

Emergency Response Times

New Hampshire work orders from 05/01/2013 to 05/31/2013

Emergency Response Times
 NU New Hampshire work orders from 05/01/2013 to 05/31/2013
 Total orders in sample: 49

Orders responded to in < 30 minutes: 27 (55% 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	Response Time	Hour Class	Response Category
5/1/2013 11:42:12 AM	263 ROCKLAND ST	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	9100	LEAK OUTSIDE	WF0534039N	0	0	5/1/2013 11:42	5/1/2013 11:42	5/1/2013 11:42	5/1/2013 11:42	5/1/2013 12:07:55 PM	24	0	Regular Hours	< 30 minutes
5/6/2013 9:13:36 AM	0 TROUBLE CALL	SALEM	NH	Troy Kimball	David Martinage	9100	LEAK OUTSIDE	WF0534417N	0	15	5/6/2013 9:13	5/6/2013 9:14	5/6/2013 9:29	5/6/2013 9:30	5/6/2013 11:00:48 AM	90	16	Regular Hours	< 30 minutes
5/7/2013 11:45:31 AM	46 SIXTH ST Pst. 2F	DOVER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF05344681N	0	7	5/7/2013 11:46	5/7/2013 11:49	5/7/2013 11:51	5/7/2013 11:57	5/7/2013 1:56:32 PM	118	12	Regular Hours	< 30 minutes
5/8/2013 9:33:52 AM	1 WHEELWRIGHT AVE	EXETER	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0534829N	0	15	5/8/2013 9:34	5/8/2013 9:35	5/8/2013 9:35	5/8/2013 9:51	5/8/2013 10:52:41 AM	61	17	Regular Hours	< 30 minutes
5/8/2013 11:09:50 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	9100	LEAK OUTSIDE	WF0534844N	2	9	5/8/2013 11:12	5/8/2013 11:14	5/8/2013 11:15	5/8/2013 11:23	5/8/2013 1:09:56 PM	105	14	Regular Hours	< 30 minutes
5/9/2013 11:08:11 AM	7 KENT AVE	DOVER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0534954N	0	2	5/9/2013 11:08	5/9/2013 11:12	5/9/2013 11:14	5/9/2013 11:14	5/9/2013 11:22:30 AM	8	6	Regular Hours	< 30 minutes
5/10/2013 8:22:03 AM	0 TROUBLE CALL	PLAISTOW	NH	Troy Kimball	David Martinage	9100	LEAK OUTSIDE	WF0535064N	0	12	5/10/2013 8:22	5/10/2013 8:23	5/10/2013 8:24	5/10/2013 8:36	5/10/2013 10:19:01 AM	102	14	Regular Hours	< 30 minutes
5/10/2013 12:44:53 PM	22 HIGHLAND ST Apt. B	EAST ROCHESTER	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0535128N	0	23	5/10/2013 12:45	5/10/2013 12:46	5/10/2013 12:47	5/10/2013 13:09	5/10/2013 2:46:25 PM	97	24	Regular Hours	< 30 minutes
5/14/2013 11:00:50 AM	73 MAPLE ST Apt. 1 A	ROCHESTER	NH	Laurie Rousseau	David Martinage	9100	LEAK OUTSIDE	WF0535585N	0	13	5/14/2013 11:01	5/14/2013 11:01	5/14/2013 11:02	5/14/2013 11:15	5/14/2013 1:15:45 PM	120	14	Regular Hours	< 30 minutes
5/14/2013 11:06:57 AM	10 SALEM ST Apt. #1	EXETER	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0535586N	4	15	5/14/2013 11:01	5/14/2013 11:01	5/14/2013 11:02	5/14/2013 11:15	5/14/2013 12:36:35 PM	70	19	Regular Hours	< 30 minutes
5/15/2013 11:15:50 AM	0 TROUBLE CALL	SOMERSWORTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0535796N	0	0	5/15/2013 11:16	5/15/2013 11:18	5/15/2013 11:19	5/15/2013 11:19	5/15/2013 1:56:31 PM	157	3	Regular Hours	< 30 minutes
5/15/2013 3:59:19 PM	4 RENAUD AVE	DOVER	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0535867N	3	21	5/15/2013 16:02	5/15/2013 16:06	5/15/2013 16:06	5/15/2013 16:28	5/15/2013 5:57:23 PM	89	28	Regular Hours	< 30 minutes
5/16/2013 10:03:19 AM	15 OLD ROLLINSFORD RD Apt. 201 Pst. 2	DOVER	NH	David Perreault	Linda Hollums	9100	LEAK OUTSIDE	WF0535950N	2	5	5/16/2013 10:05	5/16/2013 10:10	5/16/2013 10:11	5/16/2013 10:16	5/16/2013 12:15:46 PM	119	12	Regular Hours	< 30 minutes
5/20/2013 12:18:05 PM	15 CHAPEL AVE	DOVER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0536294N	0	17	5/20/2013 12:18	5/20/2013 12:20	5/20/2013 12:20	5/20/2013 12:38	5/20/2013 1:40:46 PM	62	19	Regular Hours	< 30 minutes
5/20/2013 3:40:26 PM	115 SALMON FALLS RD	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0536385N	0	24	5/20/2013 15:40	5/20/2013 15:41	5/20/2013 15:42	5/20/2013 16:05	5/20/2013 5:36:27 PM	90	25	Regular Hours	< 30 minutes
5/22/2013 10:30:11 AM	12 CONSTITUTION WAY	DOVER	NH	Laurie Rousseau	David Martinage	9000	LEAK INSIDE	WF0536610N	0	10	5/22/2013 10:30	5/22/2013 10:31	5/22/2013 10:32	5/22/2013 10:41	5/22/2013 12:16:41 PM	94	11	Regular Hours	< 30 minutes
5/23/2013 9:35:16 AM	34 DOVETAIL LN	DOVER	NH	Laurie Rousseau	Scott Lacouture	9000	LEAK INSIDE	WF0536773N	1	8	5/23/2013 9:36	5/23/2013 9:37	5/23/2013 9:37	5/23/2013 9:45	5/23/2013 10:34:43 AM	49	10	Regular Hours	< 30 minutes
