

Northern Utilities, Inc.
Emergency Response Odor Call Report
DG 11-196
August 203

Emergency Response Times
NU New Hampshire work orders from 08/01/2013 to 08/31/2013
Total orders in sample: 87

Orders responded to in < 30 minutes: 43 (49% 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
8/2/2013 8:41:29 AM	9 RICHARD ST	HAMPTON	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0545777N	0	16	8/2/2013 8:41	8/2/2013 8:47	8/2/2013 8:48	8/2/2013 9:03	8/2/2013 10:02:23 AM	58	22	Regular Hours
8/2/2013 1:50:15 PM	34 LANGDALE DR	HAMPTON	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0545811N	0	26	8/2/2013 13:50	8/2/2013 13:50	8/2/2013 13:54	8/2/2013 14:17	8/2/2013 2:58:42 PM	41	27	Regular Hours
8/5/2013 8:50:46 AM	43 HOBSON AVE	HAMPTON	NH	Kevin Clifford	David Martineau	5000	GAS LEAKS - SERVICE	WF0545908N	0	16	8/5/2013 8:51	8/5/2013 8:51	8/5/2013 8:52	8/5/2013 9:08	8/5/2013 9:59:29 AM	51	17	Regular Hours
8/5/2013 12:10:42 PM	777 MIDDLE RD Apt. J65 Pst. UNIT	PORTSMOUTH	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0546046N	0	9	8/5/2013 12:11	8/5/2013 12:12	8/5/2013 12:13	8/5/2013 12:21	8/5/2013 1:09:55 PM	48	11	Regular Hours
8/6/2013 9:44:21 AM	13 OVERLOOK DR	ATKINSON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0546155N	0	25	8/6/2013 9:44	8/6/2013 9:45	8/6/2013 9:45	8/6/2013 10:10	8/6/2013 10:59:51 AM	48	26	Regular Hours
8/7/2013 9:48:04 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	9100	LEAK OUTSIDE	WF0546289N	0	6	8/7/2013 9:48	8/7/2013 9:48	8/7/2013 9:49	8/7/2013 9:55	8/7/2013 11:00:21 AM	65	7	Regular Hours
8/7/2013 10:11:21 AM	34 LAFAYETTE ST Apt. 3	ROCHESTER	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0546291N	0	1	8/7/2013 10:12	8/7/2013 10:18	8/7/2013 10:19	8/7/2013 10:20	8/7/2013 11:47:50 AM	87	8	Regular Hours
8/7/2013 11:12:05 AM	15 EMERALD AVE	HAMPTON	NH	David Emerton	David Martineau	9100	LEAK OUTSIDE	WF0546307N	0	10	8/7/2013 11:12	8/7/2013 11:15	8/7/2013 11:17	8/7/2013 11:25	8/7/2013 1:07:28 PM	101	13	Regular Hours
8/7/2013 11:41:33 AM	12 CROW HILL RD	EAST ROCHESTER	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0546311N	0	26	8/7/2013 11:42	8/7/2013 11:44	8/7/2013 11:49	8/7/2013 12:10	8/7/2013 1:20:56 PM	70	29	Regular Hours
8/7/2013 1:21:13 PM	0 TROUBLE CALL	SALEM	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WF0546377N	0	15	8/8/2013 7:38	8/8/2013 7:38	8/8/2013 7:39	8/8/2013 7:54	8/8/2013 9:01:14 AM	67	16	Regular Hours
8/8/2013 7:37:33 AM	41 MAIN ST Apt. 1R	EXETER	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0546384N	0	16	8/8/2013 9:15	8/8/2013 9:15	8/8/2013 9:16	8/8/2013 9:24	8/8/2013 10:00:34 AM	35	9	Regular Hours
8/8/2013 9:06:56 AM	4 MERRILL IND DR Pst. #9	HAMPTON	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0546409N	0	4	8/8/2013 11:30	8/8/2013 11:31	8/8/2013 11:31	8/8/2013 11:35	8/8/2013 12:47:14 PM	71	4	Regular Hours
8/8/2013 9:14:56 AM	200 GRIFFIN RD Pst. 8	PORTSMOUTH	NH	David Emerton	Michael Talis	9000	LEAK INSIDE	WF0546418N	0	20	8/8/2013 12:35	8/8/2013 12:35	8/8/2013 12:36	8/8/2013 12:56	8/8/2013 1:31:43 PM	34	21	Regular Hours
8/8/2013 11:30:33 AM	1410 SOUTH ST	PORTSMOUTH	NH	David Emerton	Michael Talis	9000	LEAK INSIDE	WF0546440N	0	8	8/8/2013 13:50	8/8/2013 13:50	8/8/2013 13:51	8/8/2013 13:58	8/8/2013 2:49:49 PM	50	9	Regular Hours
8/8/2013 12:34:54 PM	35 CAMPTON ST Apt. UP Pst. RIGHT	HAMPTON	NH	Kevin Clifford	David Martineau	9000	GAS LEAKS - SERVICE	WF0546458N	0	16	8/9/2013 10:39	8/9/2013 10:40	8/9/2013 10:40	8/9/2013 10:56	8/9/2013 11:20:06 AM	23	17	Regular Hours
8/8/2013 1:49:53 PM	105 THORNTON ST	PORTSMOUTH	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0546464N	0	8	8/9/2013 13:55	8/9/2013 13:56	8/9/2013 13:59	8/9/2013 14:05	8/9/2013 4:05:34 PM	120	10	Regular Hours
8/9/2013 10:39:22 AM	52 MARKET ST	SOMERSWORTH	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WF0546464N	1	9	8/12/2013 8:39	8/12/2013 8:39	8/12/2013 8:41	8/12/2013 8:43	8/12/2013 9:10:47 AM	27	5	Regular Hours
8/9/2013 1:54:27 PM	7 HERITAGE DR	HAMPTON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0546496N	0	9	8/12/2013 13:38	8/12/2013 13:38	8/12/2013 13:38	8/12/2013 13:54	8/12/2013 2:47:51 PM	53	16	Regular Hours
8/12/2013 8:38:13 AM	185 MADISON ST Apt. 4	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0546585N	0	15	8/15/2013 10:15	8/15/2013 10:15	8/15/2013 10:15	8/15/2013 10:24	8/15/2013 11:35:26 AM	70	10	Regular Hours
8/12/2013 1:37:58 PM	314 ROUTE 108	MADBURY	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0547222N	0	9	8/15/2013 10:15	8/15/2013 10:15	8/15/2013 10:15	8/15/2013 10:24	8/15/2013 11:35:26 AM	70	10	Regular Hours
8/15/2013 10:43:39 AM	111 FRONT ST Pst. HOUSE	EXETER	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0547222N	0	9	8/15/2013 10:15	8/15/2013 10:15	8/15/2013 10:15	8/15/2013 10:24	8/15/2013 11:35:26 AM	70	10	Regular Hours

