

Emergency Response Times  
 NU New Hampshire work orders from 02/01/2013 to 02/28/2013  
 Total orders in sample: 100

| Orders responded to in < 30 minutes: 48 (48% of total) for Regular Hours: |                          |            |       |                         |                 |           |              |            |           |             |                 |                 |                 |                 |                       |          |               |               |                   |
|---------------------------------------------------------------------------|--------------------------|------------|-------|-------------------------|-----------------|-----------|--------------|------------|-----------|-------------|-----------------|-----------------|-----------------|-----------------|-----------------------|----------|---------------|---------------|-------------------|
| Order Taken                                                               | Address                  | Town       | State | Serv. Tech              | Dispatcher      | Task Code | Task Desc.   | Work Order | Hold Time | Travel Time | Assigned        | Accepted        | In Route        | On Site         | Work Completed        | Job Time | Response Time | Hour Class    | Response Category |
| 2/4/2013 12:41:23 PM                                                      | 45 BAYBERRY DR           | ATKINSON   | NH    | David Perreault         | Lynne Copp      | 9000      | LEAK INSIDE  | WF0525600N | 0         | 16          | 2/4/2013 12:42  | 2/4/2013 12:44  | 2/4/2013 12:44  | 2/4/2013 13:00  | 2/4/2013 1:59:40 PM   | 58       | 18            | Regular Hours | < 30 minutes      |
| 2/4/2013 12:47:24 PM                                                      | 137 EPPING RD Apt. A     | EXETER     | NH    | Daniel LaFortune        | Lynne Copp      | 9100      | LEAK OUTSIDE | WF0525640N | 0         | 22          | 2/4/2013 12:48  | 2/4/2013 12:53  | 2/4/2013 12:53  | 2/4/2013 13:15  | 2/4/2013 2:06:19 PM   | 55       | 28            | Regular Hours | < 30 minutes      |
| 2/5/2013 10:16:42 AM                                                      | 290 COMMERCE WAY Apt. #3 | PORTSMOUTH | NH    | Kevin Ruell             | Michael Talis   | 9000      | LEAK INSIDE  | WF0525684N | 0         | 12          | 2/5/2013 10:17  | 2/5/2013 10:18  | 2/5/2013 10:21  | 2/5/2013 10:30  | 2/5/2013 10:49:15 AM  | 58       | 13            | Regular Hours | < 30 minutes      |
| 2/5/2013 3:04:49 PM                                                       | 0 TROUBLE CALL           | PORTSMOUTH | NH    | Daniel LaFortune        | David Martineau | 9100      | LEAK OUTSIDE | WF0525743N | 1         | 14          | 2/5/2013 15:06  | 2/5/2013 15:06  | 2/5/2013 15:08  | 2/5/2013 15:21  | 2/5/2013 4:39:03 PM   | 77       | 16            | Regular Hours | < 30 minutes      |
| 2/6/2013 11:45:15 AM                                                      | 303 PORTSMOUTH AVE       | SEABROOK   | NH    | Kevin Clifford          | William Jones   | 9100      | LEAK OUTSIDE | WF0525783N | 0         | 17          | 2/6/2013 11:46  | 2/6/2013 11:46  | 2/6/2013 11:47  | 2/6/2013 12:04  | 2/6/2013 12:50:46 PM  | 46       | 18            | Regular Hours | < 30 minutes      |
| 2/6/2013 1:58:03 PM                                                       | 40 MARCY ST              | PORTSMOUTH | NH    | Daniel LaFortune        | Michael Talis   | 9000      | LEAK INSIDE  | WF0525802N | 1         | 12          | 2/6/2013 13:59  | 2/6/2013 14:00  | 2/6/2013 14:01  | 2/6/2013 14:13  | 2/6/2013 2:30:11 PM   | 17       | 14            | Regular Hours | < 30 minutes      |
| 2/7/2013 11:00:53 AM                                                      | 273 CROSBY RD            | DOVER      | NH    | Mark Goldstein          | Michael Talis   | 9000      | LEAK INSIDE  | WF0525844N | 0         | 11          | 2/7/2013 11:01  | 2/7/2013 11:02  | 2/7/2013 11:03  | 2/7/2013 11:13  | 2/7/2013 11:58:30 AM  | 45       | 12            | Regular Hours | < 30 minutes      |
| 2/8/2013 3:15:34 PM                                                       | 43 CORNWALL ST Apt. E    | PORTSMOUTH | NH    | Daniel LaFortune        | David Martineau | 9000      | LEAK INSIDE  | WF0525889N | 0         | 12          | 2/8/2013 15:16  | 2/8/2013 15:17  | 2/8/2013 15:19  | 2/8/2013 15:30  | 2/8/2013 3:58:23 PM   | 27       | 14            | Regular Hours | < 30 minutes      |
| 2/11/2013 8:54:33 AM                                                      | 34 DOVER POINT RD        | DOVER      | NH    | David Perreault         | Michael Talis   | 9000      | LEAK INSIDE  | WF0526106N | 0         | 12          | 2/11/2013 8:54  | 2/11/2013 8:59  | 2/11/2013 9:11  | 2/11/2013 9:12  | 2/11/2013 9:59:16 AM  | 47       | 17            | Regular Hours | < 30 minutes      |
| 2/11/2013 9:34:29 AM                                                      | 18 LADD ST Apt. 1        | PORTSMOUTH | NH    | Anthony Beck            | Michael Talis   | 9000      | LEAK INSIDE  | WF0526124N | 0         | 11          | 2/11/2013 9:34  | 2/11/2013 9:40  | 2/11/2013 9:40  | 2/11/2013 9:51  | 2/11/2013 10:42:20 AM | 49       | 17            | Regular Hours | < 30 minutes      |
| 2/11/2013 9:42:09 AM                                                      | 3 SEAVER BROOK LN        | PLAISTOW   | NH    | Troy Kimball            | Michael Talis   | 9100      | LEAK OUTSIDE | WF0526125N | 0         | 23          | 2/11/2013 9:42  | 2/11/2013 9:42  | 2/11/2013 9:49  | 2/11/2013 10:06 | 2/11/2013 10:44:15 AM | 37       | 24            | Regular Hours | < 30 minutes      |
| 2/11/2013 9:51:36 AM                                                      | 10 MARKET SQ             | PORTSMOUTH | NH    | Kevin Ruell             | Michael Talis   | 9000      | LEAK INSIDE  | WF0526126N | 0         | 0           | 2/11/2013 9:51  | 2/11/2013 10:15 | 2/11/2013 10:16 | 2/11/2013 10:16 | 2/11/2013 10:40:25 AM | 24       | 24            | Regular Hours | < 30 minutes      |
| 2/11/2013 11:54:37 AM                                                     | 50 FOX RUN RD Apt. G17   | NEWINGTON  | NH    | Anthony Beck            | Michael Talis   | 9100      | LEAK OUTSIDE | WF0526144N | 0         | 15          | 2/11/2013 11:54 | 2/11/2013 11:58 | 2/11/2013 11:58 | 2/11/2013 12:14 | 2/11/2013 2:06:54 PM  | 112      | 19            | Regular Hours | < 30 minutes      |