5/23/2013 12:33:45 PM	107 OCEAN BLVD	HAMPTON	NH	Anthony Beck	Scott Lacouture	9100	LEAK OUTSIDE	WF0536801N	0	5	5/23/2013 12:34	5/23/2013 12:34	5/23/2013 12:35	5/23/2013 12:40	5/23/2013 2:05:37 PM	85	6	Regular Hours	< 30 minutes
5/24/2013 8:06:07 AM	0 TROUBLE CALL	EXETER	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0536864N	0	16	5/24/2013 8:07	5/24/2013 8:07	5/24/2013 8:08	5/24/2013 8:24	5/24/2013 10:12:19 AM	108	18	Regular Hours	< 30 minutes
5/24/2013 10:01:03 AM	0 TROUBLE CALL	HAMPTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0536883N	0	14	5/24/2013 10:01	5/24/2013 10:01	5/24/2013 10:02	5/24/2013 10:16	5/24/2013 10:51:07 AM	34	15	Regular Hours	< 30 minutes
5/24/2013 12:38:16 PM	4 ARBOR ST	EXETER	NH	Kevin Clifford	William Jones	5000	GAS LEAKS - SERVICE	WF0536970N	1	21	5/24/2013 12:39	5/24/2013 12:40	5/24/2013 12:41	5/24/2013 13:01	5/24/2013 1:18:38 PM	17	23	Regular Hours	< 30 minutes
5/29/2013 10:28:47 AM	1 JEFFERSON DR	DOVER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0537438N	1	26	5/29/2013 10:29	5/29/2013 10:31	5/29/2013 10:34	5/29/2013 10:57	5/29/2013 12:29:26 PM	91	29	Regular Hours	< 30 minutes
5/29/2013 12:05:54 PM	800 ISLINGTON ST	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0537475N	0	10	5/29/2013 12:06	5/29/2013 12:06	5/29/2013 12:06	5/29/2013 12:17	5/29/2013 12:30:26 PM	13	11	Regular Hours	< 30 minutes
5/31/2013 9:17:45 AM	172 THORNTON ST	PORTSMOUTH	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0537785N	0	11	5/31/2013 9:18	5/31/2013 9:18	5/31/2013 9:19	5/31/2013 9:29	5/31/2013 11:48:16 AM	138	12	Regular Hours	< 30 minutes
5/31/2013 9:24:11 AM	2 ELM ST	EXETER	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0537786N	0	27	5/31/2013 9:24	5/31/2013 9:26	5/31/2013 9:28	5/31/2013 9:53	5/31/2013 10:39:53 AM	45	29	Regular Hours	< 30 minutes
5/31/2013 10:38:20 AM	909 ISLINGTON ST Pst. 1	PORTSMOUTH	NH	Brian Chaput	Michael Talis	9000	LEAK INSIDE	WF0537816N	1	24	5/31/2013 10:39	5/31/2013 10:39	5/31/2013 10:39	5/31/2013 11:03	5/31/2013 11:30:20 AM	26	25	Regular Hours	< 30 minutes
5/31/2013 12:06:35 PM	58 STATE ST Apt. N Pst. COMMO	PORTSMOUTH	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0537914N	1	15	5/31/2013 12:07	5/31/2013 12:08	5/31/2013 12:08	5/31/2013 12:23	5/31/2013 1:21:00 PM	57	16	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 15 (31% of total) for After Hours:																				
5/1/2013	6:53:23 PM	218 ULAC LN Apt. 2 Pst. 1FLB	DOVER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0534129N	0	9	5/1/2013 18:54	5/1/2013 18:54	5/1/2013 18:56	5/1/2013 19:04	5/1/2013 7:28:05 PM	23	10	After Hours	< 30 minutes
5/2/2013	5:21:32 PM	34 HAM ST Apt. FLR Pst. 2ND	DOVER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0534252N	1	19	5/2/2013 17:22	5/2/2013 17:23	5/2/2013 17:24	5/2/2013 17:43	5/2/2013 6:07:38 PM	24	22	After Hours	< 30 minutes
5/3/2013	4:29:20 PM	325 LAFAYETTE RD Pst. 6L	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0534345N	1	2	5/3/2013 16:30	5/3/2013 16:30	5/3/2013 16:30	5/3/2013 16:33	5/3/2013 5:30:22 PM	57	3	After Hours	< 30 minutes
5/3/2013	5:35:10 PM	325 LAFAYETTE RD Pst. 6L	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0534355N	1	0	5/3/2013 17:36	5/3/2013 17:36	5/3/2013 17:36	5/3/2013 17:36	5/3/2013 5:42:03 PM	5	1	After Hours	< 30 minutes
5/6/2013	8:18:27 PM	461 OCEAN BLVD Apt. B7	HAMPTON	NH	John Wiley	William Jones	5000	GAS LEAKS - SERVICE	WF0534627N	0	9	5/6/2013 20:19	5/6/2013 20:20	5/6/2013 20:20	5/6/2013 20:29	5/6/2013 9:10:28 PM	40	11	After Hours	< 30 minutes
5/7/2013	6:08:28 PM	52 PARK ST Apt. 1	EXETER	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0534802N	0	0	5/7/2013 18:08	5/7/2013 18:09	5/7/2013 18:10	5/7/2013 18:10	5/7/2013 7:10:29 PM	60	1	After Hours	< 30 minutes
5/13/2013	7:03:00 PM	52 PARK ST Apt. 1	EXETER	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0534599N	0	21	5/13/2013 19:09	5/13/2013 19:04	5/13/2013 19:05	5/13/2013 19:25	5/13/2013 7:45:34 PM	19	22	After Hours	< 30 minutes