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8/15/2013	2:47:40 PM	35 MAIN ST	PLAISTOW	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0547264N	0	15	8/15/2013 14:48	8/15/2013 14:48	8/15/2013 14:49	8/15/2013 15:03	8/15/2013	3:43:53 PM	39	16	Regular Hours	< 30 minutes
8/16/2013	7:27:32 AM	0 TROUBLE CALL	HAMPTON	NH	David Emerton	David Martineage	9100	LEAK OUTSIDE	WF0547318N	0	22	8/16/2013 7:28	8/16/2013 7:28	8/16/2013 7:30	8/16/2013 7:51	8/16/2013	9:52:01 AM	120	24	Regular Hours	< 30 minutes
8/16/2013	7:48:58 AM	3 W PINE ST Apt. 20	PLAISTOW	NH	Myron Gilman	William Jones	9000	LEAK INSIDE	WF0547320N	0	24	8/16/2013 7:49	8/16/2013 7:50	8/16/2013 7:51	8/16/2013 8:14	8/16/2013	8:54:09 AM	39	25	Regular Hours	< 30 minutes
8/16/2013	8:49:45 AM	2 TRACEY LN	PLAISTOW	NH	Myron Gilman	William Jones	9000	LEAK INSIDE	WF0547328N	6	6	8/16/2013 8:56	8/16/2013 8:56	8/16/2013 8:56	8/16/2013 9:02	8/16/2013	9:45:23 AM	42	13	Regular Hours	< 30 minutes
8/16/2013	9:09:44 AM	13 PLAISTOW RD Apt. A&B	PLAISTOW	NH	David Perreault	David Martineage	9000	LEAK INSIDE	WF0547340N	0	1	8/16/2013 9:10	8/16/2013 9:10	8/16/2013 9:11	8/16/2013 9:11	8/16/2013	12:20:16 PM	188	2	Regular Hours	< 30 minutes
8/16/2013	10:16:16 AM	56 MAIN ST	PLAISTOW	NH	Myron Gilman	David Martineage	9000	LEAK INSIDE	WF0547347N	0	5	8/16/2013 10:17	8/16/2013 10:17	8/16/2013 10:18	8/16/2013 10:23	8/16/2013	11:17:05 AM	53	6	Regular Hours	< 30 minutes
8/16/2013	11:19:13 AM	58 MAIN ST	PLAISTOW	NH	Myron Gilman	David Martineage	9000	LEAK INSIDE	WF0547350N	0	0	8/16/2013 11:19	8/16/2013 11:19	8/16/2013 11:19	8/16/2013 11:19	8/16/2013	11:31:57 AM	12	0	Regular Hours	< 30 minutes
8/16/2013	1:26:41 PM	3 W PINE ST Apt. 16	PLAISTOW	NH	David Perreault	David Martineage	9000	LEAK INSIDE	WF0547365N	0	13	8/16/2013 13:27	8/16/2013 13:27	8/16/2013 13:29	8/16/2013 13:40	8/16/2013	2:05:29 PM	24	13	Regular Hours	< 30 minutes
8/19/2013	10:58:43 AM	528 OCEAN BLVD	HAMPTON	NH	David Perreault	David Martineage	9000	LEAK INSIDE	WF0547597N	0	7	8/19/2013 10:59	8/19/2013 10:59	8/19/2013 11:01	8/19/2013 11:07	8/19/2013	12:09:18 PM	61	8	Regular Hours	< 30 minutes
8/20/2013	7:46:26 AM	37 PLAISTOW RD Pst. 7	PLAISTOW	NH	David Perreault	David Martineage	9000	LEAK INSIDE	WF0547683N	0	24	8/20/2013 7:46	8/20/2013 7:47	8/20/2013 7:48	8/20/2013 8:12	8/20/2013	8:53:26 AM	40	26	Regular Hours	< 30 minutes
8/20/2013	1:53:38 PM	770 CENTRAL AVE Apt. 7	DOVER	NH	Laurie Rousseau	David Martineage	9000	LEAK INSIDE	WF0547765N	0	9	8/20/2013 13:53	8/20/2013 13:57	8/20/2013 13:59	8/20/2013 14:07	8/20/2013	3:18:06 PM	71	13	Regular Hours	< 30 minutes
