

Emergency Response Times
 NU New Hampshire work orders from 01/01/2015 to 01/31/2015
 Total orders in sample: 156

Orders responded to in < 30 minutes: 83 (53% of total) for Regular Hours																			
Order Index	Address	Town	State	Senr. Tech	Dispatcher	Task Code	Task Desc	Work Order	Hold Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
1/5/2015 8:26:02 AM	193 OCEAN BLVD	SEABROOK	NH	Alex Groetz	David Martineau	9100	LEAK OUTSIDE	WF0604762N	0	16	1/5/2015 8:26	1/5/2015 8:26	1/5/2015 8:37	1/5/2015 8:43	1/5/2015 11:09:40 AM	146	16	Regular Hours	< 30 minutes
1/6/2015 12:23:06 PM	725 LAFAYETTE RD Apt. 3	HAMPTON	NH	Alex Groetz	David Martineau	9000	LEAK INSIDE	WF0603940N	0	14	1/6/2015 12:23	1/6/2015 12:24	1/6/2015 12:26	1/6/2015 12:39	1/6/2015 1:48:45 PM	69	16	Regular Hours	< 30 minutes
1/6/2015 1:29:45 PM	3 SIXTEENTH ST	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0603949N	0	20	1/6/2015 1:30	1/6/2015 1:30	1/6/2015 1:30	1/6/2015 1:30	1/6/2015 2:48:10 PM	57	20	Regular Hours	< 30 minutes
1/7/2015 8:53:48 AM	15 MAIN ST	EXETER	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0604011N	0	15	1/7/2015 8:54	1/7/2015 8:55	1/7/2015 8:56	1/7/2015 9:11	1/7/2015 10:46:39 AM	94	17	Regular Hours	< 30 minutes
1/7/2015 9:46:55 AM	17 WEBB PL Apt. GUYS Pkt. FIVE	DOVER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0604020N	0	19	1/7/2015 9:47	1/7/2015 9:49	1/7/2015 9:50	1/7/2015 10:09	1/7/2015 12:33:19 PM	144	22	Regular Hours	< 30 minutes
1/7/2015 10:43:21 AM	8 MAIN ST Apt. A	PLAISTOW	NH	Ryan Kelleher	William Jones	9100	LEAK OUTSIDE	WF0604029N	2	12	1/7/2015 10:45	1/7/2015 10:47	1/7/2015 10:47	1/7/2015 10:59	1/7/2015 12:08:15 PM	69	16	Regular Hours	< 30 minutes
1/7/2015 1:50:14 PM	8 FRANKLIN HTS	ROCHESTER	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0604026N	0	15	1/7/2015 1:50	1/7/2015 1:51	1/7/2015 1:52	1/7/2015 14:06	1/7/2015 3:09:41 PM	62	16	Regular Hours	< 30 minutes
1/7/2015 2:06:52 PM	35 INDUSTRIAL WAY Pte. E	ROCHESTER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0604073N	0	12	1/7/2015 14:07	1/7/2015 14:07	1/7/2015 14:08	1/7/2015 14:20	1/7/2015 2:55:48 PM	34	13	Regular Hours	< 30 minutes
1/7/2015 2:36:07 PM	40 EMERSON RD	DURHAM	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0604076N	1	23	1/7/2015 14:37	1/7/2015 14:37	1/7/2015 14:38	1/7/2015 15:01	1/7/2015 3:31:24 PM	30	25	Regular Hours	< 30 minutes
1/8/2015 11:31:04 AM	1 FINE CHOCOLATE WAY Apt. WAY Pst.	STRATHAM	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0604170N	0	15	1/8/2015 11:31	1/8/2015 11:33	1/8/2015 11:36	1/8/2015 11:48	1/8/2015 12:27:40 PM	39	17	Regular Hours	< 30 minutes
1/8/2015 12:17:18 PM	18 PIERCE AVE Apt. FL 2	HAMPTON	NH	Daniel LaFortune	Michael Talis	9000	LEAK INSIDE	WF0604175N	0	7	1/8/2015 12:17	1/8/2015 12:18	1/8/2015 12:19	1/8/2015 12:26	1/8/2015 1:45:25 PM	79	8	Regular Hours	< 30 minutes
1/8/2015 3:38:17 PM	45 HAM ST Apt. B	DOVER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0604201N	1	17	1/8/2015 15:39	1/8/2015 15:44	1/8/2015 15:44	1/8/2015 16:02	1/8/2015 4:30:28 PM	28	23	Regular Hours	< 30 minutes
1/9/2015 12:38:03 PM	4 VIRGINIA LN	SEABROOK	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0604290N	1	16	1/9/2015 12:19	1/9/2015 12:22	1/9/2015 12:23	1/9/2015 12:38	1/9/2015 3:45:47 PM	66	20	Regular Hours	< 30 minutes
1/9/2015 1:04:19 PM	0 TROUBLE CALL	EXETER	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0604305N	0	9	1/9/2015 13:04	1/9/2015 13:05	1/9/2015 13:06	1/9/2015 13:14	1/9/2015 2:23:57 PM	69	10	Regular Hours	< 30 minutes
1/9/2015 2:10:22 PM	24 EMERALD LN	DOVER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0604310N	0	8	1/9/2015 14:11	1/9/2015 14:13	1/9/2015 14:14	1/9/2015 14:22	1/9/2015 3:02:44 PM	40	11	Regular Hours	< 30 minutes
