

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        |              |

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          | 404       | 38%          | 15            | 307       | 51%          | 15          | 67        | 26%          | 15                    | 30        | 15%          |
| 30          | 471       | 83%          | 30            | 259       | 94%          | 30          | 121       | 74%          | 30                    | 91        | 62%          |
| 45          | 153       | 98%          | 45            | 25        | 99%          | 45          | 57        | 96%          | 45                    | 71        | 98%          |
| 60          | 20        | 100%         | 60            | 8         | 100%         | 60          | 8         | 99%          | 60                    | 4         | 100%         |
| 75          | 2         | 100%         | 75            | 0         | 100%         | 75          | 2         | 100%         | 75                    | 0         | 100%         |
| >75         | 0         | 100%         | >75           | 0         | 100%         | >75         | 0         | 100%         | >75                   | 0         | 100%         |
| Total       | 1050      |              | Total         | 599       |              | Total       | 255       |              | Total                 | 196       |              |

Emergency Response Times  
 NU New Hampshire work orders from 09/01/2014 to 09/30/2014  
 Total orders in sample: 71

| Orders responded to in < 30 minutes: 49 (69% of total) for Regular Hours |                                   |             |       |                  |                 |           |                     |            |            |             |                 |                 |                 |                 |                       |          |               |               |
|--------------------------------------------------------------------------|-----------------------------------|-------------|-------|------------------|-----------------|-----------|---------------------|------------|------------|-------------|-----------------|-----------------|-----------------|-----------------|-----------------------|----------|---------------|---------------|
| Order Taken                                                              | Address                           | Town        | State | Service Tech     | Dispatcher      | Task Code | Task Desc           | Work Order | Field Time | Travel Time | Assigned        | Accepted        | En Route        | On Site         | Work Completed        | Job Time | Response Time | Hour Class    |
| 9/2/2014 9:52:19 AM                                                      | 22 LOS ST                         | ROCHESTER   | NH    | Leanne Rousseau  | William Jones   | 9100      | LEAK OUTSIDE        | WF0590036N | 0          | 8           | 9/2/2014 9:52   | 9/2/2014 9:53   | 9/2/2014 9:53   | 9/2/2014 10:01  | 9/2/2014 11:25:01 AM  | 83       | 9             | Regular Hours |
| 9/4/2014 9:58:29 AM                                                      | 83 LOCUST ST                      | DOVER       | NH    | David Perreault  | David Martineau | 9000      | LEAK INSIDE         | WF0590421N | 0          | 11          | 9/4/2014 9:58   | 9/4/2014 10:01  | 9/4/2014 10:02  | 9/4/2014 10:12  | 9/4/2014 12:05:55 PM  | 113      | 14            | Regular Hours |
| 9/4/2014 12:38:38 PM                                                     | 60 TROUBLE CALL                   | DOVER       | NH    | David Perreault  | David Martineau | 9000      | LEAK INSIDE         | WF0590454N | 0          | 0           | 9/4/2014 12:39  | 9/4/2014 12:43  | 9/4/2014 12:43  | 9/4/2014 12:43  | 9/4/2014 1:26:24 PM   | 42       | 5             | Regular Hours |
| 9/8/2014 8:06:09 AM                                                      | 341 MAIN ST                       | SOMERSWORTH | NH    | Lance Keely      | Lynne Copp      | 9000      | LEAK INSIDE         | WF0590745N | 0          | 4           | 9/8/2014 8:07   | 9/8/2014 8:07   | 9/8/2014 8:08   | 9/8/2014 8:12   | 9/8/2014 8:45:06 AM   | 33       | 5             | Regular Hours |
| 9/8/2014 9:19:48 AM                                                      | 1 DOUGLASS WAY                    | EXETER      | NH    | Kevin Clifford   | Lynne Copp      | 5000      | GAS LEAKS - SERVICE | WF0590770N | 0          | 22          | 9/8/2014 9:20   | 9/8/2014 9:21   | 9/8/2014 9:24   | 9/8/2014 9:45   | 9/8/2014 10:42:03 AM  | 58       | 24            | Regular Hours |
| 9/9/2014 7:41:01 AM                                                      | 400 CENTRAL AVE Apt. #3 Pst. UNIT | DOVER       | NH    | David Perreault  | William Jones   | 9100      | LEAK OUTSIDE        | WF0591055N | 0          | 14          | 9/9/2014 7:41   | 9/9/2014 7:43   | 9/9/2014 7:44   | 9/9/2014 7:58   | 9/9/2014 9:46:07 AM   | 107      | 17            | Regular Hours |
| 9/9/2014 9:14:45 AM                                                      | 6 ISLAND PATH Apt. REAR Pst. CARL | HAMPTON     | NH    | Kevin Clifford   | Lynne Copp      | 9100      | LEAK OUTSIDE        | WF0591070N | 0          | 20          | 9/9/2014 9:15   | 9/9/2014 9:16   | 9/9/2014 9:18   | 9/9/2014 9:38   | 9/9/2014 10:35:40 AM  | 58       | 22            | Regular Hours |
| 9/9/2014 11:36:52 AM                                                     | 8 STARK AVE Apt. A                | DOVER       | NH    | David Perreault  | Michael Talis   | 9100      | LEAK OUTSIDE        | WF0591086N | 0          | 0           | 9/9/2014 11:37  | 9/9/2014 11:37  | 9/9/2014 11:38  | 9/9/2014 11:58  | 9/9/2014 12:25:26 PM  | 67       | 1             | Regular Hours |
| 9/10/2014 8:23:46 AM                                                     | 16 CULLEN WAY                     | EXETER      | NH    | Jeffrey Grotreau | William Jones   | 9100      | LEAK OUTSIDE        | WF0591121N | 0          | 24          | 9/10/2014 8:24  | 9/10/2014 8:26  | 9/10/2014 8:28  | 9/10/2014 8:51  | 9/10/2014 10:11:04 AM | 80       | 27            | Regular Hours |