5/17/2013	7:20:19 PM	130 ALDRICH RD	PORTSMOUTH	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0536218N	1	0	5/17/2013 19:21	5/17/2013 19:23	5/17/2013 19:23	5/17/2013 19:23	5/17/2013 7:55:02 PM	31	3	After Hours	< 30 minutes
5/20/2013	6:05:31 PM	217 ORIENTAL GDNS	PORTSMOUTH	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0536420N	0	9	5/20/2013 18:06	5/20/2013 18:11	5/20/2013 18:12	5/20/2013 18:21	5/20/2013 6:56:55 PM	35	16	After Hours	< 30 minutes
5/20/2013	7:10:36 PM	170 COMMERCE WAY Apt. FL1 Pst. #103	PORTSMOUTH	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0536428N	1	9	5/20/2013 19:11	5/20/2013 19:22	5/20/2013 19:23	5/20/2013 19:31	5/20/2013 8:06:36 PM	34	21	After Hours	< 30 minutes
5/20/2013	10:13:47 PM	197 DOVER POINT RD Apt. NX Pst. ND AN	DOVER	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0536434N	2	9	5/20/2013 22:16	5/20/2013 22:19	5/20/2013 22:21	5/20/2013 22:29	5/20/2013 11:43:12 PM	73	15	After Hours	< 30 minutes
5/22/2013	4:03:20 PM	21 DOUGLASS WAY	EXETER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0536699N	0	24	5/22/2013 16:03	5/22/2013 16:04	5/22/2013 16:04	5/22/2013 16:28	5/22/2013 4:43:59 PM	15	24	After Hours	< 30 minutes
5/28/2013	9:23:00 PM	17 HOLLY LN	HAMPTON	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0537382N	0	21	5/28/2013 21:23	5/28/2013 21:25	5/28/2013 21:25	5/28/2013 21:46	5/28/2013 10:12:46 PM	26	23	After Hours	< 30 minutes
5/29/2013	6:55:58 PM	345 OCEAN BLVD	HAMPTON	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0537560N	0	3	5/29/2013 18:56	5/29/2013 18:56	5/29/2013 18:57	5/29/2013 19:00	5/29/2013 8:48:00 PM	107	4	After Hours	< 30 minutes
5/30/2013	5:50:25 PM	65 OXFORD AVE	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0537741N	0	7	5/30/2013 17:51	5/30/2013 17:52	5/30/2013 17:52	5/30/2013 18:00	5/30/2013 6:19:18 PM	19	9	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 2 (4% of total) for Weekend/Holiday Hours:																				
5/25/2013	9:53:50 AM	11 SUMMER ST	EXETER	NH	Laurie Rousseau	Scott Lacouture	9000	LEAK INSIDE	WF0537034N	1	15	5/25/2013 9:54	5/25/2013 9:57	5/25/2013 9:58	5/25/2013 10:13	5/25/2013 11:11:23 AM	58	19	Weekend/Holiday	< 30 minutes
5/27/2013	12:51:06 PM	4 MEADOW POND RD	HAMPTON	NH	Brian Chaput	Jason Brooks	9000	LEAK INSIDE	WF0537051N	0	11	5/27/2013 12:51	5/27/2013 12:57	5/27/2013 12:57	5/27/2013 13:09	5/27/2013 2:07:15 PM	58	17	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 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	Response Time	Hour Class	Response Category	
Orders responded to in 31-45 minutes: 3 (6% of total) for After Hours:																				
5/20/2013	4:21:50 PM 1 INDEPENDENCE DR	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0536402N	0	31	5/20/2013 16:22	5/20/2013 16:29	5/20/2013 16:29	5/20/2013 17:00	5/20/2013	5:21:03 PM	20	38	After Hours	31-45 minutes
5/22/2013	9:12:38 PM 261 SOUTH ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0536726N	2	30	5/22/2013 21:15	5/22/2013 21:17	5/22/2013 21:17	5/22/2013 21:47	5/22/2013	10:04:32 PM	16	35	After Hours	31-45 minutes
5/22/2013	9:27:58 PM 0 TROUBLE CALL	EXETER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0536727N	0	44	5/22/2013 21:28	5/22/2013 21:28	5/22/2013 21:34	5/22/2013 22:13	5/22/2013	10:36:51 PM	23	45	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (4% of total) for Weekend/Holiday Hours:																				
5/5/2013	6:44:20 PM 43 SHEAFE ST	PORTSMOUTH	NH	John Wiley	Scott Lacouture	9000	LEAK INSIDE	WF0534397N	0	37	5/5/2013 18:45	5/5/2013 18:47	5/5/2013 18:47	5/5/2013 19:24	5/5/2013	9:16:15 PM	111	40	Weekend/Holiday	31-45 minutes
5/19/2013	7:20:40 PM 6 SHORE LANE	DOVER	NH	Laurie Rousseau	Edward Charlton	9100	LEAK OUTSIDE	WF0536236N	0	23	5/19/2013 19:21	5/19/2013 19:30	5/19/2013 19:30	5/19/2013 19:53	5/19/2013	9:05:39 PM	71	33	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	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																				
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																				
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																				
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	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:																				