1/9/2015 3:56:16 PM	10 ECHO BROOK DR	GONIC	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0604328N	0	13	1/9/2015 15:56	1/9/2015 15:59	1/9/2015 15:59	1/9/2015 16:12	1/9/2015 4:59:39 PM	46	16	Regular Hours	< 30 minutes
1/12/2015 8:27:58 AM	69 DENNETT ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0604399N	0	10	1/12/2015 8:28	1/12/2015 8:29	1/12/2015 8:35	1/12/2015 8:40	1/12/2015 9:51:45 AM	71	12	Regular Hours	< 30 minutes

1/12/2015	8:40:59 AM	43 HIGH ST	SOMERSWORTH	NH	David Perreault	William Jones	9100	GAS LEAKS - SERVICE	WY0604404AN	1	15	1/12/2015 8:43	1/12/2015 8:43	1/12/2015 8:44	1/12/2015 8:58	1/12/2015 9:50:33 AM	51	17	Regular Hours	< 30 minutes
1/12/2015	1:01:40 PM	6 TROUBLE CALL	DURHAM	NH	David Emerson	Lynne Copp	9100	LEAK OUTSIDE	WY0604446IN	0	22	1/12/2015 13:01	1/12/2015 13:04	1/12/2015 13:05	1/12/2015 13:26	1/12/2015 3:06:25 PM	99	24	Regular Hours	< 30 minutes
1/12/2015	1:41:05 PM	21 APPLEVALE DR	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WY0604446IN	0	21	1/12/2015 13:41	1/12/2015 13:43	1/12/2015 13:42	1/12/2015 14:09	1/12/2015 3:52:00 PM	88	22	Regular Hours	< 30 minutes
1/13/2015	9:12:02 AM	0 TROUBLE CALL	BRENTWOOD	NH	Alex Goretz	Lynne Copp	9100	LEAK OUTSIDE	WY0604519IN	0	11	1/13/2015 9:12	1/13/2015 9:13	1/13/2015 9:14	1/13/2015 9:25	1/13/2015 11:36:10 AM	111	13	Regular Hours	< 30 minutes
1/13/2015	10:02:17 AM	86 DEARBORN AVE	HAMPTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WY0604512IN	0	19	1/13/2015 10:02	1/13/2015 10:07	1/13/2015 10:07	1/13/2015 10:28	1/13/2015 11:23:40 AM	57	24	Regular Hours	< 30 minutes
1/13/2015	2:07:06 PM	271 MAIST RD	DOVER	NH	David Emerson	William Jones	9000	LEAK INSIDE	WY0604515IN	0	2	1/13/2015 14:07	1/13/2015 14:10	1/13/2015 14:11	1/13/2015 14:13	1/13/2015 3:01:36 PM	50	5	Regular Hours	< 30 minutes
1/14/2015	10:29:14 AM	585 LAFAYETTE RD	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WY0604518IN	0	9	1/14/2015 10:29	1/14/2015 10:30	1/14/2015 10:32	1/14/2015 10:40	1/14/2015 10:57:40 AM	17	30	Regular Hours	< 30 minutes
1/14/2015	11:59:17 AM	47 GREEN ST Apt. 1	SOMERSWORTH	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WY0604051IN	0	18	1/14/2015 11:59	1/14/2015 12:00	1/14/2015 12:03	1/14/2015 12:18	1/14/2015 2:06:38 PM	207	10	Regular Hours	< 30 minutes
1/14/2015	3:00:22 PM	200 UNION ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WY0604058IN	0	28	1/14/2015 15:01	1/14/2015 15:01	1/14/2015 15:01	1/14/2015 15:30	1/14/2015 4:06:39 PM	56	29	Regular Hours	< 30 minutes
1/15/2015	8:35:42 AM	155 MAIN ST Apt. 1	SOMERSWORTH	NH	David Emerson	Lynne Copp	9100	LEAK OUTSIDE	WY0604736IN	0	14	1/15/2015 8:36	1/15/2015 8:38	1/15/2015 8:39	1/15/2015 8:52	1/15/2015 10:11:39 AM	88	16	Regular Hours	< 30 minutes
1/15/2015	1:56:45 PM	207 ATLANTIC AVE	SEABROOK	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WY0604814IN	0	11	1/15/2015 13:57	1/15/2015 14:01	1/15/2015 14:01	1/15/2015 14:12	1/15/2015 3:33:06 PM	80	16	Regular Hours	< 30 minutes
1/15/2015	3:02:11 PM	213 LILAC LN	DOVER	NH	Laurie Rousseau	David Martinage	9100	LEAK OUTSIDE	WY0604830IN	0	21	1/15/2015 15:03	1/15/2015 15:03	1/15/2015 15:08	1/15/2015 15:25	1/15/2015 4:24:08 PM	58	23	Regular Hours	< 30 minutes
1/15/2015	3:50:38 PM	1003 SOUTH ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WY0604832IN	0	6	1/15/2015 15:11	1/15/2015 15:13	1/15/2015 15:14	1/15/2015 15:20	1/15/2015 4:15:15 PM	55	9	Regular Hours	< 30 minutes
1/16/2015	1:04:42 PM	11 EAGLE DR Apt. 1 PUL BLDG	SALEM	NH	Ryan Kelleher	William Jones	9100	LEAK OUTSIDE	WY0604912IN	0	10	1/16/2015 13:05	1/16/2015 13:07	1/16/2015 13:09	1/16/2015 13:17	1/16/2015 3:06:33 PM	109	12	Regular Hours	< 30 minutes
1/16/2015	3:19:34 AM	13 KENTVILLE TER	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WY0605025IN	0	16	1/16/2015 9:20	1/16/2015 9:20	1/16/2015 9:24	1/16/2015 9:37	1/16/2015 10:49:06 AM	72	17	Regular Hours	< 30 minutes