| 9/10/2014 8:57:41 AM                                                     | 0 TROUBLE CALL                    | PORTSMOUTH  | NH    | David Emerson    | Lynne Copp      | 9100      | LEAK OUTSIDE        | WF0591228N | 0          | 9           | 9/10/2014 8:57  | 9/10/2014 9:00  | 9/10/2014 9:07  | 9/10/2014 9:09  | 9/10/2014 11:25:45 AM | 136      | 11            | Regular Hours |
| 9/10/2014 11:53:50 AM                                                    | 56 DRAKESIDE RD Apt. A Pst. UNIT  | HAMPTON     | NH    | Jeffrey Grotreau | Lynne Copp      | 9100      | LEAK OUTSIDE        | WF0591251N | 1          | 20          | 9/10/2014 11:55 | 9/10/2014 11:58 | 9/10/2014 11:59 | 9/10/2014 12:19 | 9/10/2014 1:34:34 PM  | 74       | 25            | Regular Hours |
| 9/11/2014 9:38:05 AM                                                     | 62 PORCESS WAY                    | PORTSMOUTH  | NH    | Jeffrey Grotreau | David Martineau | 9000      | LEAK INSIDE         | WF0591345N | 0          | 11          | 9/11/2014 9:38  | 9/11/2014 9:41  | 9/11/2014 9:43  | 9/11/2014 9:43  | 9/11/2014 11:06:13 AM | 92       | 14            | Regular Hours |
| 9/11/2014 9:22:34 AM                                                     | 0 TROUBLE CALL                    | ROCHESTER   | NH    | David Perreault  | Lynne Copp      | 9100      | LEAK OUTSIDE        | WF0591348N | 0          | 13          | 9/11/2014 9:22  | 9/11/2014 9:25  | 9/11/2014 9:26  | 9/11/2014 9:39  | 9/11/2014 10:50:35 AM | 71       | 16            | Regular Hours |
| 9/11/2014 1:47:46 PM                                                     | 55 MILLER AVE Apt. 4              | PORTSMOUTH  | NH    | Jeffrey Grotreau | Lynne Copp      | 9000      | LEAK INSIDE         | WF0591396N | 0          | 13          | 9/11/2014 13:48 | 9/11/2014 13:52 | 9/11/2014 13:53 | 9/11/2014 14:06 | 9/11/2014 3:38:00 PM  | 70       | 17            | Regular Hours |
| 9/12/2014 11:40:28 AM                                                    | 319 ATLANTIC AVE                  | SEABROOK    | NH    | Kevin Clifford   | Lynne Copp      | 9000      | LEAK INSIDE         | WF0591573N | 0          | 15          | 9/12/2014 11:40 | 9/12/2014 11:41 | 9/12/2014 11:42 | 9/12/2014 11:57 | 9/12/2014 12:39:21 PM | 41       | 16            | Regular Hours |
| 9/15/2014 10:50:11 AM                                                    | 2 JEFFERSON DR                    | DOVER       | NH    | Jeffrey Grotreau | William Jones   | 5000      | GAS LEAKS - SERVICE | WF0591777N | 0          | 5           | 9/15/2014 10:50 | 9/15/2014 11:02 | 9/15/2014 11:02 | 9/15/2014 11:07 | 9/15/2014 11:38:09 AM | 30       | 17            | Regular Hours |
| 9/15/2014 12:12:14 PM                                                    | 199 FOLLY MILL RD                 | SEABROOK    | NH    | Kevin Clifford   | David Martineau | 9000      | LEAK INSIDE         | WF0591843N | 0          | 15          | 9/15/2014 12:12 | 9/15/2014 12:14 | 9/15/2014 12:15 | 9/15/2014 12:29 | 9/15/2014 1:10:10 PM  | 40       | 17            | Regular Hours |
| 9/16/2014 8:46:57 AM                                                     | 0 TROUBLE CALL                    | SOMERSWORTH | NH    | Kevin Ruef       | Michael Talis   | 9100      | LEAK OUTSIDE        | WF0591977N | 0          | 15          | 9/16/2014 8:47  | 9/16/2014 8:47  | 9/16/2014 8:48  | 9/16/2014 9:01  | 9/16/2014 9:45:46 AM  | 42       | 16            | Regular Hours |
| 9/16/2014 11:58:18 AM                                                    | 35 HIGHLAND AVE Pst. 1B           | HAMPTON     | NH    | David Emerson    | William Jones   | 9100      | LEAK OUTSIDE        | WF0592018N | 0          | 20          | 9/16/2014 11:59 | 9/16/2014 12:00 | 9/16/2014 12:04 | 9/16/2014 12:20 | 9/16/2014 3:01:26 PM  | 161      | 21            | Regular Hours |
| 9/16/2014 12:02:20 PM                                                    | 11 PLEASANT VALLEY RD             | DOVER       | NH    | Kevin Ruef       | Michael Talis   | 9100      | LEAK OUTSIDE        | WF0592020N | 0          | 8           | 9/16/2014 12:03 | 9/16/2014 12:03 | 9/16/2014 12:04 | 9/16/2014 12:11 | 9/16/2014 12:54:12 PM | 42       | 9             | Regular Hours |
| 9/17/2014 10:22:12 AM                                                    | 437 WINNACUNNET RD Pst. 102       | HAMPTON     | NH    | Kevin Clifford   | Lynne Copp      | 9100      | LEAK OUTSIDE        | WF0592197N | 0          | 22          | 9/17/2014 10:22 | 9/17/2014 10:28 | 9/17/2014 10:29 | 9/17/2014 10:51 | 9/17/2014 12:19:12 PM | 88       | 28            | Regular Hours |
| 9/17/2014 11:29:00 AM                                                    | 2460 LAFAYETTE RD                 | PORTSMOUTH  | NH    | David Emerson    | Lynne Copp      | 9100      | LEAK OUTSIDE        | WF0592272N | 0          | 11          | 9/17/2014 11:29 | 9/17/2014 11:32 | 9/17/2014 11:33 | 9/17/2014 11:43 | 9/17/2014 2:10:32 PM  | 146      | 14            | Regular Hours |
| 9/18/2014 10:17:46 AM                                                    | 873 MIDDLE ST Apt. 1A             | PORTSMOUTH  | NH    | Jeffrey Grotreau | Lynne Copp      | 9000      | LEAK INSIDE         | WF0592340N | 0          | 9           | 9/18/2014 10:18 | 9/18/2014 10:20 | 9/18/2014 10:21 | 9/18/2014 10:30 | 9/18/2014 11:23:16 AM | 52       | 12            | Regular Hours |
| 9/18/2014 10:30:36 AM                                                    | 534 MANCHESTER ST Apt. FRONT      | SEABROOK    | NH    | Kevin Clifford   | William Jones   | 9100      | LEAK OUTSIDE        | WF0592348N | 0          | 12          | 9/18/2014 10:31 | 9/18/2014 10:36 | 9/18/2014 10:37 | 9/18/2014 10:49 | 9/18/2014 12:21:47 PM | 91       | 19            | Regular Hours |
| 9/18/2014 3:49:57 PM                                                     | 821 SLINGTON ST Apt. 1 Pst. RIGHT | PORTSMOUTH  | NH    | Jeffrey Grotreau | David Martineau | 9000      | LEAK INSIDE         | WF0592423N | 0          | 3           | 9/18/2014 15:50 | 9/18/2014 15:52 | 9/18/2014 15:53 | 9/18/2014 15:56 | 9/18/2014 4:32:32 PM  | 38       | 6             | Regular Hours |

