

Emergency Response Times
 NU New Hampshire work orders from 03/01/2014 to 03/31/2014
 Total orders in sample: 96

Orders responded to in <30 minutes: 55 (57% 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
3/3/2014	8:13:45 AM 22 HILLSIDE DR	DOVER	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WF0508452N	0	6	3/3/2014 8:14	3/3/2014 8:14	3/3/2014 8:15	3/3/2014 8:20	3/3/2014 9:30:24 AM	60	6	Regular Hours	< 30 minutes
3/3/2014	11:25:04 AM 975 OCEAN BLVD Apt. 19 Pst. 2	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0508502N	0	18	3/3/2014 11:25	3/3/2014 11:31	3/3/2014 11:35	3/3/2014 11:50	3/3/2014 12:41:19 PM	50	25	Regular Hours	< 30 minutes
3/3/2014	12:41:34 PM 1120 FIELDS RD	PORTSMOUTH	NH	Lance Keelly	David Martineau	9100	LEAK OUTSIDE	WF0508530N	0	12	3/3/2014 12:41	3/3/2014 12:41	3/3/2014 12:43	3/3/2014 12:54	3/3/2014 2:44:01 PM	109	13	Regular Hours	< 30 minutes
3/3/2014	1:39:25 PM 19 BELKNAP ST	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0508634N	0	16	3/3/2014 1:39	3/3/2014 1:43	3/3/2014 1:43	3/3/2014 1:55	3/3/2014 2:40:44 PM	43	19	Regular Hours	< 30 minutes
3/3/2014	3:46:57 PM 143 UNION ST Apt. 3	PORTSMOUTH	NH	Troy Kimball	William Jones	5000	GAS LEAKS - SERVICE	WF0508657ON	0	23	3/3/2014 15:47	3/3/2014 15:47	3/3/2014 15:48	3/3/2014 16:11	3/3/2014 4:33:46 PM	22	24	Regular Hours	< 30 minutes
3/4/2014	8:12:06 AM 23 GRANITE ST	ROCHESTER	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WF0508616N	0	6	3/4/2014 8:12	3/4/2014 8:13	3/4/2014 8:13	3/4/2014 8:19	3/4/2014 10:22:16 AM	122	7	Regular Hours	< 30 minutes
3/4/2014	11:25:15 AM 33 APPLEVALE DR	DOVER	NH	David Emerson	David Martineau	9000	LEAK INSIDE	WF0508651N	0	22	3/4/2014 11:26	3/4/2014 11:27	3/4/2014 11:28	3/4/2014 11:49	3/4/2014 2:38:30 PM	164	24	Regular Hours	< 30 minutes
3/4/2014	12:59:04 PM 100 SOUTH RD	KENSINGTON	NH	Troy Kimball	David Martineau	5000	GAS LEAKS - SERVICE	WF0508659N	1	16	3/4/2014 13:00	3/4/2014 13:01	3/4/2014 13:01	3/4/2014 13:17	3/4/2014 1:43:08 PM	25	18	Regular Hours	< 30 minutes
3/4/2014	1:48:55 PM 12 BASCOM CT	ATKINSON	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0508659N	0	9	3/4/2014 13:46	3/4/2014 13:50	3/4/2014 13:52	3/4/2014 14:00	3/4/2014 3:55:27 PM	115	11	Regular Hours	< 30 minutes
3/4/2014	2:05:00 PM 192 WATERLOO CIR	DOVER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0508657ON	1	23	3/4/2014 14:06	3/4/2014 14:09	3/4/2014 14:09	3/4/2014 14:32	3/4/2014 2:52:04 PM	19	27	Regular Hours	< 30 minutes