1/20/2015	1:19:53 PM	18 VILLAGE WAY	PLAISTOW	NH	Alex Goretz	William Jones	9100	LEAK OUTSIDE	WY0605159IN	1	4	1/20/2015 13:21	1/20/2015 13:22	1/20/2015 13:23	1/20/2015 13:27	1/20/2015 3:05:39 PM	58	7	Regular Hours	< 30 minutes
1/21/2015	9:11:52 AM	163 WATER ST Apt. C-5 PUL #5	EXETER	NH	Daniel LaFortune	Michael Talis	9000	LEAK INSIDE	WY0605144IN	0	25	1/21/2015 9:14	1/21/2015 9:14	1/21/2015 9:17	1/21/2015 9:39	1/21/2015 11:04:24 AM	84	25	Regular Hours	< 30 minutes
1/22/2015	9:19:30 AM	2 LOCUST ST	DOVER	NH	David Emerson	Lynne Copp	9000	LEAK INSIDE	WY0605173IN	0	7	1/22/2015 9:19	1/22/2015 9:23	1/22/2015 9:23	1/22/2015 9:30	1/22/2015 10:16:18 AM	45	11	Regular Hours	< 30 minutes
1/22/2015	11:46:39 AM	35 STOWECROFT DR	HAMPTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WY0605198IN	0	9	1/22/2015 11:47	1/22/2015 11:47	1/22/2015 11:48	1/22/2015 11:57	1/22/2015 1:21:17 PM	83	30	Regular Hours	< 30 minutes
1/22/2015	1:27:44 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Alex Goretz	Lynne Copp	9100	LEAK OUTSIDE	WY0605215IN	0	6	1/22/2015 13:28	1/22/2015 13:28	1/22/2015 13:30	1/22/2015 13:35	1/22/2015 5:35:30 PM	240	7	Regular Hours	< 30 minutes
1/22/2015	2:47:14 PM	17 WAKEFIELD ST	ROCHESTER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WY0605449IN	0	9	1/22/2015 14:47	1/22/2015 14:54	1/22/2015 15:04	1/22/2015 15:04	1/22/2015 5:00:04 PM	115	17	Regular Hours	< 30 minutes
1/23/2015	11:01:47 AM	51 CROSS ST	SALEM	NH	Ryan Kelleher	David Martinage	9100	LEAK OUTSIDE	WY0605495IN	2	30	1/23/2015 11:06	1/23/2015 11:07	1/23/2015 11:09	1/23/2015 11:27	1/23/2015 1:45:35 PM	157	24	Regular Hours	< 30 minutes
1/26/2015	7:53:15 AM	2 ELM ST	SOMERSWORTH	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WY0605596IN	1	9	1/26/2015 7:54	1/26/2015 7:57	1/26/2015 7:58	1/26/2015 8:06	1/26/2015 9:26:32 AM	79	13	Regular Hours	< 30 minutes

1/26/2015	12:23:50 PM	14 ESSEX ST Apt. 2	DOVER	NH	David Perreault	David Martineau	9100	LEAK OUTSIDE	WF0605567N	0	25	1/26/2015 12:24	1/26/2015 12:27	1/26/2015 12:28	1/26/2015 12:53	1/26/2015	2:52:44 PM	99	29	Regular Hours	< 30 minutes
1/26/2015	1:31:10 PM	13 ALEXANDER DR	HAMPTON	NH	Daniel Lafortune	David Martineau	9100	LEAK OUTSIDE	WF0605676N	0	9	1/26/2015 13:31	1/26/2015 13:31	1/26/2015 13:32	1/26/2015 13:41	1/26/2015	2:58:16 PM	76	10	Regular Hours	< 30 minutes
1/27/2015	10:52:42 AM	6 FREEMAN CT	DOVER	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0605757N	0	8	1/27/2015 10:53	1/27/2015 10:56	1/27/2015 10:56	1/27/2015 11:04	1/27/2015	11:29:09 AM	24	12	Regular Hours	< 30 minutes
1/27/2015	11:25:53 AM	15 PONDVIEW DR	DOVER	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0605759N	2	13	1/27/2015 11:28	1/27/2015 11:31	1/27/2015 11:31	1/27/2015 11:45	1/27/2015	12:38:10 PM	53	19	Regular Hours	< 30 minutes
1/27/2015	11:26:49 AM	394 SALMON FALLS RD	ROCHESTER	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0605754N	1	9	1/27/2015 11:28	1/27/2015 11:28	1/27/2015 11:29	1/27/2015 11:34	1/27/2015	11:52:59 AM	14	11	Regular Hours	< 30 minutes
1/27/2015	12:40:40 PM	1 LANGDALE DR	HAMPTON	NH	Alex Groetz	David Martineau	9000	LEAK INSIDE	WF0605763N	0	14	1/27/2015 12:41	1/27/2015 12:42	1/27/2015 12:42	1/27/2015 12:56	1/27/2015	2:10:06 PM	73	16	Regular Hours	< 30 minutes
1/27/2015	12:43:01 PM	6 WENTAGE DR	HAMPTON	NH	Daniel Lafortune	David Martineau	9100	LEAK OUTSIDE	WF0605764N	1	14	1/27/2015 12:44	1/27/2015 12:44	1/27/2015 12:46	1/27/2015 12:50	1/27/2015	1:57:09 PM	57	16	Regular Hours	< 30 minutes
1/27/2015	2:46:29 PM	404 SPRINGBROOK CIR	PORTSMOUTH	NH	Lance Keelty	David Martineau	9000	LEAK INSIDE	WF0605772N	0	12	1/27/2015 14:46	1/27/2015 14:47	1/27/2015 14:47	1/27/2015 14:59	1/27/2015	3:56:57 PM	57	12	Regular Hours	< 30 minutes