|           |             |                         |             |    |                  |                 |      |              |            |   |    |                 |                 |                 |                 |                       |     |    |               |              |
|-----------|-------------|-------------------------|-------------|----|------------------|-----------------|------|--------------|------------|---|----|-----------------|-----------------|-----------------|-----------------|-----------------------|-----|----|---------------|--------------|
| 9/19/2014 | 8:57:49 AM  | 16 VILLAGE WAY          | PLAISTOW    | NH | Anthony Beck     | William Jones   | 9100 | LEAK OUTSIDE | WF0592445N | 0 | 28 | 9/19/2014 8:58  | 9/19/2014 8:58  | 9/19/2014 8:59  | 9/19/2014 9:27  | 9/19/2014 10:51:06 AM | 83  | 29 | Regular Hours | < 30 minutes |
| 9/22/2014 | 9:37:18 AM  | 553 HUDSON ST           | SEABROOK    | NH | Kevin Clifford   | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0592737N | 0 | 2  | 9/22/2014 9:37  | 9/22/2014 9:42  | 9/22/2014 9:43  | 9/22/2014 9:45  | 9/22/2014 11:03:18 AM | 78  | 8  | Regular Hours | < 30 minutes |
| 9/22/2014 | 9:59:55 AM  | 0 TROUBLE CALL          | ROCHESTER   | NH | Laurie Rousseau  | Michael Tails   | 9100 | LEAK OUTSIDE | WF0592744N | 8 | 6  | 9/22/2014 10:08 | 9/22/2014 10:08 | 9/22/2014 10:09 | 9/22/2014 10:15 | 9/22/2014 2:03:44 PM  | 228 | 15 | Regular Hours | < 30 minutes |
| 9/22/2014 | 10:08:45 AM | 824 CENTRAL AVE         | DOVER       | NH | David Emerton    | David Martineau | 9100 | LEAK OUTSIDE | WF0592748N | 0 | 0  | 9/22/2014 10:09 | 9/22/2014 10:09 | 9/22/2014 10:10 | 9/22/2014 10:10 | 9/22/2014 11:44:40 AM | 94  | 1  | Regular Hours | < 30 minutes |
| 9/22/2014 | 11:05:25 AM | 817 OCEAN BLVD          | HAMPTON     | NH | Kevin Clifford   | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0592785N | 0 | 12 | 9/22/2014 11:05 | 9/22/2014 11:05 | 9/22/2014 11:06 | 9/22/2014 11:18 | 9/22/2014 12:39:43 PM | 81  | 12 | Regular Hours | < 30 minutes |
| 9/22/2014 | 12:30:49 PM | 0 TROUBLE CALL          | ROCHESTER   | NH | John Wiley       | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0592808N | 0 | 8  | 9/22/2014 12:31 | 9/22/2014 12:31 | 9/22/2014 12:32 | 9/22/2014 12:39 | 9/22/2014 6:30:24 PM  | 350 | 8  | Regular Hours | < 30 minutes |
| 9/22/2014 | 1:13:39 PM  | 1 HAMPTON MDWS          | HAMPTON     | NH | Troy Kimball     | David Martineau | 9000 | LEAK INSIDE  | WF0592814N | 0 | 15 | 9/22/2014 13:13 | 9/22/2014 13:15 | 9/22/2014 13:20 | 9/22/2014 13:31 | 9/22/2014 1:46:42 PM  | 15  | 17 | Regular Hours | < 30 minutes |
| 9/22/2014 | 3:02:49 PM  | 0 TROUBLE CALL          | ROCHESTER   | NH | Laurie Rousseau  | Michael Tails   | 9100 | LEAK OUTSIDE | WF0592860N | 0 | 6  | 9/22/2014 15:02 | 9/22/2014 15:03 | 9/22/2014 15:03 | 9/22/2014 15:09 | 9/22/2014 7:34:36 PM  | 264 | 7  | Regular Hours | < 30 minutes |
| 9/23/2014 | 12:24:21 PM | 46 LAFAYETTE ST         | ROCHESTER   | NH | Kevin Clifford   | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0593034N | 0 | 23 | 9/23/2014 12:24 | 9/23/2014 12:25 | 9/23/2014 12:27 | 9/23/2014 12:49 | 9/23/2014 6:05:56 PM  | 316 | 25 | Regular Hours | < 30 minutes |
| 9/23/2014 | 12:28:37 PM | 95 MAIN ST Apt. 8       | SOMERSWORTH | NH | David Emerton    | William Jones   | 9100 | LEAK OUTSIDE | WF0593036N | 0 | 28 | 9/23/2014 12:28 | 9/23/2014 12:30 | 9/23/2014 12:32 | 9/23/2014 12:59 | 9/23/2014 2:32:53 PM  | 93  | 30 | Regular Hours | < 30 minutes |
| 9/24/2014 | 9:55:42 AM  | 871 USUNTON ST Pkt. 1B  | PORTSMOUTH  | NH | Kevin Clifford   | Michael Tails   | 9000 | LEAK INSIDE  | WF0593172N | 0 | 6  | 9/24/2014 9:55  | 9/24/2014 9:56  | 9/24/2014 9:57  | 9/24/2014 10:03 | 9/24/2014 10:40:44 AM | 37  | 7  | Regular Hours | < 30 minutes |