3/4/2014	2:27:15 PM 151 ISLINGTON ST Apt. 207 Pst. UNIT	PORTSMOUTH	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WF0508680N	0	8	3/4/2014 14:27	3/4/2014 14:28	3/4/2014 14:29	3/4/2014 14:37	3/4/2014 3:16:59 PM	39	10	Regular Hours	< 30 minutes
3/4/2014	3:40:47 PM 45 RUTLEDGE DR Pst. 9	PLAISTOW	NH	Kurt House	William Jones	9000	LEAK INSIDE	WF0508706N	0	29	3/4/2014 15:41	3/4/2014 15:41	3/4/2014 15:41	3/4/2014 16:11	3/4/2014 5:03:30 PM	52	30	Regular Hours	< 30 minutes
3/5/2014	2:09:51 PM 43 NORTHWESTERN DR	SALEM	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0508759N	0	27	3/5/2014 14:10	3/5/2014 14:11	3/5/2014 14:11	3/5/2014 14:38	3/5/2014 4:02:26 PM	83	28	Regular Hours	< 30 minutes
3/6/2014	11:27:35 AM 750 CENTRAL AVE	DOVER	NH	David Emerson	Lynne Copp	9000	LEAK INSIDE	WF05086883N	0	5	3/6/2014 11:28	3/6/2014 11:28	3/6/2014 11:28	3/6/2014 11:34	3/6/2014 1:05:18 PM	86	6	Regular Hours	< 30 minutes
3/6/2014	12:37:21 PM 45 WATER ST	EXETER	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0508809N	0	19	3/6/2014 12:37	3/6/2014 12:38	3/6/2014 12:39	3/6/2014 12:57	3/6/2014 1:30:15 PM	32	20	Regular Hours	< 30 minutes
3/6/2014	2:31:01 PM 50 BROOKSIDE DR Apt. H4	EXETER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0508809N	0	11	3/6/2014 14:31	3/6/2014 14:32	3/6/2014 14:33	3/6/2014 14:44	3/6/2014 4:16:04 PM	92	13	Regular Hours	< 30 minutes
3/7/2014	12:37:32 PM 61 WINTER ST	EXETER	NH	Lance Keelly	Lynne Copp	9000	LEAK INSIDE	WF0508893N	0	27	3/7/2014 12:37	3/7/2014 12:38	3/7/2014 12:38	3/7/2014 13:06	3/7/2014 2:38:22 PM	92	28	Regular Hours	< 30 minutes
3/7/2014	2:03:04 PM 461 OCEAN BLVD Apt. 4 Pst. B	HAMPTON	NH	David Emerson	William Jones	9000	LEAK INSIDE	WF0506006N	0	10	3/7/2014 14:03	3/7/2014 14:05	3/7/2014 14:06	3/7/2014 14:15	3/7/2014 3:09:04 PM	53	12	Regular Hours	< 30 minutes
3/11/2014	12:08:13 PM 183 N SHORE RD	HAMPTON	NH	David Emerson	David Martineau	9000	LEAK INSIDE	WF0509241N	0	7	3/11/2014 12:08	3/11/2014 12:09	3/11/2014 12:09	3/11/2014 12:16	3/11/2014 2:35:32 PM	138	8	Regular Hours	< 30 minutes
3/11/2014	1:12:27 PM 284 N BROADWAY	SALEM	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0509251N	0	14	3/11/2014 13:12	3/11/2014 13:13	3/11/2014 13:13	3/11/2014 13:27	3/11/2014 1:58:42 PM	31	15	Regular Hours	< 30 minutes
3/11/2014	2:37:05 PM 15 CULVER ST Apt. 62Q	PLAISTOW	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0509251N	1	7	3/11/2014 14:38	3/11/2014 14:40	3/11/2014 14:40	3/11/2014 14:47	3/11/2014 3:08:29 PM	21	10	Regular Hours	< 30 minutes