1/27/2015	2:46:56 PM	47 SILVER BROOK RD	SALEM	NH	Ryan Kelleher	David Martineau	9000	LEAK INSIDE	WF0605773N	1	25	1/27/2015 14:48	1/27/2015 14:48	1/27/2015 14:57	1/27/2015 15:14	1/27/2015	4:30:38 PM	76	27	Regular Hours	< 30 minutes
1/27/2015	3:20:51 PM	15 PRENTISS WAY	EXETER	NH	Daniel Lafortune	David Martineau	9000	LEAK INSIDE	WF0605774N	0	8	1/27/2015 15:21	1/27/2015 15:22	1/27/2015 15:22	1/27/2015 15:30	1/27/2015	3:47:32 PM	16	9	Regular Hours	< 30 minutes
1/28/2015	8:09:07 AM	100 MARTHAS WAY Apt. LDY	DOVER	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0605792N	0	25	1/28/2015 8:09	1/28/2015 8:14	1/28/2015 8:15	1/28/2015 8:29	1/28/2015	10:04:16 AM	94	20	Regular Hours	< 30 minutes
1/28/2015	8:31:04 AM	230 COMMERCE WAY	PORTSMOUTH	NH	Lance Keelty	David Martineau	9000	LEAK INSIDE	WF0605793N	0	13	1/28/2015 8:21	1/28/2015 8:22	1/28/2015 8:23	1/28/2015 8:35	1/28/2015	9:05:00 AM	29	14	Regular Hours	< 30 minutes
1/28/2015	8:38:02 AM	48 MERRILL IND DR	HAMPTON	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0605794N	0	13	1/28/2015 8:36	1/28/2015 8:36	1/28/2015 8:37	1/28/2015 8:40	1/28/2015	11:29:38 AM	169	14	Regular Hours	< 30 minutes
1/28/2015	9:00:59 AM	101 SHATTUCK WAY Pst. B	NEWINGTON	NH	Lance Keelty	Michael Talis	9000	LEAK INSIDE	WF0605797N	3	5	1/28/2015 9:04	1/28/2015 9:04	1/28/2015 9:05	1/28/2015 9:09	1/28/2015	9:58:13 AM	48	9	Regular Hours	< 30 minutes
1/28/2015	9:38:24 AM	44 BRIDGE ST	PORTSMOUTH	NH	Kurt House	Michael Talis	9000	LEAK INSIDE	WF0605798N	0	11	1/28/2015 9:28	1/28/2015 9:31	1/28/2015 9:32	1/28/2015 9:43	1/28/2015	10:09:10 AM	25	14	Regular Hours	< 30 minutes
7 GREENLEAF WOODS DR Apt. 101 Pst.																					
1/28/2015	9:54:12 AM	PINE	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0605802N	5	10	1/28/2015 9:59	1/28/2015 10:00	1/28/2015 10:01	1/28/2015 10:11	1/28/2015	11:15:06 AM	63	17	Regular Hours	< 30 minutes
1/28/2015	10:29:03 AM	121 SHATTUCK WAY Pst. 12	NEWINGTON	NH	Kurt House	David Martineau	9100	LEAK OUTSIDE	WF0605808N	0	16	1/28/2015 10:29	1/28/2015 10:34	1/28/2015 10:34	1/28/2015 10:50	1/28/2015	12:01:52 PM	71	21	Regular Hours	< 30 minutes
1/28/2015	11:05:11 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Kurt House	David Martineau	9000	LEAK INSIDE	WF0605813N	3	21	1/28/2015 11:08	1/28/2015 11:08	1/28/2015 11:08	1/28/2015 11:30	1/28/2015	11:40:10 AM	10	24	Regular Hours	< 30 minutes
1/28/2015	11:09:59 AM	92 WAPLE ST	SOMERSWORTH	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0605815N	0	11	1/28/2015 11:09	1/28/2015 11:11	1/28/2015 11:12	1/28/2015 11:23	1/28/2015	12:33:52 PM	50	14	Regular Hours	< 30 minutes
1/28/2015	11:30:46 AM	19 SANDSTONE WAY Apt. 20 Pst. 19 &	EXETER	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0605816N	1	23	1/28/2015 11:11	1/28/2015 11:15	1/28/2015 11:16	1/28/2015 11:39	1/28/2015	12:11:44 PM	32	28	Regular Hours	< 30 minutes
1/28/2015	11:33:08 AM	8 MERRILL IND DR	HAMPTON	NH	Alex Groetz	David Martineau	9100	LEAK OUTSIDE	WF0605817N	0	16	1/28/2015 11:13	1/28/2015 11:13	1/28/2015 11:29	1/28/2015 11:29	1/28/2015	12:01:13 PM	31	16	Regular Hours	< 30 minutes
1/28/2015	11:39:18 AM	114 RAILROAD AVE	SEABROOK	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0605821N	0	6	1/28/2015 11:19	1/28/2015 11:23	1/28/2015 11:23	1/28/2015 11:29	1/28/2015	12:30:34 PM	60	10	Regular Hours	< 30 minutes
1/28/2015	11:51:45 AM	22 STOWECROFT DR	HAMPTON	NH	Alex Groetz	David Martineau	9100	LEAK OUTSIDE	WF0605822N	1	11	1/28/2015 11:53	1/28/2015 11:55	1/28/2015 12:01	1/28/2015 12:06	1/28/2015	1:30:34 PM	84	14	Regular Hours	< 30 minutes

1/28/2015	1:02:56 PM	13 MARSHVIEW CIR	SEABROOK	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WFO600512N	0	12	1/28/2015 11:03	1/28/2015 11:06	1/28/2015 11:09	1/28/2015 11:12	1/28/2015 11:15	2:32:08 PM	73	15	Regular Hours	< 30 minutes