| 9/24/2014 | 10:53:47 AM | 203 ASHWORTH AVE Apt. 2 | HAMPTON     | NH | David Emerton    | David Martineau | 9000 | LEAK INSIDE  | WF0593181N | 1 | 10 | 9/24/2014 10:55 | 9/24/2014 10:56 | 9/24/2014 10:56 | 9/24/2014 11:06 | 9/24/2014 11:29:47 AM | 23  | 12 | Regular Hours | < 30 minutes |
| 9/24/2014 | 12:53:30 PM | 319 VAUGHAN ST          | PORTSMOUTH  | NH | Kevin Clifford   | David Martineau | 9100 | LEAK OUTSIDE | WF0593218N | 0 | 6  | 9/24/2014 12:53 | 9/24/2014 12:53 | 9/24/2014 12:54 | 9/24/2014 13:00 | 9/24/2014 2:27:03 PM  | 86  | 7  | Regular Hours | < 30 minutes |
| 9/25/2014 | 8:24:26 AM  | 12 COGGER ST            | HAMPTON     | NH | Kevin Clifford   | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0593306N | 0 | 18 | 9/25/2014 8:24  | 9/25/2014 8:25  | 9/25/2014 8:27  | 9/25/2014 8:44  | 9/25/2014 10:28:37 AM | 104 | 19 | Regular Hours | < 30 minutes |
| 9/25/2014 | 10:18:10 AM | 35 KANE ST              | PORTSMOUTH  | NH | Jeffrey Grotreau | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0593331N | 0 | 4  | 9/25/2014 10:18 | 9/25/2014 10:22 | 9/25/2014 10:26 | 9/25/2014 10:26 | 9/25/2014 11:44:18 AM | 78  | 8  | Regular Hours | < 30 minutes |
| 9/25/2014 | 10:39:08 AM | 0 TROUBLE CALL          | DOVER       | NH | David Emerton    | Lynne Copp      | 9000 | LEAK INSIDE  | WF0593335N | 0 | 10 | 9/25/2014 10:39 | 9/25/2014 10:39 | 9/25/2014 10:40 | 9/25/2014 10:49 | 9/25/2014 11:21:07 AM | 31  | 10 | Regular Hours | < 30 minutes |
| 9/25/2014 | 2:26:02 PM  | 4 WALNUT AVE            | HAMPTON     | NH | John Wiley       | David Martineau | 9100 | LEAK OUTSIDE | WF0593383N | 0 | 24 | 9/25/2014 14:26 | 9/25/2014 14:29 | 9/25/2014 14:29 | 9/25/2014 14:53 | 9/25/2014 3:59:05 PM  | 65  | 27 | Regular Hours | < 30 minutes |
| 9/25/2014 | 2:48:05 PM  | 33 SEVER BROOK RD       | SALEM       | NH | Lynne Kealy      | Michael Tails   | 9100 | LEAK OUTSIDE | WF0593391N | 0 | 25 | 9/25/2014 14:48 | 9/25/2014 14:48 | 9/25/2014 14:49 | 9/25/2014 15:14 | 9/25/2014 4:37:08 PM  | 82  | 26 | Regular Hours | < 30 minutes |
| 9/26/2014 | 3:53:31 PM  | 203 ASHWORTH AVE Apt. 2 | HAMPTON     | NH | John Wiley       | William Jones   | 9100 | LEAK OUTSIDE | WF0593568N | 0 | 5  | 9/26/2014 15:54 | 9/26/2014 15:57 | 9/26/2014 15:57 | 9/26/2014 16:03 | 9/26/2014 5:06:21 PM  | 63  | 9  | Regular Hours | < 30 minutes |
| 9/29/2014 | 8:47:09 AM  | 3 PLEASANT ST           | PORTSMOUTH  | NH | Kevin Clifford   | David Martineau | 9000 | LEAK INSIDE  | WF0593644N | 0 | 10 | 9/29/2014 8:47  | 9/29/2014 8:49  | 9/29/2014 8:50  | 9/29/2014 9:00  | 9/29/2014 9:39:58 AM  | 39  | 12 | Regular Hours | < 30 minutes |
| 9/29/2014 | 1:31:14 PM  | 3 MEETING PLACE DR      | EXETER      | NH | Daniel Lefortune | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0593764N | 0 | 4  | 9/29/2014 13:31 | 9/29/2014 13:31 | 9/29/2014 13:36 | 9/29/2014 13:36 | 9/29/2014 2:37:25 PM  | 60  | 5  | Regular Hours | < 30 minutes |
| 9/30/2014 | 10:52:07 AM | 2 FAIRVIEW DR           | PORTSMOUTH  | NH | Jeffrey Grotreau | David Martineau | 9100 | LEAK OUTSIDE | WF0593930N | 0 | 12 | 9/30/2014 10:52 | 9/30/2014 10:54 | 9/30/2014 10:56 | 9/30/2014 11:07 | 9/30/2014 12:03:40 PM | 56  | 15 | Regular Hours | < 30 minutes |
| 9/30/2014 | 11:58:55 AM | 2 SILVER ST Apt. 1      | DOVER       | NH | David Emerton    | Lynne Copp      | 9000 | LEAK INSIDE  | WF0593947N | 0 | 1  | 9/30/2014 11:59 | 9/30/2014 11:59 | 9/30/2014 11:59 | 9/30/2014 12:00 | 9/30/2014 12:26:13 PM | 25  | 2  | Regular Hours | < 30 minutes |
| 9/30/2014 | 2:42:11 PM  | 79TH ST                 | HAMPTON     | NH | Troy Kimball     | David Martineau | 9100 | LEAK OUTSIDE | WF0594003N | 0 | 7  | 9/30/2014 14:42 | 9/30/2014 14:42 | 9/30/2014 14:43 | 9/30/2014 14:50 | 9/30/2014 3:58:18 PM  | 67  | 8  | Regular Hours | < 30 minutes |