3/11/2014	9:26:22 PM	483 WYNNACUNNET RD Apt. LEFT Pst. EAST	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0568366N	0	8	3/11/2014 15:27	3/11/2014 15:28	3/11/2014 15:28	3/11/2014 15:36	3/11/2014	3:47:55 PM	11	10	Regular Hours	< 30 minutes
3/12/2014	6:39:52 AM	87 WOODLAND GRN	ROCHESTER	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WF0569259N	0	22	3/12/2014 6:40	3/12/2014 8:42	3/12/2014 8:43	3/12/2014 9:04	3/12/2014	10:04:01 AM	58	24	Regular Hours	< 30 minutes
3/12/2014	8:43:17 AM	1950 LAFAYETTE RD Pst. BLD 2	PORTSMOUTH	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0569259N	0	4	3/12/2014 8:43	3/12/2014 8:46	3/12/2014 8:47	3/12/2014 8:51	3/12/2014	9:31:31 AM	40	8	Regular Hours	< 30 minutes
3/12/2014	9:37:12 AM	139 SOUTH ST Apt. C Pst. GARG	PORTSMOUTH	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WF0569300N	0	9	3/12/2014 9:37	3/12/2014 9:37	3/12/2014 9:40	3/12/2014 9:47	3/12/2014	10:18:03 AM	30	10	Regular Hours	< 30 minutes
3/12/2014	1:58:22 PM	1 BOURNE AVE	HAMPTON	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0569343N	0	5	3/12/2014 13:56	3/12/2014 13:56	3/12/2014 13:57	3/12/2014 14:02	3/12/2014	2:28:34 PM	26	7	Regular Hours	< 30 minutes
3/12/2014	3:32:45 PM	905 OCEAN BLVD Apt. 2 FL	HAMPTON	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0569354N	0	17	3/12/2014 15:33	3/12/2014 15:36	3/12/2014 15:39	3/12/2014 15:54	3/12/2014	4:45:04 PM	51	21	Regular Hours	< 30 minutes
3/13/2014	8:11:54 AM	3611 LAFAYETTE RD	PORTSMOUTH	NH	Kevin Ruel	Michael Tello	9000	LEAK INSIDE	WF0569385N	0	8	3/13/2014 8:32	3/13/2014 8:33	3/13/2014 8:33	3/13/2014 8:42	3/13/2014	12:34:43 PM	232	10	Regular Hours	< 30 minutes
3/13/2014	1:54:36 PM	1461 OCEAN BLVD Apt. 4 Pst. B	HAMPTON	NH	Kevin Clifford	William Jones	5000	GAS LEAKS - SERVICE	WF0569420N	0	13	3/13/2014 13:55	3/13/2014 13:57	3/13/2014 14:00	3/13/2014 14:10	3/13/2014	3:07:02 PM	50	15	Regular Hours	< 30 minutes
3/14/2014	8:39:07 AM	163 DEER ST	PORTSMOUTH	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0569457N	0	8	3/14/2014 8:39	3/14/2014 8:40	3/14/2014 8:41	3/14/2014 8:49	3/14/2014	9:37:44 AM	48	9	Regular Hours	< 30 minutes
3/14/2014	12:00:45 PM	190 COMMERCE WAY Apt. #1	PORTSMOUTH	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0569549N	0	26	3/14/2014 12:01	3/14/2014 12:02	3/14/2014 12:04	3/14/2014 12:29	3/14/2014	2:09:55 PM	100	28	Regular Hours	< 30 minutes
3/14/2014	12:11:23 PM	150 BROOKSIDE DR Apt. H4	EXETER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0569551N	0	19	3/14/2014 12:11	3/14/2014 12:12	3/14/2014 12:14	3/14/2014 12:32	3/14/2014	2:36:01 PM	123	20	Regular Hours	< 30 minutes
3/14/2014	3:12:00 PM	461 OCEAN BLVD Apt. 4 Pst. B	HAMPTON	NH	Troy Kimball	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0569574N	0	8	3/14/2014 15:12	3/14/2014 15:17	3/14/2014 15:19	3/14/2014 15:25	3/14/2014	4:10:25 PM	45	13	Regular Hours	< 30 minutes
3/14/2014	3:35:51 PM	105 PORTSMOUTH AVE Apt. FRNT	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0569575N	1	18	3/14/2014 15:41	3/14/2014 15:42	3/14/2014 15:42	3/14/2014 16:01	3/14/2014	4:23:36 PM	20	21	Regular Hours	< 30 minutes
3/17/2014	12:25:53 PM	3 THORNTON ST	HAMPTON	NH	Kevin Clifford	David Martineau	5000	GAS LEAKS - SERVICE	WF0569717N	0	16	3/17/2014 12:23	3/17/2014 12:32	3/17/2014 12:32	3/17/2014 12:48	3/17/2014	1:19:37 PM	21	25	Regular Hours	< 30 minutes