| 2/11/2013 1:44:51 PM                                                      | 5 CHESTNUT ST            | EXETER     | NH    | David Perreault         | Michael Talis   | 9000      | LEAK INSIDE  | WF0526164N | 0         | 7           | 2/11/2013 13:45 | 2/11/2013 13:45 | 2/11/2013 13:46 | 2/11/2013 13:53 | 2/11/2013 2:56:28 PM  | 63       | 8             | Regular Hours | < 30 minutes      |
| 2/11/2013 3:45:11 PM                                                      | 2454 LAFAYETTE RD        | PORTSMOUTH | NH    | Daniel LaFortune        | Lynne Copp      | 9000      | LEAK INSIDE  | WF0526175N | 0         | 8           | 2/11/2013 15:46 | 2/11/2013 15:47 | 2/11/2013 15:47 | 2/11/2013 15:56 | 2/11/2013 4:18:14 PM  | 22       | 11            | Regular Hours | < 30 minutes      |
| 2/12/2013 9:15:25 AM                                                      | 453 CENTRAL AVE Apt. 7   | DOVER      | NH    | Laurie Rousseau         | William Jones   | 9000      | LEAK INSIDE  | WF0526209N | 0         | 8           | 2/12/2013 9:16  | 2/12/2013 9:23  | 2/12/2013 9:24  | 2/12/2013 9:31  | 2/12/2013 10:09:34 AM | 37       | 16            | Regular Hours | < 30 minutes      |
| 2/12/2013 9:33:40 PM                                                      | 89 COURT ST              | EXETER     | NH    | John Wiley              | Lynne Copp      | 9000      | LEAK INSIDE  | WF0526249N | 0         | 21          | 2/12/2013 15:33 | 2/12/2013 15:34 | 2/12/2013 15:34 | 2/12/2013 15:56 | 2/12/2013 4:07:23 PM  | 11       | 22            | Regular Hours | < 30 minutes      |
| 2/13/2013 9:22:43 AM                                                      | 78 SWEET HILL RD         | PLAISTOW   | NH    | Christopher DiFrancesco | Michael Talis   | 9100      | LEAK OUTSIDE | WF0516281N | 0         | 22          | 2/13/2013 9:23  | 2/13/2013 9:24  | 2/13/2013 9:24  | 2/13/2013 9:47  | 2/13/2013 10:06:33 AM | 78       | 24            | Regular Hours | < 30 minutes      |
| 2/14/2013 7:22:13 AM                                                      | 32 CROSBY RD Ph1. 1      | DOVER      | NH    | Laurie Rousseau         | Michael Talis   | 9100      | LEAK OUTSIDE | WF0526373N | 3         | 8           | 2/14/2013 7:26  | 2/14/2013 7:43  | 2/14/2013 7:44  | 2/14/2013 7:52  | 2/14/2013 10:29:00 AM | 156      | 29            | Regular Hours | < 30 minutes      |
| 2/14/2013 8:00:58 AM                                                      | 13 BLUE HERON DR         | PORTSMOUTH | NH    | Kevin Ruell             | William Jones   | 9100      | LEAK OUTSIDE | WF0526375N | 0         | 12          | 2/14/2013 8:01  | 2/14/2013 8:07  | 2/14/2013 8:08  | 2/14/2013 8:19  | 2/14/2013 9:19:34 AM  | 59       | 18            | Regular Hours | < 30 minutes      |
| 2/14/2013 1:57:14 PM                                                      | 3 MERILL IND DR Ph. #3   | HAMPTON    | NH    | John Wiley              | Lynne Copp      | 9100      | LEAK OUTSIDE | WF0526441N | 0         | 20          | 2/14/2013 15:57 | 2/14/2013 15:59 | 2/14/2013 15:59 | 2/14/2013 16:19 | 2/14/2013 4:54:48 PM  | 34       | 22            | Regular Hours | < 30 minutes      |
| 2/15/2013 11:28:19 AM                                                     | 2299 WOODBURY AVE Ph. 5  | NEWINGTON  | NH    | Mark Goldstein          | Michael Talis   | 9000      | LEAK INSIDE  | WF0526499N | 0         | 14          | 2/15/2013 11:28 | 2/15/2013 11:29 | 2/15/2013 11:31 | 2/15/2013 11:43 | 2/15/2013 12:36:56 PM | 53       | 15            | Regular Hours | < 30 minutes      |

|           |             |                                 |             |    |                         |                 |      |                     |            |    |    |                 |                 |                 |                 |           |             |     |    |               |              |
|-----------|-------------|---------------------------------|-------------|----|-------------------------|-----------------|------|---------------------|------------|----|----|-----------------|-----------------|-----------------|-----------------|-----------|-------------|-----|----|---------------|--------------|
| 2/18/2013 | 8:36:19 AM  | 64 MARKET ST                    | PORTSMOUTH  | NH | Daniel LaFortune        | Lynne Copp      | 9000 | LEAK INS-DE         | WF0526622N | 0  | 4  | 2/18/2013 8:36  | 2/18/2013 8:43  | 2/18/2013 8:43  | 2/18/2013 8:48  | 2/18/2013 | 9:08:50 AM  | 20  | 11 | Regular Hours | < 30 minutes |
| 2/18/2013 | 12:47:37 PM | 43 CORNWALL ST Apt. UNIT        | PORTSMOUTH  | NH | Daniel LaFortune        | Lynne Copp      | 9000 | LEAK INS-DE         | WF0526619N | 0  | 8  | 2/18/2013 12:48 | 2/18/2013 12:48 | 2/18/2013 12:51 | 2/18/2013 12:57 | 2/18/2013 | 1:26:08 PM  | 28  | 9  | Regular Hours | < 30 minutes |
| 2/18/2013 | 3:43:01 PM  | 3 PARK ST                       | DOVER       | NH | Jeffrey Croteau         | William Jones   | 9000 | LEAK INS-DE         | WF0526695N | 1  | 8  | 2/18/2013 15:46 | 2/18/2013 15:45 | 2/18/2013 15:46 | 2/18/2013 15:53 | 2/18/2013 | 4:21:27 PM  | 27  | 10 | Regular Hours | < 30 minutes |
| 2/18/2013 | 8:43:58 PM  | 27 HEDMAN AVE                   | HAMPTON     | NH | David Perreault         | William Jones   | 9100 | LEAK OUTS-DE        | WF0526696N | 2  | 15 | 2/18/2013 15:50 | 2/18/2013 15:50 | 2/18/2013 15:50 | 2/18/2013 16:06 | 2/18/2013 | 5:30:25 PM  | 84  | 22 | Regular Hours | < 30 minutes |
| 2/19/2013 | 8:26:20 AM  | 10 TROUBLE CALL                 | PORTSMOUTH  | NH | Kevin Ruel              | Lynne Copp      | 9000 | LEAK INS-DE         | WF0526735N | 0  | 3  | 2/19/2013 8:26  | 2/19/2013 8:27  | 2/19/2013 8:27  | 2/19/2013 8:30  | 2/19/2013 | 9:29:24 AM  | 58  | 4  | Regular Hours | < 30 minutes |
| 2/19/2013 | 9:43:26 AM  | 340 CHARLES ST PH. APT A        | ROCHESTER   | NH | Christopher DiFrancesco | Lynne Copp      | 9100 | LEAK OUTS-DE        | WF0526747N | 0  | 16 | 2/19/2013 9:43  | 2/19/2013 9:44  | 2/19/2013 9:46  | 2/19/2013 10:00 | 2/19/2013 | 11:21:30 AM | 80  | 17 | Regular Hours | < 30 minutes |
| 2/19/2013 | 11:56:16 AM | 5 MILTON RD                     | ROCHESTER   | NH | Christopher DiFrancesco | Lynne Copp      | 9000 | LEAK INS-DE         | WF0526771N | 0  | 20 | 2/19/2013 11:56 | 2/19/2013 11:57 | 2/19/2013 11:58 | 2/19/2013 12:17 | 2/19/2013 | 1:14:30 PM  | 57  | 20 | Regular Hours | < 30 minutes |
