:50 PM 26 50 Weekend/Holiday 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	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time
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:																
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time
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 12/01/2012 to 12/31/2012

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	47	36%	15	29	43%	15	11	37%	15	7	23%
30	58	81%	30	33	91%	30	12	77%	30	13	65%
45	20	97%	45	6	100%	45	6	97%	45	8	90%
60	4	100%	60	0	100%	60	1	100%	60	3	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	129		Total	68		Total	30		Total	31	

Dec-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	47	36%	15	29	43%	15	11	37%	15	7	23%
30	58	81%	30	33	91%	30	12	77%	30	13	65%
45	20	97%	45	6	100%	45	6	97%	45	8	90%
60	4	100%	60	0	100%	60	1	100%	60	3	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	129		Total	68		Total	30		Total	31	

Nov-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	36%	15	26	48%	15	7	25%	15	2	14%
30	49	88%	30	27	98%	30	15	79%	30	7	64%
45	7	95%	45	0	98%	45	4	93%	45	3	86%
60	5	100%	60	1	100%	60	2	100%	60	2	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	96		Total	54		Total	28		Total	14	

Oct-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	33	42%	15	26	52%	15	6	35%	15	1	9%
30	36	88%	30	22	96%	30	9	88%	30	5	55%
45	7	97%	45	4	100%	45	1	94%	45	4	91%
60	2	100%	60	0	100%	60	1	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	78		Total	50		Total	17		Total	11	

Sep-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	48%	15	25	52%	15	5	50%	15	3	14%
30	26	88%	30	19	92%	30	4	90%	30	3	57%
45	7	98%	45	4	100%	45	1	100%	45	2	86%
60	1	100%	60	0	100%	60	0	100%	60	2	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	65		Total	48		Total	10		Total	7	

Aug-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	39%	15	24	53%	15	2	20%	15	0	0%
30	31	85%	30	20	98%	30	5	70%	30	6	50%
45	7	96%	45	0	98%	45	2	90%	45	4	92%
60	3	100%	60	1	100%	60	1	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	67		Total	45		Total	10		Total	12	

Jul-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	39%	15	25	43%	15	3	38%	15	0	0%
30	32	83%	30	28	91%	30	3	75%	30	1	17%
45	10	97%	45	5	100%	45	2	100%	45	3	67%
60	3	100%	60	0	100%	60	0	100%	60	2	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	72		Total	58		Total	8		Total	6	

Jun-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	32	41%	15	24	51%	15	3	19%	15	4	31%
30	36	88%	30	22	98%	30	9	75%	30	6	69%
45	7	97%	45	1	100%	45	2	88%	45	4	100%
60	2	100%	60	0	100%	60	2	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	74		Total	47		Total	16		Total	13	

May-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	45%	15	30	61%	15	4	21%	15	1	11%
30	32	87%	30	15	92%	30	13	89%	30	4	56%
45	9	99%	45	3	98%	45	2	100%	45	4	100%
60	1	100%	60	1	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	77		Total	49		Total	19		Total	9	

Apr-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	41%	15	18	46%	15	5	50%	15	2	18%
30	23	82%	30	14	86%	30	4	90%	30	5	64%
45	10	100%	45	5	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	56		Total	35		Total	10		Total	11	

Mar-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	35%	15	17	50%	15	4	25%	15	3	17%
30	26	74%	30	12	85%	30	9	81%	30	5	64%
45	17	97%	45	4	97%	45	3	100%	45	10	100%
60	1	100%	60	1	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	68		Total	34		Total	16		Total	18	

Feb-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	18	28%	15	10	25%	15	5	18%	15	4	25%
30	34	80%	30	24	85%	30	6	85%	30	4	58%
45	9	94%	45	3	93%	45	2	100%	45	4	92%
60	4	100%	60	3	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	65		Total	40		Total	13		Total	12	

Jan-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	34%	15	24	39%	15	7	41%	15	0	0%
30	42	81%	30	27	82%	30	7	82%	30	8	73%
45	13	96%	45	7	94%	45	3	100%	45	3	100%
60	3	99%	60	3	98%	60	0	100%	60	0	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	90		Total	62		Total	17		Total	11	

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	362	39%	15	276	47%	15	62	32%	15	24	15%
30	425	84%	30	263	91%	30	96	81%	30	66	58%
45	123	97%	45	40	98%	45	29	96%	45	54	93%
60	28	100%	60	10	100%	60	7	100%	60	11	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	939		Total	590		Total	194		Total	155	