3/17/2014	1:56:13 PM	86 WALNUT ST	ROCHESTER	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0569732N	0	8	3/17/2014 13:56	3/17/2014 13:56	3/17/2014 13:56	3/17/2014 14:05	3/17/2014	2:31:58 PM	26	8	Regular Hours	< 30 minutes
3/18/2014	8:27:15 AM	26 MILL ST	DOVER	NH	Laurie Rousseau	William Jones	5000	GAS LEAKS - SERVICE	WF0569784N	0	8	3/18/2014 8:27	3/18/2014 8:31	3/18/2014 8:32	3/18/2014 8:40	3/18/2014	8:53:38 AM	13	13	Regular Hours	< 30 minutes
3/18/2014	9:48:48 AM	401 SIXTH ST	DOVER	NH	Laurie Rousseau	David Martineau	9100	LEAK OUTSIDE	WF0569798N	0	18	3/18/2014 9:48	3/18/2014 9:49	3/18/2014 9:49	3/18/2014 10:07	3/18/2014	12:44:51 PM	157	18	Regular Hours	< 30 minutes
3/18/2014	12:01:40 PM	14 ARBOR ST	EXETER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0569847N	0	15	3/18/2014 12:01	3/18/2014 12:09	3/18/2014 12:09	3/18/2014 12:25	3/18/2014	12:59:49 PM	34	23	Regular Hours	< 30 minutes
3/19/2014	9:52:04 AM	19 WESTRIDGE DR	HAMPTON	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0569924N	0	12	3/19/2014 9:52	3/19/2014 9:55	3/19/2014 9:56	3/19/2014 10:08	3/19/2014	10:54:34 AM	46	16	Regular Hours	< 30 minutes
3/20/2014	9:06:51 AM	625 LAFAYETTE RD	PORTSMOUTH	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0570007N	0	12	3/20/2014 9:07	3/20/2014 9:08	3/20/2014 9:11	3/20/2014 9:20	3/20/2014	9:15:31 PM	534	13	Regular Hours	< 30 minutes
3/20/2014	11:22:58 AM	345 MIDDLE RD	DOVER	NH	Jeffrey Croteau	David Martineau	9100	LEAK OUTSIDE	WF0570028N	0	10	3/20/2014 11:23	3/20/2014 11:27	3/20/2014 11:28	3/20/2014 11:37	3/20/2014	12:21:06 PM	43	14	Regular Hours	< 30 minutes
3/24/2014	12:15:11 PM	16 PLEASANT VALLEY RD	DOVER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0570298N	2	10	3/24/2014 12:17	3/24/2014 12:19	3/24/2014 12:20	3/24/2014 12:30	3/24/2014	1:05:08 PM	34	15	Regular Hours	< 30 minutes
3/24/2014	12:29:01 PM	13 SCHOOL ST	EXETER	NH	Daniel LaFortune	William Jones	5000	GAS LEAKS - SERVICE	WF0570302N	0	9	3/24/2014 12:29	3/24/2014 12:33	3/24/2014 12:33	3/24/2014 12:43	3/24/2014	1:28:27 PM	45	14	Regular Hours	< 30 minutes
3/24/2014	1:27:50 PM	8 PLEASANT ST	SALEM	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0570312N	0	29	3/24/2014 13:28	3/24/2014 13:33	3/24/2014 13:33	3/24/2014 13:52	3/24/2014	3:26:14 PM	93	24	Regular Hours	< 30 minutes
3/24/2014	2:38:22 PM	16 PLEASANT VALLEY RD	DOVER	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0570331N	1	10	3/24/2014 14:40	3/24/2014 14:40	3/24/2014 14:41	3/24/2014 14:50	3/24/2014	3:26:15 PM	35	12	Regular Hours	< 30 minutes
3/25/2014	8:09:36 AM	19 CAPTAIN COOK WAY Pst. 5	PLASTOW	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0570344N	0	9	3/25/2014 8:09	3/25/2014 8:10	3/25/2014 8:11	3/25/2014 8:19	3/25/2014	8:41:06 AM	21	9	Regular Hours	< 30 minutes
3/25/2014	12:26:16 PM	8 PLAYHOUSE CIR	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0570415N	0	12	3/25/2014 12:26	3/25/2014 12:27	3/25/2014 12:29	3/25/2014 12:39	3/25/2014	1:10:59 PM	31	13	Regular Hours	< 30 minutes
3/26/2014	1:05:08 PM	3 FOLDSOM ST	EXETER	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0570546N	0	9	3/26/2014 13:05	3/26/2014 13:05	3/26/2014 13:09	3/26/2014 13:15	3/26/2014	2:15:39 PM	59	10	Regular Hours	< 30 minutes
3/26/2014	1:56:15 PM	2289 WOODBURY AVE Apt. #4 Pst. STOR	NEWINGTON	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0570562N	0	13	3/26/2014 13:56	3/26/2014 13:56	3/26/2014 14:01	3/26/2014 14:11	3/26/2014	3:38:37 PM	87	15	Regular Hours	< 30 minutes