| Orders responded to in < 30 minutes: 9 (13% of total) for After Hours:           |             |                      |            |    |                 |                 |      |              |            |   |    |                 |                 |                 |                 |                       |     |    |                 |              |
|----------------------------------------------------------------------------------|-------------|----------------------|------------|----|-----------------|-----------------|------|--------------|------------|---|----|-----------------|-----------------|-----------------|-----------------|-----------------------|-----|----|-----------------|--------------|
| 9/3/2014                                                                         | 5:02:30 PM  | 184 SOUTH ST         | PORTSMOUTH | NH | John Wiley      | Lynne Copp      | 9000 | LEAK INSIDE  | WF0590576N | 0 | 29 | 9/3/2014 17:02  | 9/3/2014 17:03  | 9/3/2014 17:03  | 9/3/2014 17:33  | 9/3/2014 5:48:35 PM   | 15  | 30 | After Hours     | < 30 minutes |
| 9/3/2014                                                                         | 5:45:25 PM  | 4 GODFREY AVE        | HAMPTON    | NH | John Wiley      | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0590580N | 0 | 21 | 9/3/2014 17:45  | 9/3/2014 17:46  | 9/3/2014 17:46  | 9/3/2014 18:08  | 9/3/2014 8:18:18 PM   | 190 | 22 | After Hours     | < 30 minutes |
| 9/4/2014                                                                         | 8:51:02 PM  | 247 CASS ST          | PORTSMOUTH | NH | John Wiley      | Lynne Copp      | 9100 | LEAK OUTSIDE | WF0590515N | 0 | 24 | 9/4/2014 18:51  | 9/4/2014 18:53  | 9/4/2014 18:53  | 9/4/2014 19:17  | 9/4/2014 7:53:44 PM   | 35  | 26 | After Hours     | < 30 minutes |
| 9/12/2014                                                                        | 7:37:22 PM  | 4 ELEVANTH ST        | HAMPTON    | NH | John Wiley      | Lynne Copp      | 9000 | LEAK INSIDE  | WF0591041N | 0 | 15 | 9/12/2014 18:37 | 9/12/2014 18:38 | 9/12/2014 18:38 | 9/12/2014 19:53 | 9/12/2014 8:06:33 PM  | 13  | 16 | After Hours     | < 30 minutes |
| 9/15/2014                                                                        | 4:30:31 PM  | 4 EPPING RD          | EXETER     | NH | Kevin Clifford  | David Martineau | 9000 | LEAK INSIDE  | WF0591917N | 0 | 8  | 9/15/2014 16:10 | 9/15/2014 16:10 | 9/15/2014 16:12 | 9/15/2014 16:19 | 9/15/2014 4:39:03 PM  | 19  | 9  | After Hours     | < 30 minutes |
| 9/15/2014                                                                        | 4:28:31 PM  | 0 TROUBLE CALL       | FLAKSTON   | NH | Troy Kimball    | David Martineau | 9100 | LEAK OUTSIDE | WF0591920N | 0 | 19 | 9/15/2014 16:28 | 9/15/2014 16:31 | 9/15/2014 16:31 | 9/15/2014 16:51 | 9/15/2014 5:51:36 PM  | 60  | 22 | After Hours     | < 30 minutes |
| 9/16/2014                                                                        | 4:29:32 PM  | 287 MAPLEWOOD AVE    | PORTSMOUTH | NH | Kevin Clifford  | William Jones   | 9000 | LEAK INSIDE  | WF0592094N | 0 | 6  | 9/16/2014 16:29 | 9/16/2014 16:35 | 9/16/2014 16:37 | 9/16/2014 16:42 | 9/16/2014 5:54:14 PM  | 72  | 12 | After Hours     | < 30 minutes |
| 9/23/2014                                                                        | 5:45:39 PM  | 53 AUSTIN ST Apt. #3 | PORTSMOUTH | NH | John Wiley      | William Jones   | 9000 | LEAK INSIDE  | WF0593112N | 0 | 2  | 9/23/2014 17:46 | 9/23/2014 17:47 | 9/23/2014 17:47 | 9/23/2014 17:49 | 9/23/2014 6:31:39 PM  | 43  | 4  | After Hours     | < 30 minutes |