| 2/19/2013 | 12:07:27 PM | 230 McDONOUGH ST                | PORTSMOUTH  | NH | Kevin Ruel              | William Jones   | 9000 | GAS LEAKS - SERVICE | WF0526775N | 0  | 10 | 2/19/2013 12:08 | 2/19/2013 12:11 | 2/19/2013 12:12 | 2/19/2013 12:22 | 2/19/2013 | 12:43:39 PM | 20  | 15 | Regular Hours | < 30 minutes |
| 2/19/2013 | 12:56:27 PM | 10 TROUBLE CALL                 | PORTSMOUTH  | NH | Kevin Ruel              | William Jones   | 9100 | LEAK OUTSIDE        | WF0526798N | 0  | 0  | 2/19/2013 12:54 | 2/19/2013 12:57 | 2/19/2013 12:57 | 2/19/2013 12:57 | 2/19/2013 | 1:29:05 PM  | 153 | 0  | Regular Hours | < 30 minutes |
| 2/20/2013 | 11:49:24 AM | 124 SPINNAKER WAY               | PORTSMOUTH  | NH | Laurie Rousseau         | Jason Brooks    | 5000 | GAS LEAKS - SERVICE | WF0526885N | 0  | 11 | 2/20/2013 11:49 | 2/20/2013 11:50 | 2/20/2013 11:50 | 2/20/2013 12:02 | 2/20/2013 | 12:40:24 PM | 38  | 12 | Regular Hours | < 30 minutes |
| 2/20/2013 | 3:14:31 PM  | 187 HIGH ST                     | HAMPTON     | NH | John Wiley              | William Jones   | 5000 | GAS LEAKS - SERVICE | WF0526915N | 0  | 1  | 2/20/2013 15:14 | 2/20/2013 15:15 | 2/20/2013 15:15 | 2/20/2013 15:16 | 2/20/2013 | 3:40:47 PM  | 23  | 2  | Regular Hours | < 30 minutes |
| 2/21/2013 | 10:05:39 AM | 10 TROUBLE CALL                 | ROCHESTER   | NH | Laurie Rousseau         | William Jones   | 9100 | LEAK OUTSIDE        | WF0526992N | 1  | 14 | 2/21/2013 10:07 | 2/21/2013 10:07 | 2/21/2013 10:08 | 2/21/2013 10:21 | 2/21/2013 | 4:33:40 PM  | 371 | 16 | Regular Hours | < 30 minutes |
| 2/21/2013 | 12:32:26 PM | 20 NOUSTRAL WAY                 | ROCHESTER   | NH | Anthony Beck            | Michael Talis   | 9100 | LEAK OUTSIDE        | WF0527014N | 2  | 17 | 2/21/2013 12:31 | 2/21/2013 12:36 | 2/21/2013 12:36 | 2/21/2013 12:54 | 2/21/2013 | 2:49:05 PM  | 114 | 21 | Regular Hours | < 30 minutes |
| 2/22/2013 | 7:13:43 AM  | 10 TROUBLE CALL                 | DURHAM      | NH | David Perreault         | Michael Talis   | 9100 | LEAK OUTSIDE        | WF0527071N | 0  | 27 | 2/22/2013 7:14  | 2/22/2013 7:16  | 2/22/2013 7:16  | 2/22/2013 7:43  | 2/22/2013 | 9:32:05 AM  | 108 | 30 | Regular Hours | < 30 minutes |
| 2/22/2013 | 7:28:06 AM  | 6 MYRTLE ST                     | EXETER      | NH | Daniel LaFortune        | Michael Talis   | 9100 | LEAK OUTSIDE        | WF0527072N | 0  | 9  | 2/22/2013 7:28  | 2/22/2013 7:28  | 2/22/2013 7:29  | 2/22/2013 7:38  | 2/22/2013 | 8:28:50 AM  | 50  | 10 | Regular Hours | < 30 minutes |
| 2/22/2013 | 8:22:36 AM  | 12 MCDUFFEE BROOK PL            | GONIC       | NH | Christopher DiFrancesco | William Jones   | 9000 | LEAK INSIDE         | WF0527076N | 0  | 22 | 2/22/2013 8:23  | 2/22/2013 8:23  | 2/22/2013 8:24  | 2/22/2013 8:45  | 2/22/2013 | 9:04:19 AM  | 18  | 23 | Regular Hours | < 30 minutes |
| 2/22/2013 | 1:35:44 PM  | 438 HIGH ST                     | SOMERSWORTH | NH | David Emerton           | William Jones   | 9000 | LEAK INSIDE         | WF0527102N | 1  | 11 | 2/22/2013 13:37 | 2/22/2013 13:38 | 2/22/2013 13:39 | 2/22/2013 13:49 | 2/22/2013 | 3:04:29 PM  | 74  | 14 | Regular Hours | < 30 minutes |
| 2/25/2013 | 7:04:25 AM  | 139 FRONT ST Apt. B             | EXETER      | NH | Daniel LaFortune        | David Martineau | 9000 | LEAK INSIDE         | WF0527162N | 17 | 11 | 2/25/2013 7:21  | 2/25/2013 7:22  | 2/25/2013 7:22  | 2/25/2013 7:33  | 2/25/2013 | 7:50:06 AM  | 16  | 29 | Regular Hours | < 30 minutes |
| 2/25/2013 | 8:22:42 AM  | 3 CHESTNUT ST Apt. B            | ROCHESTER   | NH | David Emerton           | David Martineau | 9000 | LEAK INSIDE         | WF0527167N | 0  | 9  | 2/25/2013 8:23  | 2/25/2013 8:24  | 2/25/2013 8:25  | 2/25/2013 8:33  | 2/25/2013 | 8:24:53 AM  | 50  | 11 | Regular Hours | < 30 minutes |
| 2/25/2013 | 10:50:38 AM | 4 PLAISTOW RD Apt. PUB Pst. B   | PLAISTOW    | NH | John Wiley              | Lynne Copp      | 9000 | LEAK INSIDE         | WF0527233N | 1  | 8  | 2/25/2013 10:52 | 2/25/2013 10:53 | 2/25/2013 10:53 | 2/25/2013 11:03 | 2/25/2013 | 11:22:22 AM | 20  | 11 | Regular Hours | < 30 minutes |
| 2/25/2013 | 1:34:37 PM  | 4 PLAISTOW RD Apt. 4A Pst. UNIT | PLAISTOW    | NH | John Wiley              | Lynne Copp      | 9100 | LEAK OUTSIDE        | WF0527279N | 1  | 7  | 2/25/2013 13:33 | 2/25/2013 13:40 | 2/25/2013 13:40 | 2/25/2013 13:48 | 2/25/2013 | 2:40:12 PM  | 51  | 13 | Regular Hours | < 30 minutes |
| 2/25/2013 | 1:58:56 PM  | 72 LINCOLN AVE                  | PORTSMOUTH  | NH | Daniel LaFortune        | Lynne Copp      | 9100 | LEAK OUTSIDE        | WF0527281N | 4  | 13 | 2/25/2013 14:01 | 2/25/2013 14:05 | 2/25/2013 14:07 | 2/25/2013 14:19 | 2/25/2013 | 3:07:39 PM  | 48  | 20 | Regular Hours | < 30 minutes |
| 2/26/2013 | 1:13:04 PM  | 24 HARBOR RD Pst. 4             | HAMPTON     | NH | Brian Chaput            | Lynne Copp      | 9000 | LEAK INSIDE         | WF0527403N | 1  | 9  | 2/26/2013 13:14 | 2/26/2013 13:15 | 2/26/2013 13:15 | 2/26/2013 13:25 | 2/26/2013 | 1:50:58 PM  | 25  | 12 | Regular Hours | < 30 minutes |
| 2/26/2013 | 2:26:32 PM  | 129 PORTSMOUTH AVE              | EXETER      | NH | Brian Chaput            | William Jones   | 9100 | LEAK OUTSIDE        | WF0527417N | 0  | 12 | 2/26/2013 14:27 | 2/26/2013 14:31 | 2/26/2013 14:31 | 2/26/2013 14:44 | 2/26/2013 | 4:25:58 PM  | 221 | 17 | Regular Hours | < 30 minutes |
| 2/28/2013 | 8:01:11 AM  | 45 CHAMBERLAIN ST               | ROCHESTER   | NH | Laurie Rousseau         | Lynne Copp      | 9000 | LEAK INS-DE         | WF0527511N | 0  | 26 | 2/28/2013 8:01  | 2/28/2013 8:02  | 2/28/2013 8:02  | 2/28/2013 8:29  | 2/28/2013 | 9:22:17 AM  | 53  | 27 | Regular Hours | < 30 minutes |
| 2/28/2013 | 11:07:36 AM | 14 ELLOTT ST                    | HAMPTON     | NH | Brian Chaput            | David Martineau | 9000 | LEAK INS-DE         | WF0527565N | 0  | 10 | 2/28/2013 11:08 | 2/28/2013 11:08 | 2/28/2013 11:08 | 2/28/2013 11:19 | 2/28/2013 | 11:41:51 AM | 22  | 11 | Regular Hours | < 30 minutes |

| Orders responded to in < 30 minutes: 34 (54% of total) for After Hours:           |             |                                  |             |    |                         |                 |      |                     |            |    |    |                 |                 |                 |                       |                       |     |    |                 |              |