3/27/2014	10:00-11 AM	55 EGGWOOD DR	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WFO570639H	0	19	3/27/2014 10:00	3/27/2014 10:04	3/27/2014 10:06	3/27/2014 10:23	3/27/2014	11:38:52 AM	75	23	Regular Hours	+ 30 minutes
3/27/2014	12:42-44 PM	94 OLD ROCHESTER RD	DOVER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WFO570667H	0	8	3/27/2014 12:43	3/27/2014 12:43	3/27/2014 12:44	3/27/2014 12:51	3/27/2014	1:41:25 PM	49	9	Regular Hours	< 30 minutes
3/31/2014	9:45-43 AM	243 DRAKESTE RD Pst. 3	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WFO570657H	0	23	3/31/2014 9:46	3/31/2014 9:48	3/31/2014 9:50	3/31/2014 10:11	3/31/2014	10:38:12 AM	26	25	Regular Hours	< 30 minutes
3/31/2014	1:14-11 PM	17 ST ANDREWS CIR	DOVER	NH	John Wiley	Michael Tails	9100	LEAK OUTSIDE	WFO570934N	0	0	3/31/2014 13:14	3/31/2014 13:14	3/31/2014 13:14	3/31/2014 13:14	3/31/2014	2:04:16 PM	49	0	Regular Hours	< 30 minutes
3/31/2014	2:54-28 PM	28 COLD SPRING CIR	ROCHESTER	NH	Kevin Ruel	Michael Tails	9100	LEAK OUTSIDE	WFO570959N	0	2	3/31/2014 14:54	3/31/2014 14:55	3/31/2014 14:55	3/31/2014 14:57	3/31/2014	4:33:08 PM	95	2	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 15 (10% of total) for After Hours:																					
3/3/2014	4:31-13 PM	26 LAJAYETTE ST Apt. 3	ROCHESTER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO568589N	0	27	3/3/2014 16:31	3/3/2014 16:32	3/3/2014 16:33	3/3/2014 17:00	3/3/2014	5:17:05 PM	16	29	After Hours	< 30 minutes
3/3/2014	5:33-26 PM	485 HIGH ST	HAMPTON	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WFO568601N	1	23	3/3/2014 17:34	3/3/2014 17:37	3/3/2014 17:38	3/3/2014 18:00	3/3/2014	10:58:23 PM	297	27	After Hours	< 30 minutes
3/4/2014	6:11-29 PM	303 LOCUST ST	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO568736N	0	20	3/4/2014 18:11	3/4/2014 18:12	3/4/2014 18:12	3/4/2014 18:32	3/4/2014	7:01:09 PM	28	21	After Hours	< 30 minutes
3/4/2014	7:27-35 PM	25 S MILL ST Pst. Apt. A	PORTSMOUTH	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WFO568737N	0	15	3/4/2014 19:27	3/4/2014 19:28	3/4/2014 19:28	3/4/2014 19:43	3/4/2014	8:16:47 PM	32	16	After Hours	< 30 minutes
3/5/2014	4:33-03 PM	75 MONROE ST	PORTSMOUTH	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WFO568817N	0	18	3/5/2014 16:33	3/5/2014 16:33	3/5/2014 16:34	3/5/2014 16:52	3/5/2014	5:13:09 PM	21	19	After Hours	< 30 minutes
3/10/2014	5:05-32 PM	54 COTTAGE ST	DURHAM	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WFO569171N	0	18	3/10/2014 17:05	3/10/2014 17:08	3/10/2014 17:08	3/10/2014 17:26	3/10/2014	6:00:44 PM	33	21	After Hours	< 30 minutes
3/11/2014	4:56-28 PM	31 FAIRWAY AVE	ROCHESTER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WFO569278N	0	15	3/11/2014 16:56	3/11/2014 16:57	3/11/2014 16:58	3/11/2014 17:11	3/11/2014	6:02:45 PM	49	17	After Hours	< 30 minutes
3/13/2014	4:03-33 PM	175 GIANT AVE	PORTSMOUTH	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WFO569432N	6	21	3/13/2014 16:09	3/13/2014 16:09	3/13/2014 16:10	3/13/2014 16:31	3/13/2014	5:39:26 PM	67	27	After Hours	< 30 minutes
3/13/2014	6:30-46 PM	10 MAIN ST	GONIC	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WFO569435N	0	4	3/13/2014 18:31	3/13/2014 18:31	3/13/2014 18:32	3/13/2014 18:36	3/13/2014	7:42:44 PM	65	6	After Hours	< 30 minutes