| 9/26/2014                                                                        | 7:35:22 PM  | 85 MADISON ST        | PORTSMOUTH | NH | John Wiley      | William Jones   | 9100 | LEAK OUTSIDE | WF0593583N | 0 | 12 | 9/26/2014 18:35 | 9/26/2014 18:36 | 9/26/2014 18:37 | 9/26/2014 19:48 | 9/26/2014 8:23:23 PM  | 54  | 13 | After Hours     | < 30 minutes |
| Orders responded to in < 30 minutes: 8 (11% of total) for Weekend/Holiday Hours: |             |                      |            |    |                 |                 |      |              |            |   |    |                 |                 |                 |                 |                       |     |    |                 |              |
| 9/1/2014                                                                         | 1:38:46 PM  | 57 FISHER ST         | DOVER      | NH | Lance Keely     | Edward Charlton | 9000 | LEAK INSIDE  | WF0589579N | 0 | 6  | 9/1/2014 13:39  | 9/1/2014 13:45  | 9/1/2014 13:45  | 9/1/2014 13:51  | 9/1/2014 2:25:17 PM   | 33  | 12 | Weekend/Holiday | < 30 minutes |
| 9/6/2014                                                                         | 11:05:42 AM | 171 AUSTIN ST Apt. 3 | PORTSMOUTH | NH | Jeffrey Croteau | Rene Bordenau   | 9000 | LEAK INSIDE  | WF0590698N | 1 | 6  | 9/6/2014 11:07  | 9/6/2014 11:09  | 9/6/2014 11:10  | 9/6/2014 11:16  | 9/6/2014 12:22:35 PM  | 66  | 10 | Weekend/Holiday | < 30 minutes |
| 9/14/2014                                                                        | 8:21:39 AM  | 27 WINGATE LN        | DOVER      | NH | Alex Goetz      | Scott Lacouture | 9000 | LEAK INSIDE  | WF0591663N | 1 | 13 | 9/14/2014 8:23  | 9/14/2014 8:23  | 9/14/2014 8:25  | 9/14/2014 8:35  | 9/14/2014 10:40:58 AM | 125 | 13 | Weekend/Holiday | < 30 minutes |
| 9/20/2014                                                                        | 9:58:24 AM  | 6 RICHARD ST         | HAMPTON    | NH | Kevin Clifford  | Rene Bordenau   | 9000 | LEAK INSIDE  | WF0592678N | 0 | 8  | 9/20/2014 9:59  | 9/20/2014 9:59  | 9/20/2014 10:02 | 9/20/2014 10:07 | 9/20/2014 10:51:16 AM | 43  | 9  | Weekend/Holiday | < 30 minutes |
| 9/20/2014                                                                        | 1:29:27 PM  | 33 EXETER RD         | HAMPTON    | NH | Kevin Clifford  | Rene Bordenau   | 9100 | LEAK OUTSIDE | WF0592690N | 0 | 21 | 9/20/2014 13:30 | 9/20/2014 13:31 | 9/20/2014 13:32 | 9/20/2014 13:53 | 9/20/2014 3:25:12 PM  | 91  | 24 | Weekend/Holiday | < 30 minutes |
| 9/20/2014                                                                        | 5:58:35 PM  | 26 OVERLOOK DR       | DOVER      | NH | David Emerton   | Edward Charlton | 9100 | LEAK OUTSIDE | WF0592697N | 1 | 16 | 9/20/2014 17:59 | 9/20/2014 18:03 | 9/20/2014 18:04 | 9/20/2014 18:19 | 9/20/2014 8:50:06 PM  | 150 | 21 | Weekend/Holiday | < 30 minutes |
| 9/20/2014                                                                        | 9:13:34 PM  | 14 PINEBLE ST        | DOVER      | NH | David Emerton   | Edward Charlton | 9000 | LEAK INSIDE  | WF0593170N | 1 | 15 | 9/20/2014 21:14 | 9/20/2014 21:14 | 9/20/2014 21:16 | 9/20/2014 21:29 | 9/20/2014 10:51:20 PM | 31  | 16 | Weekend/Holiday | < 30 minutes |
| 9/27/2014                                                                        | 5:34:12 PM  | 124 S MAIN ST        | SEABROOK   | NH | John Wiley      | Edward Charlton | 9100 | LEAK OUTSIDE | WF0594615N | 1 | 5  | 9/27/2014 17:15 | 9/27/2014 17:25 | 9/27/2014 17:25 | 9/27/2014 17:30 | 9/27/2014 5:53:43 PM  | 22  | 16 | Weekend/Holiday | < 30 minutes |