1/28/2015	2:13:13 PM	25 MADBURY RD	DURHAM	NH	David Emerson	Lynne Copp	9000	LEAK INSIDE	WFO6005146N	0	17	1/28/2015 14:13	1/28/2015 14:17	1/28/2015 14:18	1/28/2015 14:35	1/28/2015	4:14:05 PM	98	22	Regular Hours	< 30 minutes
1/28/2015	2:39:46 PM	513 SPRINGBROOK CIR	PORTSMOUTH	NH	Lance Keelby	Lynne Copp	9000	LEAK INSIDE	WFO6005153N	0	10	1/28/2015 14:40	1/28/2015 14:40	1/28/2015 14:41	1/28/2015 14:51	1/28/2015	3:34:51 PM	43	11	Regular Hours	< 30 minutes
1/29/2015	7:18:52 AM	580 LAFAYETTE RD Pkt. 2	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WFO6005197N	0	15	1/29/2015 7:19	1/29/2015 7:21	1/29/2015 7:22	1/29/2015 7:37	1/29/2015	7:55:54 AM	18	18	Regular Hours	< 30 minutes
1/29/2015	8:02:25 AM	157 KINGS HWY	HAMPTON	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WFO6005194N	0	7	1/29/2015 8:02	1/29/2015 8:03	1/29/2015 8:04	1/29/2015 8:10	1/29/2015	9:15:15 AM	64	8	Regular Hours	< 30 minutes
1/29/2015	9:09:18 AM	1 MEMILL RD DR Apt. 109 Pkt. 8	HAMPTON	NH	Alex Grootz	Lynne Copp	9100	LEAK OUTSIDE	WFO6005194N	0	16	1/29/2015 9:10	1/29/2015 9:10	1/29/2015 9:11	1/29/2015 9:26	1/29/2015	12:23:08 PM	176	17	Regular Hours	< 30 minutes
1/29/2015	9:48:12 AM	138 ASHWORTH AVE	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WFO6005184N	0	5	1/29/2015 9:48	1/29/2015 9:55	1/29/2015 9:55	1/29/2015 10:05	1/29/2015	11:10:55 AM	69	12	Regular Hours	< 30 minutes
1/29/2015	11:04:06 AM	14 BITTERSWEEET LN Apt. 2	EXETER	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WFO6006031N	1	27	1/29/2015 11:05	1/29/2015 11:05	1/29/2015 11:11	1/29/2015 11:39	1/29/2015	1:00:43 PM	87	29	Regular Hours	< 30 minutes
1/29/2015	11:14:55 AM	40 TROUBLE CALL	ROCHESTER	NH	David Ferreault	Lynne Copp	9000	LEAK INSIDE	WFO6006038N	0	9	1/29/2015 11:15	1/29/2015 11:17	1/29/2015 11:18	1/29/2015 11:27	1/29/2015	1:01:44 PM	94	12	Regular Hours	< 30 minutes
1/29/2015	11:48:23 AM	26 TENNYSON AVE	DOVER	NH	David Emerson	David Martineau	9000	LEAK INSIDE	WFO6006047N	0	13	1/29/2015 11:48	1/29/2015 11:51	1/29/2015 11:52	1/29/2015 12:04	1/29/2015	1:47:57 PM	103	16	Regular Hours	< 30 minutes
1/29/2015	12:15:05 PM	10 CONTINENTAL DR Pkt. 2	EXETER	NH	Alex Grootz	David Martineau	9000	LEAK INSIDE	WFO6006050N	3	16	1/29/2015 12:18	1/29/2015 12:20	1/29/2015 12:24	1/29/2015 12:37	1/29/2015	2:51:28 PM	134	22	Regular Hours	< 30 minutes
1/29/2015	12:29:54 PM	155 HAMPTON MOVS Pkt. POOL	HAMPTON	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WFO6006051N	1	6	1/29/2015 12:29	1/29/2015 12:29	1/29/2015 12:27	1/29/2015 12:36	1/29/2015	3:30:39 PM	180	10	Regular Hours	< 30 minutes
1/29/2015	1:07:09 PM	65 GREEN ST	SCHEMUNSWORTH	NH	David Ferreault	David Martineau	9000	LEAK INSIDE	WFO6006054N	0	14	1/29/2015 13:07	1/29/2015 13:08	1/29/2015 13:09	1/29/2015 13:25	1/29/2015	3:07:46 PM	102	18	Regular Hours	< 30 minutes
1/29/2015	3:43:54 PM	10 CONTINENTAL DR Pkt. 2	EXETER	NH	Alex Grootz	Michael Tally	9100	LEAK OUTSIDE	WFO6006076N	0	10	1/29/2015 14:44	1/29/2015 14:44	1/29/2015 14:53	1/29/2015 14:55	1/29/2015	3:29:50 PM	24	11	Regular Hours	< 30 minutes
1/30/2015	7:22:30 AM	1516 HIGH ST	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WFO6006113N	0	21	1/30/2015 7:24	1/30/2015 7:24	1/30/2015 7:25	1/30/2015 7:46	1/30/2015	8:01:59 AM	17	22	Regular Hours	< 30 minutes
1/30/2015	9:08:50 AM	504 SPRINGBROOK CIR	PORTSMOUTH	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WFO6006122N	2	18	1/30/2015 9:11	1/30/2015 9:12	1/30/2015 9:12	1/30/2015 9:30	1/30/2015	9:54:07 AM	23	22	Regular Hours	< 30 minutes
1/30/2015	9:21:39 AM	32 HAMPSHIRE RD Apt. A Pkt. UNIT	SALEM	NH	Ryan Kelleher	David Martineau	9100	LEAK OUTSIDE	WFO6006128N	0	13	1/30/2015 9:21	1/30/2015 9:24	1/30/2015 9:26	1/30/2015 9:38	1/30/2015	11:29:06 AM	111	16	Regular Hours	< 30 minutes