3/17/2014	8:40-10 PM	0 TROUBLE CALL	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WFO569770N	0	10	3/17/2014 20:40	3/17/2014 20:42	3/17/2014 20:42	3/17/2014 20:52	3/17/2014	10:17:21 PM	84	12	After Hours	< 30 minutes
3/17/2014	9:10-12 PM	252 ASHLAND ST	SEABROOK	NH	Kurt House	Lynne Copp	9000	LEAK INSIDE	WFO569771N	2	6	3/17/2014 21:12	3/17/2014 21:13	3/17/2014 21:14	3/17/2014 21:20	3/17/2014	11:11:20 PM	113	10	After Hours	< 30 minutes
3/19/2014	6:34-29 PM	3 DUNNS BRIDGE LN Pst. A	DOVER	NH	Lance Keelly	Lynne Copp	9000	LEAK INSIDE	WFO569864N	0	15	3/19/2014 18:34	3/19/2014 18:42	3/19/2014 18:42	3/19/2014 18:57	3/19/2014	7:31:46 PM	34	23	After Hours	< 30 minutes
3/19/2014	9:46-00 PM	252 ASHLAND ST	SEABROOK	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WFO569868N	0	3	3/19/2014 23:46	3/19/2014 21:49	3/19/2014 21:49	3/19/2014 21:52	3/19/2014	10:22:06 PM	29	6	After Hours	< 30 minutes
3/20/2014	4:13-03 PM	127 MIDDLE RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WFO570067N	0	5	3/20/2014 16:11	3/20/2014 16:15	3/20/2014 16:16	3/20/2014 16:21	3/20/2014	4:52:42 PM	31	8	After Hours	< 30 minutes
3/24/2014	4:00-55 PM	545 HUDSON ST	SEABROOK	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WFO570344N	1	26	3/24/2014 16:02	3/24/2014 16:02	3/24/2014 16:02	3/24/2014 16:29	3/24/2014	5:42:08 PM	73	28	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 7 (7% of total) for Weekend/Holiday Hours:																					
3/1/2014	9:32-57 AM	15 CLIVER ST Apt. 22	PLAISTOW	NH	Troy Kimball	Scott Lacouture	9000	LEAK INSIDE	WFO568412N	1	9	3/1/2014 9:34	3/1/2014 9:47	3/1/2014 9:47	3/1/2014 9:57	3/1/2014	10:38:56 AM	41	24	Weekend/Holiday	< 30 minutes
3/1/2014	4:34-46 PM	252 ASHLAND ST	SEABROOK	NH	Alex Groetz	Scott Lacouture	9000	LEAK INSIDE	WFO568431N	1	23	3/1/2014 16:36	3/1/2014 16:41	3/1/2014 16:43	3/1/2014 17:05	3/1/2014	6:04:36 PM	79	30	Weekend/Holiday	< 30 minutes
3/2/2014	1:11-27 PM	10 HORNE ST Apt. B	DOVER	NH	Laurie Rousseau	Scott Lacouture	9000	LEAK INSIDE	WFO568440N	1	12	3/2/2014 13:12	3/2/2014 13:19	3/2/2014 13:19	3/2/2014 13:31	3/2/2014	3:53:34 PM	21	20	Weekend/Holiday	< 30 minutes
3/2/2014	6:30-23 PM	5 RUTLEDGE DR Pst. 5	PLAISTOW	NH	Troy Kimball	Mark Severens	9000	LEAK INSIDE	WFO568441N	0	16	3/2/2014 18:30	3/2/2014 18:36	3/2/2014 18:36	3/2/2014 18:52	3/2/2014	7:25:28 PM	33	22	Weekend/Holiday	< 30 minutes
3/15/2014	10:47-11 AM	6 MADBURY RD	DURHAM	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WFO569607N	0	23	3/15/2014 10:47	3/15/2014 10:48	3/15/2014 10:49	3/15/2014 11:11	3/15/2014	12:23:46 PM	71	24	Weekend/Holiday	< 30 minutes
3/16/2014	6:01-43 PM	15 GILL ST	HAMPTON	NH	John Wiley	Scott Lacouture	9000	LEAK INSIDE	WFO569624N	1	6	3/16/2014 18:02	3/16/2014 18:30	3/16/2014 18:30	3/16/2014 18:16	3/16/2014	6:27:33 PM	11	14	Weekend/Holiday	< 30 minutes
3/29/2014	3:54-07 PM	6 MEETING PLACE DR Apt. 206 Pst. UNIT	EXETER	NH	Alex Groetz	Jason Brooks	9000	LEAK INSIDE	WFO570852N	0	9	3/29/2014 15:54	3/29/2014 15:58	3/29/2014 15:59	3/29/2014 16:07	3/29/2014	5:40:52 PM	93	13	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 1 (2% 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	In Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
3/20/2014	12:00-09 PM	140 CASS ST Apt. #2	PORTSMOUTH	NH	Kevin Giffard	David Martineau	9000	LEAK INSIDE	WFO570031N	2	24	3/20/2014 12:03	3/20/2014 12:10	3/20/2014 12:11	3/20/2014 12:34	3/20/2014	1:14:40 PM	39	34	Regular Hours	31-45 minutes