|-----------------------------------------------------------------------------------|-------------|----------------------------------|-------------|----|-------------------------|-----------------|------|---------------------|------------|----|----|-----------------|-----------------|-----------------|-----------------------|-----------------------|-----|----|-----------------|--------------|
| 2/1/2013                                                                          | 5:30:58 PM  | 17 WOODLAND GWN                  | ROCHESTER   | NH | Jeffrey Croteau         | William Jones   | 9100 | LEAK OUTSIDE        | WF0525491N | 0  | 73 | 2/1/2013 17:51  | 2/1/2013 17:32  | 2/1/2013 17:32  | 2/1/2013 17:56        | 2/1/2013 6:58:36 PM   | 62  | 25 | After Hours     | < 30 minutes |
| 2/6/2013                                                                          | 5:05:54 PM  | 81 S MAIN ST                     | PLAISTOW    | NH | Troy Kimball            | Lynne Copp      | 5000 | GAS LEAKS - SERVICE | WF0525837N | 1  | 18 | 2/6/2013 17:07  | 2/6/2013 17:08  | 2/6/2013 17:09  | 2/6/2013 17:27        | 2/6/2013 6:11:20 PM   | 43  | 21 | After Hours     | < 30 minutes |
| 2/7/2013                                                                          | 4:56:45 PM  | 19 TUCKER LN                     | HAMPTON     | NH | John Wiley              | Lynne Copp      | 9100 | LEAK OUTSIDE        | WF0525913N | 0  | 15 | 2/7/2013 16:57  | 2/7/2013 16:58  | 2/7/2013 16:59  | 2/7/2013 17:14        | 2/7/2013 6:17:12 PM   | 62  | 17 | After Hours     | < 30 minutes |
| 2/7/2013                                                                          | 5:30:25 PM  | 6 AYON AVE                       | DOVER       | NH | Jeffrey Croteau         | Lynne Copp      | 9100 | LEAK OUTSIDE        | WF0525913N | 0  | 7  | 2/7/2013 17:31  | 2/7/2013 17:31  | 2/7/2013 17:32  | 2/7/2013 17:38        | 2/7/2013 7:25:40 PM   | 107 | 8  | After Hours     | < 30 minutes |
| 2/7/2013                                                                          | 6:23:14 PM  | 2 KINGS HWY Apt. 3               | HAMPTON     | NH | John Wiley              | David Martineau | 9100 | LEAK OUTSIDE        | WF0525913N | 0  | 9  | 2/7/2013 18:23  | 2/7/2013 18:24  | 2/7/2013 18:24  | 2/7/2013 18:34        | 2/7/2013 7:04:59 PM   | 31  | 10 | After Hours     | < 30 minutes |
| 2/12/2013                                                                         | 10:02:34 PM | 537 CENTRAL AVE Apt. 2           | DOVER       | NH | Jeffrey Croteau         | Edward Charlton | 9000 | LEAK INSIDE         | WF0526369N | 1  | 5  | 2/12/2013 22:03 | 2/12/2013 22:03 | 2/12/2013 22:05 | 2/12/2013 10:27:17 PM |                       | 17  | 6  | After Hours     | < 30 minutes |
| 2/14/2013                                                                         | 4:21:44 PM  | 26 SPRUCE CT Apt. HSE            | SEABROOK    | NH | Kevin Clifford          | Lynne Copp      | 9000 | LEAK INSIDE         | WF0526442N | 0  | 20 | 2/14/2013 16:21 | 2/14/2013 16:20 | 2/14/2013 16:21 | 2/14/2013 16:41       | 2/14/2013 5:18:08 PM  | 31  | 29 | After Hours     | < 30 minutes |
| 2/19/2013                                                                         | 8:38:19 PM  | 4 BROOKMOOR RD                   | DOVER       | NH | Jeffrey Croteau         | William Jones   | 9000 | LEAK INSIDE         | WF0526831N | 0  | 12 | 2/19/2013 18:39 | 2/19/2013 18:39 | 2/19/2013 18:41 | 2/19/2013 18:51       | 2/19/2013 7:18:40 PM  | 26  | 13 | After Hours     | < 30 minutes |
| 2/19/2013                                                                         | 8:24:50 PM  | 11 LANE CT                       | EXETER      | NH | John Wiley              | William Jones   | 9000 | LEAK INSIDE         | WF0526429N | 0  | 0  | 2/19/2013 20:25 | 2/19/2013 20:26 | 2/19/2013 20:26 | 2/19/2013 20:26       | 2/19/2013 9:12:52 PM  | 46  | 1  | After Hours     | < 30 minutes |
| 2/22/2013                                                                         | 5:09:03 PM  | 9 FITTS FARM OR                  | DURHAM      | NH | Jeffrey Croteau         | William Jones   | 9000 | LEAK INSIDE         | WF0527138N | 0  | 20 | 2/22/2013 17:09 | 2/22/2013 17:10 | 2/22/2013 17:11 | 2/22/2013 17:31       | 2/22/2013 6:27:57 PM  | 56  | 22 | After Hours     | < 30 minutes |
| 2/23/2013                                                                         | 5:17:10 PM  | 73 HENRY LAW AVE Apt. 2          | DOVER       | NH | Jeffrey Croteau         | William Jones   | 9100 | LEAK OUTSIDE        | WF0527316N | 0  | 5  | 2/23/2013 17:17 | 2/23/2013 17:18 | 2/23/2013 17:19 | 2/23/2013 17:23       | 2/23/2013 6:35:41 PM  | 72  | 6  | After Hours     | < 30 minutes |
| 2/23/2013                                                                         | 5:52:34 PM  | 19 STAYSAIL WAY                  | PORTSMOUTH  | NH | Daniel LaFortune        | William Jones   | 9100 | LEAK OUTSIDE        | WF0527318N | 1  | 13 | 2/23/2013 17:53 | 2/23/2013 17:57 | 2/23/2013 17:58 | 2/23/2013 18:10       | 2/23/2013 7:01:24 PM  | 59  | 18 | After Hours     | < 30 minutes |
| 2/25/2013                                                                         | 6:14:49 PM  | 18 PERKINS AVE Apt. FL 1         | HAMPTON     | NH | David Perreault         | William Jones   | 9000 | LEAK INSIDE         | WF0527321N | 0  | 0  | 2/25/2013 18:15 | 2/25/2013 18:15 | 2/25/2013 18:15 | 2/25/2013 18:15       | 2/25/2013 8:12:45 PM  | 116 | 1  | After Hours     | < 30 minutes |
| 2/26/2013                                                                         | 5:17:35 PM  | 233 OAKRIDGE RD Pst. UNIT        | PLAISTOW    | NH | Troy Kimball            | William Jones   | 9100 | LEAK OUTSIDE        | WF0527445N | 0  | 0  | 2/26/2013 17:18 | 2/26/2013 17:19 | 2/26/2013 17:20 | 2/26/2013 17:20       | 2/26/2013 6:13:40 PM  | 53  | 2  | After Hours     | < 30 minutes |
| Orders responded to in < 30 minutes: 37 (57% of total) for Weekend/Holiday Hours: |             |                                  |             |    |                         |                 |      |                     |            |    |    |                 |                 |                 |                       |                       |     |    |                 |              |