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
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:															
Job Time	Response Time	Hour Class	Response Category												

Summary for 05/01/2013 to 05/31/2013

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	47%	15	14	52%	15	9	50%	15	0	0%
30	21	90%	30	13	100%	30	6	83%	30	2	50%
45	5	100%	45	0	100%	45	3	100%	45	2	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	49		Total	27		Total	18		Total	4	

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	47%	15	14	52%	15	9	50%	15	0	0%
30	21	90%	30	13	100%	30	6	83%	30	2	50%
45	5	100%	45	0	100%	45	3	100%	45	2	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	49		Total	27		Total	18		Total	4	

Apr-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	30	55%	15	24	73%	15	6	46%	15	0	0%
30	22	95%	30	9	100%	30	7	100%	30	6	67%
45	3	100%	45	0	100%	45	0	100%	45	3	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	55		Total	33		Total	13		Total	9	

Mar-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	50%	15	24	63%	15	3	50%	15	2	14%
30	22	88%	30	12	95%	30	2	83%	30	8	71%
45	5	97%	45	0	95%	45	1	100%	45	4	100%
60	1	98%	60	1	97%	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	58		Total	38		Total	6		Total	14	

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	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	

Emergency Response Times
 NU New Hampshire work orders from 05/01/2013 to 05/31/2013

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	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	31	48%	15	25	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	85%
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	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	5	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	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	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	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	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	76		Total	47		Total	16		Total	13	

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	40%	15	292	51%	15	70	34%	15	20	12%
30	420	85%	30	252	95%	30	92	80%	30	76	56%
45	114	97%	45	22	99%	45	31	95%	45	61	91%
60	28	100%	60	3	100%	60	10	100%	60	15	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	945		Total	570		Total	203		Total	172	