Orders responded to in 31-45 minutes: 8 (8% of total) for After Hours:																					
3/6/2014	9:12:17 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Alex Grootz	William Jones	9100	LEAK OUTSIDE	WF0558925N	4	26	3/6/2014 21:17	3/6/2014 21:27	3/6/2014 21:27	3/6/2014 21:54	3/6/2014	11:47:48 PM	113	41	After Hours	31-45 minutes
3/20/2014	5:47:56 PM	0 LAFAYETTE RD	PORTSMOUTH	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0570075N	0	30	3/20/2014 17:48	3/20/2014 17:48	3/20/2014 18:19	3/20/2014 18:19	3/20/2014	6:33:28 PM	14	31	After Hours	31-45 minutes
3/20/2014	5:49:48 PM	0 LAFAYETTE RD Apt. PUMP Pte. ST	PORTSMOUTH	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0570076N	0	43	3/20/2014 17:50	3/20/2014 17:51	3/20/2014 18:34	3/20/2014 18:34	3/20/2014	6:41:25 PM	7	44	After Hours	31-45 minutes
3/21/2014	21:35:51 PM	0 TROUBLE CALL	ROCHESTER	NH	Laurie Rousseau	Jason Brooks	9100	LEAK OUTSIDE	WF0570181N	0	21	3/21/2014 23:36	3/21/2014 23:57	3/21/2014 23:58	3/22/2014 6:19	3/22/2014	4:24:33 AM	244	43	After Hours	31-45 minutes
3/25/2014	4:20:44 PM	53 AUGUSTIA WAY	DOVER	NH	Laurie Rousseau	David Martineau	9100	LEAK OUTSIDE	WF0570469N	0	23	3/25/2014 16:20	3/25/2014 16:35	3/25/2014 16:35	3/25/2014 16:58	3/25/2014	6:23:54 PM	85	37	After Hours	31-45 minutes
3/26/2014	7:39:16 PM	94 OLD ROCHESTER RD	DOVER	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WF0570605N	0	27	3/26/2014 19:39	3/26/2014 19:53	3/26/2014 19:53	3/26/2014 20:20	3/26/2014	10:01:01 PM	100	41	After Hours	31-45 minutes
3/26/2014	9:12:53 PM	5 TOPPAN ST	HAMPTON	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WF0570606N	1	39	3/26/2014 21:14	3/26/2014 21:18	3/26/2014 21:20	3/26/2014 21:58	3/26/2014	10:24:15 PM	25	45	After Hours	31-45 minutes
3/26/2014	20:46:16 PM	50 WOODLAND GRN	ROCHESTER	NH	Laurie Rousseau	Scott Lacouture	9000	LEAK INSIDE	WF0570607N	0	17	3/26/2014 22:49	3/26/2014 23:05	3/26/2014 23:05	3/26/2014 23:22	3/27/2014	12:13:06 AM	50	33	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 7 (7% of total) for Weekend/Holiday Hours:																					
3/2/2014	7:23:16 AM	20 REDDEN ST	DOVER	NH	Laurie Rousseau	Scott Lacouture	9000	LEAK INSIDE	WF0568436N	0	23	3/2/2014 7:24	3/2/2014 7:44	3/2/2014 7:45	3/2/2014 8:08	3/2/2014	9:40:40 AM	92	44	Weekend/Holiday	31-45 minutes
3/9/2014	12:03:57 PM	6 TIMBER CT	SEABROOK	NH	Kevin Clifford	Jason Brooks	9000	LEAK INSIDE	WF0569052N	0	29	3/9/2014 12:04	3/9/2014 12:09	3/9/2014 12:14	3/9/2014 12:38	3/9/2014	1:01:39 PM	22	34	Weekend/Holiday	31-45 minutes
3/9/2014	7:44:54 PM	129 FRONT ST	EXETER	NH	Kevin Clifford	Linda Hollums	9100	LEAK OUTSIDE	WF0569055N	0	25	3/9/2014 19:45	3/9/2014 19:55	3/9/2014 19:55	3/9/2014 20:20	3/9/2014	9:09:49 PM	49	35	Weekend/Holiday	31-45 minutes
3/23/2014	9:05:27 PM	87 BROWN AVE	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WF0570220N	0	32	3/23/2014 21:05	3/23/2014 21:16	3/23/2014 21:16	3/23/2014 21:48	3/23/2014	11:00:09 PM	71	43	Weekend/Holiday	31-45 minutes
3/30/2014	4:23:15 PM	33 HOWARD ST	PORTSMOUTH	NH	Alex Grootz	Jason Brooks	5000	GAS LEAKS - SERVICE	WF0570855N	0	26	3/30/2014 16:24	3/30/2014 16:28	3/30/2014 16:28	3/30/2014 16:54	3/30/2014	7:17:52 PM	143	31	Weekend/Holiday	31-45 minutes
3/30/2014	6:05:48 PM	30 SILVER ST	DOVER	NH	Kevin Ruel	Edward Charlton	9000	LEAK INSIDE	WF0570859N	0	30	3/30/2014 18:06	3/30/2014 18:06	3/30/2014 18:07	3/30/2014 18:37	3/30/2014	6:52:27 PM	15	31	Weekend/Holiday	31-45 minutes
3/30/2014	6:57:22 PM	5 BOURNE AVE	HAMPTON	NH	Alex Grootz	Edward Charlton	9100	LEAK OUTSIDE	WF0570860N	0	38	3/30/2014 18:57	3/30/2014 19:02	3/30/2014 19:18	3/30/2014 19:40	3/30/2014	8:54:34 PM	74	42	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	
3/24/2014	9:59:36 PM	8 PIPER LN	HAMPTON	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WF0570360N	0	34	3/24/2014 21:58	3/24/2014 22:12	3/24/2014 22:12	3/24/2014 22:47	3/24/2014	11:42:00 PM	54	49	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 2 (2% of total) for Weekend/Holiday Hours:																					
3/23/2014	11:45:00 AM	16 RIVER ST	SEABROOK	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0570214N	1	38	3/23/2014 11:46	3/23/2014 11:53	3/23/2014 11:53	3/23/2014 12:31	3/23/2014	1:33:08 PM	60	47	Weekend/Holiday	46-60 minutes
3/25/2014	11:40:13 PM	94 OLD ROCHESTER RD	DOVER	NH	Kevin Ruel	Edward Charlton	9000	LEAK INSIDE	WF0570854N	0	34	3/25/2014 23:41	3/25/2014 23:54	3/25/2014 23:54	3/30/2014 0:28	3/30/2014	1:07:07 AM	32	48	Weekend/Holiday	46-60 minutes
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																					
Order Taken	Address		Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
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 03/01/2014 to 03/31/2014