1/30/2015	1:54:18 PM	727 CENTRAL AVE	DOVER	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WFO6006170N	0	9	1/30/2015 13:54	1/30/2015 13:55	1/30/2015 13:55	1/30/2015 14:04	1/30/2015	2:27:39 PM	22	30	Regular Hours	< 30 minutes
1/30/2015	2:37:28 PM	1136 LIAC LN	DOVER	NH	David Emerson	David Martineau	9000	LEAK INSIDE	WFO6006171N	0	10	1/30/2015 14:12	1/30/2015 14:19	1/30/2015 14:20	1/30/2015 14:30	1/30/2015	3:11:42 PM	41	17	Regular Hours	< 30 minutes
1/30/2015	3:08:24 PM	0 TROUBLE CALL	DURHAM	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WFO6006179N	1	23	1/30/2015 15:09	1/30/2015 15:13	1/30/2015 15:13	1/30/2015 15:36	1/30/2015	5:38:38 PM	121	28	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 25 (18% of total) for After Hours:																					
1/2/2015	4:55:44 PM	30 SILVER BROOK RD	SALEM	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WFO604688N	0	71	1/2/2015 18:35	1/2/2015 16:38	1/2/2015 16:58	1/2/2015 17:00	1/2/2015	5:19:49 PM	19	24	After Hours	< 30 minutes
1/8/2015	5:51:49 PM	316 WATER ST	EXETER	NH	Alex Givetz	Lynne Copp	9000	LEAK INSIDE	WFO604208N	0	11	1/8/2015 17:51	1/8/2015 17:25	1/8/2015 17:57	1/8/2015 17:27	1/8/2015	6:56:35 PM	69	15	After Hours	< 30 minutes
1/8/2015	5:55:18 PM	60 SILVER ST Apt. 1	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO604213N	0	9	1/8/2015 17:56	1/8/2015 17:56	1/8/2015 17:57	1/8/2015 18:06	1/8/2015	6:22:04 PM	15	10	After Hours	< 30 minutes
1/8/2015	6:33:51 PM	338 MAIN ST Apt. 1	SOMERSWORTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WFO604216N	0	24	1/8/2015 18:34	1/8/2015 18:34	1/8/2015 18:34	1/8/2015 18:59	1/8/2015	7:26:16 PM	27	25	After Hours	< 30 minutes
1/8/2015	8:21:40 PM	92 DUNVEGAN WOODS	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WFO604217N	0	8	1/8/2015 20:23	1/8/2015 20:23	1/8/2015 20:23	1/8/2015 20:31	1/8/2015	9:04:25 PM	32	10	After Hours	< 30 minutes
1/9/2015	7:23:37 PM	98 WOODLAND DR	ROCHESTER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WFO604343N	0	11	1/9/2015 19:34	1/9/2015 19:30	1/9/2015 19:30	1/9/2015 19:52	1/9/2015	8:37:41 PM	45	28	After Hours	< 30 minutes
1/12/2015	7:09:28 PM	32 MT VERNON ST	DOVER	NH	Laurie Rousseau	David Martineau	9100	LEAK OUTSIDE	WFO604493N	0	16	1/12/2015 19:09	1/12/2015 19:30	1/12/2015 19:31	1/12/2015 19:26	1/12/2015	8:39:39 PM	52	17	After Hours	< 30 minutes
1/12/2015	8:16:15 PM	60 HIGH ST	SOMERSWORTH	NH	David Emerton	David Martineau	9100	LEAK OUTSIDE	WFO604502N	0	17	1/12/2015 20:16	1/12/2015 20:28	1/12/2015 20:27	1/12/2015 20:44	1/12/2015	10:51:22 PM	127	27	After Hours	< 30 minutes
1/13/2015	6:42:16 PM	8 CHURCH ST Apt. FRONT	HAMPTON	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WFO604589N	0	7	1/13/2015 18:42	1/13/2015 18:45	1/13/2015 18:45	1/13/2015 18:53	1/13/2015	7:41:06 PM	47	30	After Hours	< 30 minutes
1/13/2015	8:14:11 PM	96 OSPREY DR	PORTSMOUTH	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WFO604593N	0	24	1/13/2015 20:14	1/13/2015 20:17	1/13/2015 20:17	1/13/2015 20:41	1/13/2015	9:01:37 PM	20	27	After Hours	< 30 minutes
1/15/2015	5:57:37 PM	21 TEN ROD RD	ROCHESTER	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WFO604852N	0	22	1/15/2015 17:54	1/15/2015 17:54	1/15/2015 17:54	1/15/2015 18:20	1/15/2015	6:41:41 PM	20	23	After Hours	< 30 minutes
1/16/2015	5:04:36 PM	57 CAROLAN AVE	HAMPTON	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WFO604707N	0	29	1/16/2015 17:04	1/16/2015 17:04	1/16/2015 17:04	1/16/2015 17:25	1/16/2015	5:56:58 PM	31	21	After Hours	< 30 minutes
1/21/2015	4:24:16 PM	400 WINNACUNNET RD Apt. 4	HAMPTON	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WFO605314N	0	6	1/21/2015 16:15	1/21/2015 16:17	1/21/2015 16:17	1/21/2015 16:29	1/21/2015	5:01:53 PM	18	9	After Hours	< 30 minutes
1/22/2015	4:34:11 PM	12 FOLSOM ST Apt. 1 Pst. GARAG	DOVER	NH	Lance Keelley	David Martineau	9100	LEAK OUTSIDE	WFO605321N	0	14	1/22/2015 16:34	1/22/2015 16:40	1/22/2015 16:40	1/22/2015 16:55	1/22/2015	6:21:33 PM	85	20	After Hours	< 30 minutes