8/21/2013	8:47:39 AM	37 PLAISTOW RD Pst. 7	PLAISTOW	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0547809N	0	9	8/21/2013 8:48	8/21/2013 8:48	8/21/2013 8:49	8/21/2013 8:58	8/21/2013	10:38:45 AM	100	10	Regular Hours	< 30 minutes
8/23/2013	9:18:54 AM	116 MAIN ST	PLAISTOW	NH	John Wiley	David Martineage	9000	LEAK INSIDE	WF0548033N	0	4	8/23/2013 9:19	8/23/2013 9:19	8/23/2013 9:19	8/23/2013 9:23	8/23/2013	9:34:49 AM	11	4	Regular Hours	< 30 minutes
8/26/2013	1:42:21 PM	67 CABOT ST Apt. REAR	PORTSMOUTH	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0548304N	0	8	8/26/2013 13:43	8/26/2013 13:47	8/26/2013 13:48	8/26/2013 13:55	8/26/2013	2:22:09 PM	26	13	Regular Hours	< 30 minutes
8/27/2013	10:34:49 AM	599 LAFAYETTE RD Pst. 1	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	9100	LEAK OUTSIDE	WF0548407N	0	1	8/27/2013 10:35	8/27/2013 10:35	8/27/2013 10:35	8/27/2013 10:37	8/27/2013	11:56:36 AM	79	2	Regular Hours	< 30 minutes
8/27/2013	11:36:50 AM	24 ELM ST	PLAISTOW	NH	David Emerton	William Jones	9000	GAS LEAKS - SERVICE	WF0548429N	0	20	8/27/2013 11:37	8/27/2013 11:37	8/27/2013 11:37	8/27/2013 11:58	8/27/2013	12:36:35 PM	38	21	Regular Hours	< 30 minutes
8/28/2013	7:30:28 AM	123 MAIN ST Apt. REAR	PLAISTOW	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0548502N	0	22	8/28/2013 7:30	8/28/2013 7:31	8/28/2013 7:31	8/28/2013 7:53	8/28/2013	8:28:40 AM	35	22	Regular Hours	< 30 minutes
8/28/2013	8:32:31 AM	123 MAIN ST Apt. REAR	PLAISTOW	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0548507N	0	0	8/28/2013 8:32	8/28/2013 8:33	8/28/2013 8:33	8/28/2013 8:33	8/28/2013	10:22:23 AM	108	1	Regular Hours	< 30 minutes
8/28/2013	10:36:05 AM	127 MAIN ST	PLAISTOW	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0548534N	0	0	8/28/2013 10:36	8/28/2013 10:37	8/28/2013 10:37	8/28/2013 10:37	8/28/2013	11:16:31 AM	39	1	Regular Hours	< 30 minutes
8/28/2013	11:28:19 AM	123 MAIN ST Apt. REAR	PLAISTOW	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0548540N	0	0	8/28/2013 11:28	8/28/2013 11:29	8/28/2013 11:29	8/28/2013 11:29	8/28/2013	11:57:53 AM	28	0	Regular Hours	< 30 minutes
8/28/2013	12:04:05 PM	121 MAIN ST Apt. APT	PLAISTOW	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0548552N	0	0	8/28/2013 12:04	8/28/2013 12:04	8/28/2013 12:04	8/28/2013 12:04	8/28/2013	12:23:22 PM	18	0	Regular Hours	< 30 minutes
8/30/2013	7:27:41 AM	0 TROUBLE CALL	KENSINGTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0548750N	0	19	8/30/2013 7:28	8/30/2013 7:28	8/30/2013 7:29	8/30/2013 7:48	8/30/2013	8:07:25 AM	18	21	Regular Hours	< 30 minutes