| Orders responded to in 31-45 minutes: 2 (3% 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 |
| 9/17/2014 10:50:58 AM                                                            | 16 VETRANS MEMORIAL PKWY | SALEM     | NH    | Troy Kimball    | William Jones   | 9100      | LEAK OUTSIDE        | WF0592206N | 0         | 7           | 9/17/2014 10:51 | 9/17/2014 11:24 | 9/17/2014 11:24 | 9/17/2014 11:32 | 9/17/2014 12:28:12 PM | 56       |
| 9/22/2014 1:34:03 PM                                                             | 24 FAIRWAY AVE Apt. REST | ROCHESTER | NH    | Laurie Rousseau | David Martineau | 9100      | LEAK OUTSIDE        | WF0592825N | 0         | 12          | 9/22/2014 13:34 | 9/22/2014 13:58 | 9/22/2014 14:05 | 9/22/2014 14:11 | 9/22/2014 3:01:00 PM  | 49       |
| Orders responded to in 31-45 minutes: 3 (4% of total) for After Hours:           |                          |           |       |                 |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |
| 9/5/2014 10:30:47 PM                                                             | 515 SKTH ST              | DOVER     | NH    | Laurie Rousseau | Scott Lacouture | 9000      | LEAK INSIDE         | WF0590683N | 1         | 32          | 9/5/2014 22:32  | 9/5/2014 22:40  | 9/5/2014 22:40  | 9/5/2014 23:13  | 9/5/2014 11:59:49 PM  | 46       |
| 9/22/2014 4:34:00 PM                                                             | 7 SEAVIEW AVE Apt. 2     | HAMPTON   | NH    | Kevin Clifford  | William Jones   | 5000      | GAS LEAKS - SERVICE | WF0592888N | 3         | 26          | 9/22/2014 16:37 | 9/22/2014 16:43 | 9/22/2014 16:44 | 9/22/2014 17:10 | 9/22/2014 5:42:38 PM  | 32       |
| 9/22/2014 6:16:56 PM                                                             | 69 COURT ST              | EXETER    | NH    | Kevin Clifford  | William Jones   | 9000      | LEAK INSIDE         | WF0592917N | 1         | 25          | 9/22/2014 18:18 | 9/22/2014 18:26 | 9/22/2014 18:26 | 9/22/2014 18:51 | 9/22/2014 7:23:28 PM  | 31       |
| Orders responded to in 31-45 minutes: 0 (0% of total) for Weekend/Holiday Hours: |                          |           |       |                 |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |
| 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 |
| 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 |
| Orders responded to in 61-75 minutes: 0 (0% of total) for After Hours:           |                          |           |       |                 |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |
| Orders responded to in 61-75 minutes: 0 (0% of total) for Weekend/Holiday Hours: |                          |           |       |                 |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |
| Orders responded to in > 75 minutes: 0 (0% of total) for Regular Hours:          |                          |           |       |                 |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |
| Order Taken                                                                      | Address                  | Town      | State | Serv. Tech      | Dispatcher      | Task Code | Task Desc.          | Work Order | Held Time | Travel Time | Assigned        | Accepted        | En Route        | On Site         | Work Completed        | Job Time |
| Orders responded to in > 75 minutes: 0 (0% of total) for After Hours:            |                          |           |       |                 |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |
| Orders responded to in > 75 minutes: 0 (0% of total) for Weekend/Holiday Hours:  |                          |           |       |                 |                 |           |                     |            |           |             |                 |                 |                 |                 |                       |          |