| 2/9/2013                                                                          | 8:33:49 AM  | 78 MORNING ST                    | PORTSMOUTH  | NH | David Perreault         | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526021N | 1  | 14 | 2/9/2013 8:34   | 2/9/2013 8:35   | 2/9/2013 8:36   | 2/9/2013 8:50         | 2/9/2013 10:00:54 AM  | 70  | 16 | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 10:00:50 AM | 558 HOOKSETT ST                  | SEABROOK    | NH | Laure Rousseau          | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526012N | 0  | 19 | 2/9/2013 10:02  | 2/9/2013 10:03  | 2/9/2013 10:03  | 2/9/2013 10:22        | 2/9/2013 11:34:22 AM  | 71  | 21 | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 10:25:52 AM | 39 ALBACORE WAY Apt. B Pst. UNIT | PORTSMOUTH  | NH | Kevin Clifford          | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526013N | 0  | 21 | 2/9/2013 10:26  | 2/9/2013 10:29  | 2/9/2013 10:29  | 2/9/2013 10:51        | 2/9/2013 11:26:46 AM  | 35  | 25 | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 10:50:36 AM | 99 ROCKINGHAM PK BLVD            | SALEM       | NH | Kurt House              | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526021N | 0  | 0  | 2/9/2013 10:50  | 2/9/2013 10:51  | 2/9/2013 10:51  | 2/9/2013 10:51        | 2/9/2013 10:56:30 AM  | 5   | 0  | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 10:54:44 AM | 175 MT VERNON ST                 | DOVER       | NH | Mark Goldstein          | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526022N | 0  | 25 | 2/9/2013 10:55  | 2/9/2013 10:56  | 2/9/2013 11:00  | 2/9/2013 11:21        | 2/9/2013 11:56:12 AM  | 34  | 26 | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 12:32:24 PM | 225 MAIN ST Apt. 3               | SOMERSWORTH | NH | Jeffrey Croteau         | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526032N | 1  | 19 | 2/9/2013 12:33  | 2/9/2013 12:36  | 2/9/2013 12:41  | 2/9/2013 12:55        | 2/9/2013 2:39:43 PM   | 104 | 23 | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 12:55:04 PM | 1093 SOUTH ST                    | PORTSMOUTH  | NH | David Perreault         | Scott Lacouture | 9100 | LEAK OUTSIDE        | WF0526036N | 6  | 12 | 2/9/2013 13:01  | 2/9/2013 13:04  | 2/9/2013 13:05  | 2/9/2013 13:17        | 2/9/2013 2:39:09 PM   | 81  | 22 | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 4:06:14 PM  | 115 RIVER RD                     | NEWINGTON   | NH | Kevin Clifford          | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526056N | 12 | 17 | 2/9/2013 16:19  | 2/9/2013 16:19  | 2/9/2013 16:23  | 2/9/2013 16:36        | 2/9/2013 5:20:02 PM   | 43  | 30 | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 4:48:02 PM  | 32 CONIFER CMNS                  | DOVER       | NH | Daniel LaFortune        | Scott Lacouture | 9100 | LEAK OUTSIDE        | WF0526060N | 1  | 24 | 2/9/2013 16:49  | 2/9/2013 16:50  | 2/9/2013 16:50  | 2/9/2013 17:14        | 2/9/2013 5:37:51 PM   | 22  | 26 | Weekend/Holiday | < 30 minutes |
| 2/9/2013                                                                          | 6:36:29 PM  | 212 MILLER AVE                   | PORTSMOUTH  | NH | Kevin Clifford          | David Martineau | 9000 | LEAK INSIDE         | WF0526062N | 2  | 19 | 2/9/2013 18:18  | 2/9/2013 18:43  | 2/9/2013 18:46  | 2/9/2013 19:03        | 2/9/2013 7:43:19 PM   | 40  | 26 | Weekend/Holiday | < 30 minutes |
| 2/10/2013                                                                         | 7:49:03 AM  | 119 PLAISTOW RD                  | PLAISTOW    | NH | Christopher DiFrancesco | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526068N | 0  | 19 | 2/10/2013 7:49  | 2/10/2013 7:58  | 2/10/2013 7:59  | 2/10/2013 8:18        | 2/10/2013 10:31:51 AM | 133 | 29 | Weekend/Holiday | < 30 minutes |
| 2/10/2013                                                                         | 9:02:57 AM  | 1 STERLING HILL LN Apt. 148      | EXETER      | NH | Kevin Clifford          | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526070N | 0  | 17 | 2/10/2013 9:03  | 2/10/2013 9:04  | 2/10/2013 9:05  | 2/10/2013 9:22        | 2/10/2013 9:35:16 AM  | 13  | 19 | Weekend/Holiday | < 30 minutes |
| 2/10/2013                                                                         | 12:08:12 PM | 239 CASS ST                      | PORTSMOUTH  | NH | Kevin Clifford          | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526071N | 1  | 19 | 2/10/2013 12:09 | 2/10/2013 12:09 | 2/10/2013 12:16 | 2/10/2013 12:29       | 2/10/2013 12:55:48 PM | 23  | 21 | Weekend/Holiday | < 30 minutes |
| 2/10/2013                                                                         | 3:25:41 PM  | 66 HIGH ST                       | SOMERSWORTH | NH | Daniel LaFortune        | Scott Lacouture | 9000 | LEAK INSIDE         | WF0526086N | 0  | 26 | 2/10/2013 15:26 | 2/10/2013 15:26 | 2/10/2013 15:27 | 2/10/2013 15:52       | 2/10/2013 4:26:29 PM  | 33  | 27 | Weekend/Holiday | < 30 minutes |
| 2/16/2013                                                                         | 1:57:36 PM  | 522 OCEAN BLVD                   | HAMPTON     | NH | Brian Chaput            | Jason Brooks    | 9100 | LEAK OUTSIDE        | WF0526588N | 0  | 11 | 2/16/2013 13:58 | 2/16/2013 14:03 | 2/16/2013 14:04 | 2/16/2013 14:15       | 2/16/2013 4:02:57 PM  | 107 | 17 | Weekend/Holiday | < 30 minutes |
| 2/23/2013                                                                         | 12:45:01 PM | 181 PARK ST                      | PORTSMOUTH  | NH | Laure Rousseau          | Edward Charlton | 9000 | LEAK INSIDE         | WF0527147N | 1  | 25 | 2/23/2013 12:46 | 2/23/2013 12:46 | 2/23/2013 12:50 | 2/23/2013 13:11       | 2/23/2013 2:11:02 PM  | 59  | 26 | Weekend/Holiday | < 30 minutes |
| 2/23/2013                                                                         | 4:50:38 PM  | 18 PERKINS AVE Apt. FL 1         | HAMPTON     | NH | Jeffrey Croteau         | Jinda Hollins   | 9000 | LEAK INSIDE         | WF0527157N | 1  | 25 | 2/23/2013 16:52 | 2/23/2013 16:53 | 2/23/2013 16:53 | 2/23/2013 17:18       | 2/23/2013 6:03:26 PM  | 45  | 27 | Weekend/Holiday | < 30 minutes |

| Orders responded to in 33-45 minutes: 1 (1% of total) for Regular Hours:           |                                         |             |       |                         |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |               |                 |                   |
|------------------------------------------------------------------------------------|-----------------------------------------|-------------|-------|-------------------------|-----------------|-----------|---------------------|------------|-----------|-------------|-----------------|-----------------|-----------------|-----------------|-----------------------|----------|---------------|-----------------|-------------------|