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Orders responded to in < 30 minutes: 25 (29% of total) for After Hours:																				
8/1/2013	4:32:13 PM	60 PEMBROKE ST	SEABROOK	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0545687N	0	17	8/1/2013 16:32	8/1/2013 16:32	8/1/2013 16:33	8/1/2013 16:50	8/1/2013 5:13:10 PM	22	18	After Hours	< 30 minutes
8/2/2013	5:07:34 PM	44 RUTLAND ST	DOVER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0545865N	0	9	8/2/2013 17:08	8/2/2013 17:08	8/2/2013 17:08	8/2/2013 17:18	8/2/2013 5:51:35 PM	33	10	After Hours	< 30 minutes
8/5/2013	4:02:36 PM	23 UNION ST	DOVER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0546106N	0	18	8/5/2013 16:02	8/5/2013 16:03	8/5/2013 16:03	8/5/2013 16:22	8/5/2013 5:32:43 PM	70	19	After Hours	< 30 minutes
8/6/2013	10:01:37 PM	0 TROUBLE CALL	DOVER	NH	Jeffrey Croteau	Edward Charlton	9100	LEAK OUTSIDE	WF0546248N	0	10	8/6/2013 22:02	8/6/2013 22:03	8/6/2013 22:06	8/6/2013 22:14	8/6/2013 11:41:43 PM	86	13	After Hours	< 30 minutes
8/12/2013	9:16:57 PM	39 BAKER ST	DOVER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0546911N	0	3	8/12/2013 21:17	8/12/2013 21:19	8/12/2013 21:20	8/12/2013 21:23	8/12/2013 10:02:40 PM	39	6	After Hours	< 30 minutes
8/15/2013	6:02:24 PM	7 MAIN ST	PLAISTOW	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0547288N	1	14	8/15/2013 18:03	8/15/2013 18:04	8/15/2013 18:05	8/15/2013 18:18	8/15/2013 6:42:43 PM	23	16	After Hours	< 30 minutes
8/15/2013	6:31:12 PM	28 CHANDLER AVE Apt. 2	PLAISTOW	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0547291N	6	6	8/15/2013 18:37	8/15/2013 18:39	8/15/2013 18:42	8/15/2013 18:46	8/15/2013 7:09:20 PM	22	15	After Hours	< 30 minutes
8/15/2013	6:33:17 PM	41 MAIN ST	PLAISTOW	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0547298N	2	2	8/15/2013 18:36	8/15/2013 18:37	8/15/2013 18:37	8/15/2013 18:40	8/15/2013 6:51:35 PM	11	6	After Hours	< 30 minutes
8/15/2013	7:28:14 PM	2 E PINE ST Apt. RIGH Pst. B	PLAISTOW	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0547306N	2	3	8/15/2013 19:30	8/15/2013 19:30	8/15/2013 19:31	8/15/2013 19:34	8/15/2013 8:10:12 PM	35	6	After Hours	< 30 minutes
8/15/2013	7:52:41 PM	3 W PINE ST Apt. 10	PLAISTOW	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0547309N	1	9	8/15/2013 19:54	8/15/2013 19:54	8/15/2013 19:55	8/15/2013 20:04	8/15/2013 8:16:12 PM	12	11	After Hours	< 30 minutes
8/15/2013	8:32:11 PM	23 LINCOLN ST Apt. A	ROCHESTER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0547310N	0	20	8/15/2013 20:33	8/15/2013 20:33	8/15/2013 20:34	8/15/2013 20:54	8/15/2013 10:09:53 PM	75	21	After Hours	< 30 minutes