Summary for 09/01/2014 to 09/30/2014

| Total Hours  |           |              | Regular Hours |           |              | After Hours  |           |              | Weekend/Holiday Hours |           |              |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin          | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin          | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15           | 36        | 51%          | 15            | 28        | 55%          | 15           | 4         | 33%          | 15                    | 4         | 50%          |
| 30           | 30        | 93%          | 30            | 21        | 96%          | 30           | 5         | 75%          | 30                    | 4         | 100%         |
| 45           | 5         | 100%         | 45            | 2         | 100%         | 45           | 3         | 100%         | 45                    | 0         | 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%         |
| <b>Total</b> | <b>71</b> |              | <b>Total</b>  | <b>51</b> |              | <b>Total</b> | <b>12</b> |              | <b>Total</b>          | <b>8</b>  |              |

Sep-14

| Total Hours  |           |              | Regular Hours |           |              | After Hours  |           |              | Weekend/Holiday Hours |           |              |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin          | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin          | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15           | 36        | 51%          | 15            | 28        | 55%          | 15           | 4         | 33%          | 15                    | 4         | 50%          |
| 30           | 30        | 93%          | 30            | 21        | 96%          | 30           | 5         | 75%          | 30                    | 4         | 100%         |
| 45           | 5         | 100%         | 45            | 2         | 100%         | 45           | 3         | 100%         | 45                    | 0         | 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%         |
| <b>Total</b> | <b>71</b> |              | <b>Total</b>  | <b>51</b> |              | <b>Total</b> | <b>12</b> |              | <b>Total</b>          | <b>8</b>  |              |

Aug-14

| Total Hours  |           |              | Regular Hours |           |              | After Hours  |           |              | Weekend/Holiday Hours |           |              |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin          | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin          | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15           | 23        | 43%          | 15            | 21        | 58%          | 15           | 2         | 14%          | 15                    | 0         | 0%           |
| 30           | 21        | 81%          | 30            | 14        | 97%          | 30           | 5         | 50%          | 30                    | 2         | 50%          |
| 45           | 10        | 100%         | 45            | 1         | 100%         | 45           | 7         | 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%         |
| <b>Total</b> | <b>54</b> |              | <b>Total</b>  | <b>36</b> |              | <b>Total</b> | <b>14</b> |              | <b>Total</b>          | <b>4</b>  |              |

Jul-14

| Total Hours |           |              | Regular Hours |           |              | After Hours |           |              | Weekend/Holiday Hours |           |              |
|-------------|-----------|--------------|---------------|-----------|--------------|-------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin         | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin         | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15          | 36        | 49%          | 15            | 25        | 60%          | 15          | 8         | 40%          | 15                    | 3         | 27%          |
| 30          | 27        | 86%          | 30            | 17        | 100%         | 30          | 7         | 75%          | 30                    | 3         | 55%          |
| 45          | 10        | 100%         | 45            | 0         | 100%         | 45          | 5         | 100%         | 45                    | 5         | 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       | 73        |              | Total         | 42        |              | Total       | 20        |              | Total                 | 11        |              |

Jun-14

| Total Hours |           |              | Regular Hours |           |              | After Hours |           |              | Weekend/Holiday Hours |           |              |
|-------------|-----------|--------------|---------------|-----------|--------------|-------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin         | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin         | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15          | 12        | 21%          | 15            | 11        | 34%          | 15          | 0         | 0%           | 15                    | 1         | 8%           |
| 30          | 33        | 79%          | 30            | 18        | 91%          | 30          | 7         | 58%          | 30                    | 8         | 69%          |
| 45          | 12        | 100%         | 45            | 3         | 100%         | 45          | 5         | 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       | 57        |              | Total         | 32        |              | Total       | 12        |              | Total                 | 13        |              |

May-14

| Total Hours |           |              | Regular Hours |           |              | After Hours |           |              | Weekend/Holiday Hours |           |              |
|-------------|-----------|--------------|---------------|-----------|--------------|-------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin         | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin         | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15          | 29        | 33%          | 15            | 21        | 45%          | 15          | 6         | 22%          | 15                    | 2         | 14%          |
| 30          | 45        | 84%          | 30            | 24        | 96%          | 30          | 13        | 70%          | 30                    | 8         | 71%          |
| 45          | 12        | 98%          | 45            | 2         | 100%         | 45          | 6         | 93%          | 45                    | 4         | 100%         |
| 60          | 0         | 98%          | 60            | 0         | 100%         | 60          | 0         | 93%          | 60                    | 0         | 100%         |
| 75          | 2         | 100%         | 75            | 0         | 100%         | 75          | 2         | 100%         | 75                    | 0         | 100%         |
| >75         | 0         | 100%         | >75           | 0         | 100%         | >75         | 0         | 100%         | >75                   | 0         | 100%         |
| Total       | 88        |              | Total         | 47        |              | Total       | 27        |              | Total                 | 14        |              |

Apr-14

| Total Hours |           |              | Regular Hours |           |              | After Hours |           |              | Weekend/Holiday Hours |           |              |
|-------------|-----------|--------------|---------------|-----------|--------------|-------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin         | Frequency | Cumulative % | Bin           | Frequency | Cumulative % | Bin         | Frequency | Cumulative % | Bin                   | Frequency | Cumulative % |
| 15          | 39        | 40%          | 15            | 28        | 47%          | 15          | 8         | 33%          | 15                    | 3         | 21%          |
| 30          | 47        | 88%          | 30            | 30        | 97%          | 30          | 12        | 83%          | 30                    | 5         | 57%          |
| 45          | 10        | 98%          | 45            | 2         | 100%         | 45          | 2         | 92%          | 45                    | 6         | 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       | 98        |              | Total         | 60        |              | Total       | 24        |              | Total                 | 14        |              |

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        |              |