| Order Taken                                                                        | Address                                 | Town        | State | Serv. Tech              | Dispatcher      | Task Code | Task Desc.          | Work Order | Hold Time | Travel Time | Assigned        | Accepted        | En Route        | On Site         | Work Completed        | Job Time | Response Time | Hour Class      | Response Category |
| 2/25/2013                                                                          | 9:47:33 AM/0 TROUBLE CALL               | SALEM       | NH    | John Wiley              | Lynne Copp      | 9100      | LEAK OUTSIDE        | WF0527216N | 0         | 28          | 2/25/2013 9:48  | 2/25/2013 9:48  | 2/25/2013 9:49  | 2/25/2013 10:18 | 2/25/2013 10:32:23 AM | 13       | 31            | Regular hours   | 31-45 minutes     |
| Orders responded to in 31-45 minutes: 0 (0% of total) for After Hours:             |                                         |             |       |                         |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |               |                 |                   |
| Orders responded to in 33-45 minutes: 35 (55% of total) for Weekend/Holiday Hours: |                                         |             |       |                         |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |               |                 |                   |
| 2/9/2013                                                                           | 8:45:48 AM/0 TROUBLE CALL               | SALEM       | NH    | Christopher DiFrancesco | Scott Lacourse  | 9100      | LEAK OUTSIDE        | WF0526006N | 3         | 9           | 2/9/2013 8:50   | 2/9/2013 7:09   | 2/9/2013 7:09   | 2/9/2013 7:18   | 2/9/2013 8:55:36 AM   | 97       | 31            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 8:35:19 AM/18 GLEN RD                   | HAMPTON     | NH    | Laure Rousseau          | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0526010N | 0         | 36          | 2/9/2013 8:36   | 2/9/2013 8:36   | 2/9/2013 8:36   | 2/9/2013 9:12   | 2/9/2013 10:01:30 AM  | 48       | 37            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 8:48:00 AM/169 MAIN ST                  | PLASTOW     | NH    | Kurt House              | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0526011N | 7         | 24          | 2/9/2013 8:55   | 2/9/2013 8:57   | 2/9/2013 8:57   | 2/9/2013 9:22   | 2/9/2013 9:58:47 AM   | 36       | 34            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 9:39:56 AM/20 PARTIDGE ST               | PORTSMOUTH  | NH    | David Penneault         | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0526014N | 15        | 17          | 2/9/2013 9:55   | 2/9/2013 9:55   | 2/9/2013 10:01  | 2/9/2013 10:12  | 2/9/2013 12:10:09 PM  | 117      | 32            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 9:51:41 AM/4 CARLAGE DR Apt. 17 PH. LOT | EXETER      | NH    | Daniel LaFortune        | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0526015N | 4         | 22          | 2/9/2013 9:56   | 2/9/2013 10:13  | 2/9/2013 10:13  | 2/9/2013 10:34  | 2/9/2013 10:54:42 AM  | 20       | 42            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 11:42:49 AM/23 CONSTITUTION WAY         | DOVER       | NH    | Daniel LaFortune        | Scott Lacourse  | 9100      | LEAK OUTSIDE        | WF0526027N | 1         | 35          | 2/9/2013 11:44  | 2/9/2013 11:50  | 2/9/2013 11:57  | 2/9/2013 12:25  | 2/9/2013 12:56:15 PM  | 30       | 42            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 11:46:06 AM/27 PARTIDGE LN              | PLASTOW     | NH    | Kurt House              | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0526029N | 0         | 33          | 2/9/2013 11:46  | 2/9/2013 11:46  | 2/9/2013 11:47  | 2/9/2013 12:30  | 2/9/2013 12:55:51 PM  | 35       | 34            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 11:46:23 AM/116 SPINNAKER WAY           | PORTSMOUTH  | NH    | Kevin Clifford          | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0526028N | 2         | 19          | 2/9/2013 11:48  | 2/9/2013 12:00  | 2/9/2013 12:01  | 2/9/2013 12:20  | 2/9/2013 1:15:57 PM   | 55       | 34            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 12:39:34 PM/10 ACADEMY ST Apt. D        | ROCHESTER   | NH    | Daniel LaFortune        | Scott Lacourse  | 9100      | LEAK OUTSIDE        | WF0526034N | 9         | 31          | 2/9/2013 12:49  | 2/9/2013 12:56  | 2/9/2013 12:56  | 2/9/2013 13:21  | 2/9/2013 1:54:14 PM   | 32       | 42            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 1:28:07 PM/131 COURT ST Apt. 13         | EXETER      | NH    | Laure Rousseau          | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0526036N | 2         | 35          | 2/9/2013 13:39  | 2/9/2013 13:31  | 2/9/2013 13:35  | 2/9/2013 14:06  | 2/9/2013 2:41:46 PM   | 34       | 38            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 1:42:09 PM/33 CONFER CARN               | DOVER       | NH    | Daniel LaFortune        | Scott Lacourse  | 9100      | LEAK OUTSIDE        | WF0526039N | 2         | 28          | 2/9/2013 13:44  | 2/9/2013 13:43  | 2/9/2013 13:54  | 2/9/2013 14:13  | 2/9/2013 3:31:08 PM   | 17       | 31            | Weekend/Holiday | 31-45 minutes     |
| 2/9/2013                                                                           | 3:41:19 PM/18 STATION DR                | DOVER       | NH    | Daniel LaFortune        | David Martineau | 9000      | LEAK INSIDE         | WF0526061N | 0         | 30          | 2/9/2013 18:42  | 2/9/2013 18:43  | 2/9/2013 18:47  | 2/9/2013 19:13  | 2/9/2013 3:28:51 PM   | 15       | 32            | Weekend/Holiday | 31-45 minutes     |
| 2/10/2013                                                                          | 9:24:10 AM/0 TROUBLE CALL               | SOMERSWORTH | NH    | Daniel LaFortune        | Scott Lacourse  | 9100      | LEAK OUTSIDE        | WF0526071N | 0         | 32          | 2/10/2013 9:26  | 2/10/2013 9:33  | 2/10/2013 9:35  | 2/10/2013 10:05 | 2/10/2013 12:50:27 PM | 164      | 39            | Weekend/Holiday | 31-45 minutes     |