8/15/2013	8:41:22 PM	26 CHANDLER AVE	PLAISTOW	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0547311N	2	0	8/15/2013 20:44	8/15/2013 20:45	8/15/2013 20:45	8/15/2013 20:45	8/15/2013 9:11:49 PM	26	4	After Hours	< 30 minutes
8/15/2013	8:54:56 PM	0 TROUBLE CALL	PLAISTOW	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0547313N	1	7	8/15/2013 20:56	8/15/2013 21:00	8/15/2013 21:00	8/15/2013 21:08	8/15/2013 9:28:16 PM	19	13	After Hours	< 30 minutes
8/15/2013	9:21:40 PM	28 CHANDLER AVE Apt. 10	PLAISTOW	NH	Troy Kimball	Mark Severens	9000	LEAK INSIDE	WF0547314N	2	2	8/15/2013 21:23	8/15/2013 21:25	8/15/2013 21:25	8/15/2013 21:27	8/15/2013 9:44:28 PM	16	6	After Hours	< 30 minutes
8/15/2013	10:10:13 PM	37 MAIN ST	PLAISTOW	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0547315N	1	13	8/15/2013 22:11	8/15/2013 22:13	8/15/2013 22:13	8/15/2013 22:26	8/15/2013 10:29:02 PM	2	16	After Hours	< 30 minutes
8/16/2013	6:37:56 AM	3 TRACEY LN	PLAISTOW	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0547317N	0	15	8/16/2013 6:38	8/16/2013 6:44	8/16/2013 6:45	8/16/2013 7:00	8/16/2013 7:15:08 AM	14	22	After Hours	< 30 minutes
8/16/2013	4:31:29 PM	38 MAIN ST Apt. REAR	PLAISTOW	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0547432N	0	6	8/16/2013 16:31	8/16/2013 16:32	8/16/2013 16:32	8/16/2013 16:38	8/16/2013 5:00:13 PM	21	7	After Hours	< 30 minutes
8/16/2013	6:00:34 PM	3 W PINE ST Apt. 3	PLAISTOW	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0547459N	0	2	8/16/2013 18:01	8/16/2013 18:01	8/16/2013 18:01	8/16/2013 18:04	8/16/2013 6:25:35 PM	20	4	After Hours	< 30 minutes
8/19/2013	10:00:36 PM	4 PLAISTOW RD Pst. #3	PLAISTOW	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0547677N	0	2	8/19/2013 22:00	8/19/2013 22:01	8/19/2013 22:04	8/19/2013 22:04	8/19/2013 10:20:41 PM	16	3	After Hours	< 30 minutes
8/20/2013	7:41:14 PM	0 TROUBLE CALL	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0547803N	0	24	8/20/2013 19:42	8/20/2013 19:42	8/20/2013 19:42	8/20/2013 20:07	8/20/2013 8:28:58 PM	21	26	After Hours	< 30 minutes
8/23/2013	6:55:58 PM	5 CHASE ST	HAMPTON	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0548117N	1	12	8/23/2013 18:57	8/23/2013 18:57	8/23/2013 19:00	8/23/2013 19:09	8/23/2013 8:19:25 PM	69	13	After Hours	< 30 minutes
8/26/2013	9:16:23 PM	69 GROVE ST Pst. 1/2	DOVER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0548377N	1	4	8/26/2013 21:17	8/26/2013 21:18	8/26/2013 21:19	8/26/2013 21:23	8/26/2013 9:53:43 PM	30	6	After Hours	< 30 minutes