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	40	42%	15	33	59%	15	5	21%	15	2	13%
30	37	80%	30	22	98%	30	10	63%	30	5	44%
45	16	97%	45	1	100%	45	8	96%	45	7	88%
60	3	100%	60	0	100%	60	1	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	56		Total	24		Total	16	

Mar-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	40	42%	15	33	59%	15	5	21%	15	2	13%
30	37	80%	30	22	98%	30	10	63%	30	5	44%
45	16	97%	45	1	100%	45	8	96%	45	7	88%
60	3	100%	60	0	100%	60	1	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	56		Total	24		Total	16	

Feb-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	36%	15	23	56%	15	4	20%	15	2	10%
30	39	84%	30	15	93%	30	13	85%	30	11	65%
45	12	99%	45	2	98%	45	3	100%	45	7	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	81		Total	41		Total	20		Total	20	

Jan-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	36%	15	35	51%	15	4	16%	15	3	13%
30	57	84%	30	32	97%	30	11	60%	30	14	71%
45	16	97%	45	2	100%	45	8	92%	45	6	96%
60	3	100%	60	0	100%	60	2	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	118		Total	69		Total	25		Total	24	

Dec-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	32	31%	15	21	43%	15	10	34%	15	1	4%
30	53	82%	30	22	88%	30	14	83%	30	17	69%
45	18	99%	45	5	98%	45	5	100%	45	8	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	104		Total	49		Total	29		Total	26	

Nov-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	37	35%	15	30	57%	15	2	9%	15	5	16%
30	41	74%	30	18	91%	30	13	68%	30	10	48%
45	22	94%	45	3	96%	45	4	86%	45	15	97%
60	6	100%	60	2	100%	60	3	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	106		Total	53		Total	22		Total	31	

Oct-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	49	47%	15	31	49%	15	14	54%	15	4	27%
30	41	87%	30	26	90%	30	11	96%	30	4	53%
45	10	96%	45	2	94%	45	1	100%	45	7	100%
60	4	100%	60	4	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	104		Total	63		Total	26		Total	15	

Sep-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	45%	15	16	41%	15	8	67%	15	3	33%
30	25	87%	30	19	90%	30	2	83%	30	4	78%
45	8	100%	45	4	100%	45	2	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	60		Total	39		Total	12		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	20%	15	1	6%
30	26	83%	30	10	100%	30	9	80%	30	7	50%
45	10	98%	45	0	100%	45	3	100%	45	7	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	64		Total	33		Total	15		Total	16	

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	25	85%	30	19	97%	30	5	75%	30	1	43%
45	8	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	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	

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	400	41%	15	291	53%	15	86	35%	15	23	12%
30	419	84%	30	223	94%	30	109	80%	30	87	59%
45	139	98%	45	26	98%	45	42	97%	45	71	97%
60	21	100%	60	9	100%	60	7	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	979		Total	549		Total	244		Total	186	