| 2/10/2013                                                                          | 6:34:45 PM/82 HAMPTON MOVS              | HAMPTON     | NH    | Kevin Clifford          | Mark Severens   | 9000      | LEAK INSIDE         | WF0526087N | 1         | 32          | 2/10/2013 18:35 | 2/10/2013 18:39 | 2/10/2013 18:45 | 2/10/2013 19:12 | 2/10/2013 7:30:34 PM  | 18       | 37            | Weekend/Holiday | 31-45 minutes     |
| 2/17/2013                                                                          | 5:18:04 PM/9 DANIELLE LN                | DOVER       | NH    | Kevin Ruel              | Jason Brooks    | 9000      | LEAK INSIDE         | WF0526607N | 0         | 29          | 2/17/2013 17:18 | 2/17/2013 17:23 | 2/17/2013 17:26 | 2/17/2013 17:55 | 2/17/2013 6:16:02 PM  | 20       | 37            | Weekend/Holiday | 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 | Hold Time | Travel Time | Assigned        | Accepted        | En Route        | On Site         | Work Completed        | Job Time | Response Time | Hour Class      | Response Category |
| 2/19/2013                                                                          | 6:36:03 AM/49 SDOBURY ST                | PORTSMOUTH  | NH    | John Wiley              | Michael Tals    | 9000      | LEAK INSIDE         | WF0526722N | 1         | 37          | 2/19/2013 6:37  | 2/19/2013 6:49  | 2/19/2013 6:49  | 2/19/2013 7:27  | 2/19/2013 7:43:40 AM  | 16       | 51            | After hours     | 46-60 minutes     |
| Orders responded to in 46-60 minutes: 5 (5% of total) for Weekend/Holiday Hours:   |                                         |             |       |                         |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |               |                 |                   |
| 2/9/2013                                                                           | 7:43:15 AM/10 AUBURN ST                 | EXETER      | NH    | Kurt House              | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0526008N | 3         | 36          | 2/9/2013 7:48   | 2/9/2013 7:54   | 2/9/2013 7:54   | 2/9/2013 8:30   | 2/9/2013 8:53:47 AM   | 23       | 47            | Weekend/Holiday | 46-60 minutes     |
| 2/10/2013                                                                          | 11:24:45 AM/9 FAULKLAND WAY Apt. A.2    | PORTSMOUTH  | NH    | Jeffrey Croteau         | Scott Lacourse  | 5000      | GAS LEAKS - SERVICE | WF0526075N | 6         | 43          | 2/10/2013 11:31 | 2/10/2013 11:31 | 2/10/2013 11:33 | 2/10/2013 12:14 | 2/10/2013 1:02:27 PM  | 47       | 50            | Weekend/Holiday | 46-60 minutes     |
| 2/23/2013                                                                          | 4:19:40 PM/20 DRAKES LNDG               | HAMPTON     | NH    | Kurt House              | Uinda Hollins   | 9000      | LEAK INSIDE         | WF0527156N | 9         | 31          | 2/23/2013 16:28 | 2/23/2013 16:36 | 2/23/2013 16:36 | 2/23/2013 17:07 | 2/23/2013 5:52:41 PM  | 45       | 67            | Weekend/Holiday | 46-60 minutes     |
| 2/24/2013                                                                          | 2:21:40 PM/15 CULVER ST Apt. 3          | PLASTOW     | NH    | Kurt House              | Edward Charlton | 9100      | LEAK OUTSIDE        | WF0527159N | 4         | 43          | 2/24/2013 14:26 | 2/24/2013 14:26 | 2/24/2013 14:28 | 2/24/2013 15:10 | 2/24/2013 4:03:01 PM  | 52       | 49            | Weekend/Holiday | 46-60 minutes     |
| 2/24/2013                                                                          | 9:37:38 PM/24 SUNNYBROOK DR             | DOVER       | NH    | Laure Rousseau          | Scott Lacourse  | 9000      | LEAK INSIDE         | WF0527161N | 0         | 33          | 2/24/2013 21:38 | 2/24/2013 21:56 | 2/24/2013 21:56 | 2/24/2013 22:29 | 2/24/2013 10:56:36 PM | 26       | 51            | 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 | Hold 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: 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 | Hold 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 02/01/2013 to 02/28/2013

| Total Hours |           |              | Regular Hours |           |              | After Hours |           |              | Weekend/Holiday Hours |           |              |
|-------------|-----------|--------------|---------------|-----------|--------------|-------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin         | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin         | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15          | 31        | 31%          | 15            | 22        | 45%          | 15          | 8         | 53%          | 15                    | 1         | 3%           |
| 30          | 48        | 78%          | 30            | 26        | 98%          | 30          | 6         | 93%          | 30                    | 16        | 46%          |
| 45          | 16        | 94%          | 45            | 1         | 100%         | 45          | 0         | 93%          | 45                    | 15        | 86%          |
| 60          | 6         | 100%         | 60            | 0         | 100%         | 60          | 1         | 100%         | 60                    | 5         | 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       | 101       |              | Total         | 49        |              | Total       | 15        |              | Total                 | 37        |              |

Feb-13

| Total Hours |           |              | Regular Hours |           |              | After Hours |           |              | Weekend/Holiday Hours |           |              |
|-------------|-----------|--------------|---------------|-----------|--------------|-------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin         | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin         | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15          | 31        | 31%          | 15            | 22        | 45%          | 15          | 8         | 53%          | 15                    | 1         | 3%           |
| 30          | 48        | 78%          | 30            | 26        | 98%          | 30          | 6         | 93%          | 30                    | 16        | 46%          |
| 45          | 16        | 94%          | 45            | 1         | 100%         | 45          | 0         | 93%          | 45                    | 15        | 86%          |