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8/16/2013	4:31:29 PM	38 MAIN ST Apt. REAR	PLAISTOW	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0547432N	0	6	8/16/2013 16:31	8/16/2013 16:32	8/16/2013 16:32	8/16/2013 16:38	8/16/2013	5:00:13 PM	21	7	After Hours	< 30 minutes
8/16/2013	6:00:34 PM	3 W PINE ST Apt. 3	PLAISTOW	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0547459N	0	2	8/16/2013 18:01	8/16/2013 18:01	8/16/2013 18:01	8/16/2013 18:04	8/16/2013	6:25:35 PM	20	4	After Hours	< 30 minutes
8/19/2013	10:00:36 PM	4 PLAISTOW RD Pst. #3	PLAISTOW	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0547677N	0	2	8/19/2013 22:00	8/19/2013 22:01	8/19/2013 22:04	8/19/2013 22:04	8/19/2013	10:20:41 PM	16	3	After Hours	< 30 minutes
8/20/2013	7:41:14 PM	0 TROUBLE CALL	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0547803N	0	24	8/20/2013 19:42	8/20/2013 19:42	8/20/2013 19:42	8/20/2013 20:07	8/20/2013	8:28:58 PM	21	26	After Hours	< 30 minutes
8/23/2013	6:55:58 PM	5 CHASE ST	HAMPTON	NH	John Wiley	David Martingale	9100	LEAK OUTSIDE	WF0548117N	1	12	8/23/2013 18:57	8/23/2013 18:57	8/23/2013 19:00	8/23/2013 19:09	8/23/2013	8:19:25 PM	69	13	After Hours	< 30 minutes
8/26/2013	9:16:23 PM	69 GROVE ST Pst. 1/2	DOVER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0548317N	1	4	8/26/2013 21:17	8/26/2013 21:18	8/26/2013 21:19	8/26/2013 21:23	8/26/2013	9:53:43 PM	30	6	After Hours	< 30 minutes
8/28/2013	5:04:05 PM	30 FULLER ACKS	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0548608N	1	16	8/28/2013 17:05	8/28/2013 17:06	8/28/2013 17:06	8/28/2013 17:22	8/28/2013	5:40:02 PM	17	18	After Hours	< 30 minutes
8/29/2013	7:30:09 PM	33 HOWARD ST	PORTSMOUTH	NH	Kurt House	Lynne Copp	9000	LEAK INSIDE	WF0548743N	0	8	8/29/2013 19:30	8/29/2013 19:30	8/29/2013 19:31	8/29/2013 19:39	8/29/2013	8:08:42 PM	28	9	After Hours	< 30 minutes
8/30/2013	4:25:35 PM	2 HUNTER CT	ROCHESTER	NH	Kevin Clifford	Jason Brooks	9100	LEAK OUTSIDE	WF0548857N	2	5	8/30/2013 16:28	8/30/2013 16:28	8/30/2013 16:29	8/30/2013 16:34	8/30/2013	5:00:07 PM	25	8	After Hours	< 30 minutes
Orders responded to in < 30 minutes; 6 (7% of total) for Weekend/Holiday Hours:																					
8/4/2013	12:35:09 PM	260 ASHLAND ST	SEABROOK	NH	John Wiley	Edward Charlton	9100	LEAK OUTSIDE	WF0545897N	1	25	8/4/2013 12:36	8/4/2013 12:38	8/4/2013 12:39	8/4/2013 13:04	8/4/2013	1:27:24 PM	23	29	Weekend/Holiday	< 30 minutes
8/24/2013	3:16:44 PM	0 TROUBLE CALL	DOVER	NH	David Emerton	Scott Lacouture	9100	LEAK OUTSIDE	WF0548128N	0	13	8/24/2013 15:17	8/24/2013 15:22	8/24/2013 15:23	8/24/2013 15:36	8/24/2013	5:23:21 PM	107	19	Weekend/Holiday	< 30 minutes
8/31/2013	8:17:25 AM	567 OCEAN BLVD Apt. 209	HAMPTON	NH	David Perreault	Scott Lacouture	9000	LEAK INSIDE	WF0548882N	1	26	8/31/2013 8:18	8/31/2013 8:19	8/31/2013 8:21	8/31/2013 8:46	8/31/2013	9:49:20 AM	63	28	Weekend/Holiday	< 30 minutes
8/31/2013	9:46:19 AM	27 UNION ST Apt. 2	EXETER	NH	Anthony Beck	Scott Lacouture	9000	LEAK INSIDE	WF0548885N	3	22	8/31/2013 9:49	8/31/2013 9:53	8/31/2013 9:53	8/31/2013 10:16	8/31/2013	11:08:22 AM	52	29	Weekend/Holiday	< 30 minutes
8/31/2013	12:04:55 PM	461 OCEAN BLVD Apt. 4 Pst. B	HAMPTON	NH	David Perreault	Scott Lacouture	9000	LEAK INSIDE	WF0548898N	1	11	8/31/2013 12:06	8/31/2013 12:11	8/31/2013 12:11	8/31/2013 12:22	8/31/2013	1:24:34 PM	61	17	Weekend/Holiday	< 30 minutes
8/31/2013	6:36:16 PM	27 BAYBERRY DR	ATKINSON	NH	Anthony Beck	Edward Charlton	9000	LEAK INSIDE	WF0548904N	0	16	8/31/2013 18:37	8/31/2013 18:45	8/31/2013 18:45	8/31/2013 19:01	8/31/2013	7:23:32 PM	22	25	Weekend/Holiday	< 30 minutes