1/22/2015	8:53:25 PM	59 CLIFF RD Apt. 1 Pst. 59	SALEM	NH	Troy Kimball	David Martineau	9100	LEAK OUTSIDE	WFO605331N	0	18	1/22/2015 20:53	1/22/2015 20:54	1/22/2015 20:55	1/22/2015 21:32	1/22/2015	9:57:04 PM	44	19	After Hours	< 30 minutes
1/23/2015	6:04:25 PM	0 TROUBLE CALL	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WFO605389N	0	30	1/23/2015 18:04	1/23/2015 18:05	1/23/2015 18:07	1/23/2015 18:35	1/23/2015	7:40:10 PM	64	30	After Hours	< 30 minutes
1/26/2015	5:15:43 PM	989 OCEAN BLVD Apt. 24	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO605777N	0	8	1/26/2015 17:12	1/26/2015 17:19	1/26/2015 17:19	1/26/2015 17:27	1/26/2015	5:58:31 PM	30	16	After Hours	< 30 minutes
1/26/2015	5:24:45 PM	306 PLAZA DR	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WFO605729N	0	6	1/26/2015 17:25	1/26/2015 17:25	1/26/2015 17:31	1/26/2015 17:31	1/26/2015	5:36:55 PM	5	6	After Hours	< 30 minutes
1/27/2015	5:42:08 PM	24 TURBURY RD	PLASTON	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WFO605779N	0	16	1/27/2015 17:40	1/27/2015 17:48	1/27/2015 17:46	1/27/2015 18:12	1/27/2015	6:56:02 PM	43	30	After Hours	< 30 minutes
1/27/2015	6:51:59 PM	191 MILLER AVE	PORTSMOUTH	NH	Lance Keelley	William Jones	9000	LEAK INSIDE	WFO605781N	0	11	1/27/2015 18:52	1/27/2015 18:53	1/27/2015 18:53	1/27/2015 19:04	1/27/2015	8:20:16 PM	75	12	After Hours	< 30 minutes
1/29/2015	6:59:29 AM	515 BROADWAY Apt. 1 Pst. SUITE	SALEM	NH	Ryan Kelleher	Lynne Copp	9000	LEAK INSIDE	WFO605936N	1	20	1/29/2015 7:00	1/29/2015 7:07	1/29/2015 7:09	1/29/2015 7:38	1/29/2015	12:11:23 PM	283	28	After Hours	< 30 minutes
1/29/2015	4:00:54 PM	31 SURREY RUN	DOVER	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WFO606087N	0	9	1/29/2015 16:01	1/29/2015 16:02	1/29/2015 16:02	1/29/2015 16:12	1/29/2015	4:46:22 PM	34	11	After Hours	< 30 minutes
1/29/2015	4:09:44 PM	610 RILINGTON ST	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO606089N	0	0	1/29/2015 16:10	1/29/2015 16:10	1/29/2015 16:10	1/29/2015 16:10	1/29/2015	6:03:16 PM	112	0	After Hours	< 30 minutes
1/29/2015	5:15:10 PM	3 LANCASTER ST	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WFO606099N	0	7	1/29/2015 17:15	1/29/2015 17:15	1/29/2015 17:15	1/29/2015 17:22	1/29/2015	7:22:24 PM	119	7	After Hours	< 30 minutes
1/29/2015	7:06:32 PM	35 MOUNT VERNON ST	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WFO606104N	2	23	1/29/2015 19:11	1/29/2015 19:11	1/29/2015 19:23	1/29/2015 19:34	1/29/2015	8:27:08 PM	52	25	After Hours	< 30 minutes
1/29/2015	9:26:30 PM	41 ROCKWATER WAY	PORTSMOUTH	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WFO606108N	0	14	1/29/2015 21:36	1/29/2015 21:37	1/29/2015 21:38	1/29/2015 21:45	1/29/2015	10:17:16 PM	32	19	After Hours	< 30 minutes
1/30/2015	6:05:02 PM	11 WELFING WILLOW DR	ROCHESTER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WFO606194N	0	6	1/30/2015 18:05	1/30/2015 18:08	1/30/2015 18:09	1/30/2015 18:15	1/30/2015	6:53:57 PM	38	9	After Hours	< 30 minutes

1/30/2015	6:34:39 PM	12 THORWALD AVE	HAMPTON	NH	Alex Grotz	William Jones	9000	LEAK INSIDE	WFO606107N	1	22	1/30/2015 18:35	1/30/2015 18:39	1/30/2015 18:39	1/30/2015 19:02	1/30/2015 7:56:46 PM	54	27	After Hours	< 30 minutes
1/30/2015	8:58:47 PM	31 ROCHESTER AVE Pk. B115	PORTSMOUTH	NH	Alex Grotz	William Jones	9000	LEAK INSIDE	WFO606136N	0	25	1/30/2015 20:59	1/30/2015 21:01	1/30/2015 21:01	1/30/2015 21:26	1/30/2015 11:03:18 PM	96	27	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 16 (30% of total) for Weekend/Holiday Hours:																				
1/2/2015	10:31:37 AM	55 COLLING ST	SEABROOK	NH	Jeffrey Creteau	Rene Bordenaleau	9100	LEAK OUTSIDE	WFO605179N	0	24	1/1/2015 10:32	1/1/2015 10:35	1/1/2015 10:35	1/1/2015 11:00	1/1/2015 12:30:48 PM	90	28	Weekend/Holiday	< 30 minutes