| 60          | 6         | 100%         | 60            | 0         | 100%         | 60          | 1         | 100%         | 60                    | 5         | 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       | 101       |              | Total         | 49        |              | Total       | 15        |              | Total                 | 37        |              |

Jan-13

| Total Hours |           |              | Regular Hours |           |              | After Hours |           |              | Weekend/Holiday Hours |           |              |
|-------------|-----------|--------------|---------------|-----------|--------------|-------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin         | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin         | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15          | 38        | 38%          | 15            | 29        | 55%          | 15          | 7         | 22%          | 15                    | 2         | 14%          |
| 30          | 39        | 78%          | 30            | 21        | 94%          | 30          | 14        | 66%          | 30                    | 4         | 43%          |
| 45          | 20        | 98%          | 45            | 3         | 100%         | 45          | 9         | 94%          | 45                    | 8         | 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       | 99        |              | Total         | 53        |              | Total       | 32        |              | Total                 | 14        |              |

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          | 33        | 36%          | 15            | 26        | 48%          | 15          | 7         | 25%          | 15                    | 2         | 14%          |  |
| 30          | 49        | 88%          | 30            | 27        | 88%          | 30          | 15        | 79%          | 30                    | 7         | 64%          |  |
| 45          | 7         | 95%          | 45            | 0         | 98%          | 45          | 4         | 91%          | 45                    | 3         | 85%          |  |
| 60          | 1         | 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         | 33%          | 15                    | 1         | 9%           |  |
| 30          | 36        | 88%          | 30            | 22        | 96%          | 30          | 9         | 88%          | 30                    | 5         | 55%          |  |
| 45          | 7         | 97%          | 45            | 2         | 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          | 37        | 48%          | 15            | 23        | 52%          | 15          | 5         | 50%          | 15                    | 1         | 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                    | 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         | 46        |              | 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                    | 5         | 91%          |  |
| 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          | 2         | 58%          | 15                    | 0         | 0%           |  |
| 30          | 32        | 83%          | 30            | 28        | 91%          | 30          | 3         | 73%          | 30                    | 3         | 17%          |  |
| 45          | 10        | 97%          | 45            | 5         | 100%         | 45          | 2         | 100%         | 45                    | 3         | 67%          |  |
| 60          | 2         | 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                 | 5         |              |  |

| Jun-12      |           |              |               |           |              |             |           |              |                       |           |              |
|-------------|-----------|--------------|---------------|-----------|--------------|-------------|-----------|--------------|-----------------------|-----------|--------------|
| Total Hours |           |              | Regular Hours |           |              | After Hours |           |              | Weekend/Holiday Hours |           |              |
| Bin         | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin         | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15          | 31        | 41%          | 15            | 24        | 51%          | 15          | 3         | 19%          | 15                    | 4         | 31%          |
| 30          | 36        | 88%          | 30            | 22        | 98%          | 30          | 9         | 75%          | 30                    | 5         | 69%          |
| 45          | 7         | 97%          | 45            | 1         | 100%         | 45          | 2         | 98%          | 45                    | 4         | 100%         |
| 60          | 1         | 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       | 76        |              | Total         | 47        |              | Total       | 14        |              | 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            | 16        | 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          | 2         | 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         | 44%          |
| 45          | 17        | 99%          | 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        |              |

| 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               | 382       | 39%          | 15            | 293       | 50%          | 15          | 65        | 31%          | 15                    | 24        | 13%          |
| 30               | 436       | 83%          | 30            | 259       | 94%          | 30          | 103       | 80%          | 30                    | 74        | 54%          |
| 45               | 137       | 97%          | 45            | 34        | 99%          | 45          | 33        | 95%          | 45                    | 70        | 92%          |
| 60               | 29        | 100%         | 60            | 4         | 100%         | 60          | 10        | 100%         | 60                    | 15        | 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            | 984       |              | Total         | 590       |              | Total       | 211       |              | Total                 | 183       |              |