Northern Utilities, Inc.
Emergency Response Odor Call Report
DG 11-196
August 2013

Orders responded to in 31-45 minutes: 6 (7% 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
8/6/2013 2:08:45 PM	0 TROUBLE CALL	SALEM	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0546212N	2	31	8/6/2013 14:11	8/6/2013 14:11	8/6/2013 14:15	8/6/2013 14:43	8/6/2013 7:23:06 PM	279	34	Regular Hours
8/8/2013 3:01:36 PM	93 PLAISTOW RD Apt. 9	PLAISTOW	NH	Troy Kimball	Michael Talis	9000	LEAK INSIDE	WF0546450N	0	29	8/8/2013 15:01	8/8/2013 15:04	8/8/2013 15:05	8/8/2013 15:34	8/8/2013 3:40:17 PM	6	32	Regular Hours
8/15/2013 8:02:24 AM	7 FRANCIS ST	HAMPTON	NH	David Perreault	David Martinage	5000	GAS LEAKS - SERVICE	WF0547195N	5	26	8/15/2013 8:07	8/15/2013 8:11	8/15/2013 8:11	8/15/2013 8:37	8/15/2013 9:17:29 AM	39	35	Regular Hours
8/16/2013 7:30:48 AM	4 PLAISTOW RD	PLAISTOW	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0547319N	0	31	8/16/2013 7:31	8/16/2013 7:31	8/16/2013 7:35	8/16/2013 8:03	8/16/2013 9:07:40 AM	64	32	Regular Hours
8/16/2013 1:45:29 PM	3 W PINE ST Apt. 1	PLAISTOW	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0547383N	2	24	8/16/2013 13:47	8/16/2013 13:59	8/16/2013 14:15	8/16/2013 14:24	8/16/2013 3:06:45 PM	42	38	Regular Hours
8/22/2013 11:04:07 AM	31 GEORGE ST	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0547931N	4	25	8/22/2013 11:09	8/22/2013 11:13	8/22/2013 11:14	8/22/2013 11:38	8/22/2013 12:08:06 PM	29	34	Regular Hours
Orders responded to in 31-45 minutes: 2 (2% of total) for After Hours:																		
8/15/2013 4:17:55 PM	4 PLAISTOW RD	PLAISTOW	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0547278N	11	26	8/15/2013 16:29	8/15/2013 16:29	8/15/2013 16:29	8/15/2013 16:56	8/15/2013 5:20:58 PM	24	38	After Hours
8/16/2013 1:01:58 AM	28 KINGS HWY	HAMPTON	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0547316N	1	34	8/16/2013 1:03	8/16/2013 1:05	8/16/2013 1:05	8/16/2013 1:39	8/16/2013 2:35:09 AM	55	37	After Hours
Orders responded to in 31-45 minutes: 3 (3% of total) for Weekend/Holiday Hours:																		
8/17/2013 9:12:07 AM	3 W PINE ST Apt. 10	PLAISTOW	NH	Anthony Beck	Mark Severens	9000	LEAK INSIDE	WF0547468N	1	20	8/17/2013 9:13	8/17/2013 9:23	8/17/2013 9:23	8/17/2013 9:43	8/17/2013 10:09:00 AM	25	31	Weekend/Holiday
8/18/2013 6:50:24 PM	0 TROUBLE CALL	PLAISTOW	NH	Anthony Beck	Scott Lacouture	9100	LEAK OUTSIDE	WF0547481N	1	39	8/18/2013 18:51	8/18/2013 18:55	8/18/2013 18:55	8/18/2013 19:34	8/18/2013 8:22:11 PM	47	44	Weekend/Holiday
8/25/2013 12:10:30 PM	5 DOVER AVE	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0548134N	2	24	8/25/2013 12:12	8/25/2013 12:21	8/25/2013 12:21	8/25/2013 12:45	8/25/2013 1:19:30 PM	33	35	Weekend/Holiday

Northern Utilities, Inc.
Emergency Response Odor Call Report
DG 11-196
August 2013

Orders responded to in 46-60 minutes: 1 (1% 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
8/16/2013 2:17:59 PM	3 W PINE ST Apt. 17	PLAISTOW	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0547389H	0	48	8/16/2013 14:18	8/16/2013 14:18	8/16/2013 15:07	8/16/2013 15:07	8/16/2013 3:17:33 PM	10	49	Regular Hours	46-60 minutes
Orders responded to in 46-60 minutes: 1 (1% of total) for After Hours:																			
8/15/2013 4:32:53 PM	8 MAIN ST	PLAISTOW	NH	Myron Gilman	William Jones	9000	LEAK INSIDE	WF0547283H	9	42	8/15/2013 16:42	8/15/2013 16:50	8/15/2013 16:51	8/15/2013 17:32	8/15/2013 6:43:47 PM	71	59	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																			
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:																			
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 > 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 08/01/2013 to 08/31/2013

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	48%	15	25	50%	15	17	61%	15	0	0%
30	32	85%	30	18	86%	30	8	89%	30	6	67%
45	11	98%	45	6	98%	45	2	96%	45	3	100%
60	2	100%	60	1	100%	60	1	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	87		Total	50		Total	28		Total	9	

Aug-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	48%	15	25	50%	15	17	61%	15	0	0%
30	32	85%	30	18	86%	30	8	89%	30	6	67%
45	11	98%	45	6	98%	45	2	96%	45	3	100%
60	2	100%	60	1	100%	60	1	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	87		Total	50		Total	28		Total	9	

Jul-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	42%	15	23	70%	15	3	10%	15	2	6%
30	24	83%	30	10	100%	30	9	80%	30	7	50%
45	0	100%	45	0	100%	45	3	100%	45	2	94%
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	54		Total	33		Total	15		Total	10	

Jun-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	40%	15	16	44%	15	4	33%	15	2	29%
30	23	85%	30	19	97%	30	5	75%	30	2	43%
45	0	100%	45	1	100%	45	3	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	55		Total	36		Total	12		Total	7	

May-13											
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	23	90%	30	13	100%	30	4	81%	30	2	50%
45	0	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	46		Total	27		Total	16		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	52%	15	24	44%	15	6	44%	15	0	0%
30	22	91%	30	9	100%	30	7	100%	30	6	67%
45	0	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	52		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	17	91%	30	2	81%	30	8	71%
45	0	100%	45	0	100%	45	1	100%	45	2	100%
60	1	100%	60	1	100%	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	53		Total	36		Total	6		Total	10	

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	3	3%
30	49	78%	30	24	98%	30	0	98%	30	16	46%
45	10	94%	45	3	100%	45	0	93%	45	15	86%
60	0	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	30	38%	15	29	51%	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	3	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	89		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	43	36%	15	29	43%	15	13	37%	15	7	13%
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	0	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	125		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	15	25%	15	2	14%
30	49	89%	30	27	98%	30	15	79%	30	7	64%
45	7	100%	45	0	100%	45	0	93%	45	4	100%
60	5	100%	60	1	100%	60	2	100%	60	2	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	96		Total	54		Total	28		Total	14	

Oct-12											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	33	42%	15	26	51%	15	0	35%	15	1	9%
30	36	89%	30	23	96%	30	5	89%	30	5	51%
45	7	100%	45	2	100%	45	3	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	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	48		Total	10		Total	7	

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	388	41%	15	283	53%	15	86	38%	15	19	11%
30	404	85%	30	229	95%	30	97	82%	30	78	56%
45	119	97%	45	23	99%	45	33	96%	45	63	92%
60	24	100%	60	3	100%	60	8	100%	60	13	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	936		Total	539		Total	224		Total	173	