1/10/2015	8:44:18 AM	186 LITTLE RIVER RD	HAMPTON	NH	Jeffrey Creteau	Scott Lacourse	9000	LEAK INSIDE	WFO604150N	2	7	1/10/2015 8:46	1/10/2015 8:50	1/10/2015 8:51	1/10/2015 8:57	1/10/2015 10:15:07 AM	27	13	Weekend/Holiday	< 30 minutes
1/10/2015	12:10:48 PM	18 SPRUCE DR	DOVER	NH	David Penneault	Scott Lacourse	9000	LEAK INSIDE	WFO604151N	1	23	1/10/2015 12:12	1/10/2015 12:13	1/10/2015 12:13	1/10/2015 12:35	1/10/2015 4:03:17 PM	211	25	Weekend/Holiday	< 30 minutes
1/10/2015	4:04:30 PM	9 MAIDSVIEW CIR	SEABROOK	NH	Kevin Clifford	Scott Lacourse	9000	LEAK INSIDE	WFO604165N	0	19	1/10/2015 16:04	1/10/2015 16:04	1/10/2015 16:05	1/10/2015 16:18	1/10/2015 4:33:40 PM	14	14	Weekend/Holiday	< 30 minutes
1/10/2015	5:16:35 PM	413 SPRINGBROOK CIR	PORTSMOUTH	NH	Kevin Clifford	Scott Lacourse	9000	LEAK INSIDE	WFO604167N	2	27	1/10/2015 17:18	1/10/2015 17:18	1/10/2015 17:19	1/10/2015 17:45	1/10/2015 6:58:47 PM	72	29	Weekend/Holiday	< 30 minutes
1/10/2015	11:33:03 PM	60 STRATFORD AVE Apt. WOOD Pk. Side	DURHAM	NH	David Emerson	Rene Bordenaleau	9100	LEAK OUTSIDE	WFO604171N	1	7	1/10/2015 23:32	1/10/2015 23:45	1/10/2015 23:45	1/10/2015 23:53	1/11/2015 1:22:10 AM	88	22	Weekend/Holiday	< 30 minutes
1/10/2015	11:43:47 PM	87 6TH ST Apt. B	DOVER	NH	Kevin Clifford	Rene Bordenaleau	9000	LEAK INSIDE	WFO604172N	2	13	1/10/2015 23:46	1/10/2015 23:59	1/11/2015 0:00	1/11/2015 0:00	1/11/2015 12:13:05 AM	22	27	Weekend/Holiday	< 30 minutes
1/11/2015	4:17:03 PM	545 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	Scott Lacourse	9000	LEAK INSIDE	WFO604187N	0	27	1/11/2015 16:37	1/11/2015 16:38	1/11/2015 16:38	1/11/2015 16:45	1/11/2015 5:30:57 PM	25	28	Weekend/Holiday	< 30 minutes
1/11/2015	9:12:46 PM	280 N MAIN ST	ROCHESTER	NH	David Emerson	Rene Bordenaleau	9100	LEAK OUTSIDE	WFO604188N	0	11	1/11/2015 21:12	1/11/2015 21:21	1/11/2015 21:21	1/11/2015 21:30	1/11/2015 10:25:54 PM	52	21	Weekend/Holiday	< 30 minutes
1/17/2015	12:54:49 AM	48 ASPEN DR	ATONGSON	NH	Anthony Beck	Mark Severens	9000	LEAK INSIDE	WFO604960N	-0	28	1/17/2015 0:55	1/17/2015 0:57	1/17/2015 1:01	1/17/2015 1:30	1/17/2015 1:40:03 AM	27	26	Weekend/Holiday	< 30 minutes
1/17/2015	7:16:33 PM	60 NATHANIEL DR	PORTSMOUTH	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WFO604974N	1	23	1/17/2015 19:17	1/17/2015 19:23	1/17/2015 19:23	1/17/2015 19:46	1/17/2015 8:01:10 PM	14	30	Weekend/Holiday	< 30 minutes
1/18/2015	12:13:09 PM	11 KENTVILLE TER	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WFO604982N	0	8	1/18/2015 12:13	1/18/2015 12:17	1/18/2015 12:18	1/18/2015 12:25	1/18/2015 12:53:01 PM	27	12	Weekend/Holiday	< 30 minutes
1/18/2015	12:26:10 PM	150 OSPREY DR	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WFO604983N	1	18	1/18/2015 12:27	1/18/2015 12:27	1/18/2015 12:28	1/18/2015 12:46	1/18/2015 6:06:33 PM	320	20	Weekend/Holiday	< 30 minutes
1/18/2015	1:30:00 PM	27 ALLEN ST	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO604984N	0	21	1/18/2015 1:30	1/18/2015 1:30	1/18/2015 1:31	1/18/2015 1:52	1/18/2015 2:18:22 PM	25	22	Weekend/Holiday	< 30 minutes
1/25/2015	1:43:57 PM	79 EXETER B	ROCHESTER	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WFO605168N	1	16	1/25/2015 14:43	1/25/2015 14:58	1/25/2015 14:58	1/25/2015 15:14	1/25/2015 9:35:10 PM	29	30	Weekend/Holiday	< 30 minutes
1/31/2015	9:43:10 AM	50 FRANKLIN ST	ROCHESTER	NH	Kevin Ruel	Rene Bordenaleau	9100	LEAK OUTSIDE	WFO606205N	0	9	1/31/2015 9:43	1/31/2015 9:44	1/31/2015 9:45	1/31/2015 9:54	1/31/2015 10:59:27 AM	65	31	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 4 (8% of total) for Regular Hours:																				
1/9/2015	3:50:51 PM	41 CORNWALL ST Apt. Unit	PORTSMOUTH	NH	David Lefortune	Lynne Copp	9000	LEAK INSIDE	WFO604207N	5	30	1/9/2015 15:56	1/9/2015 15:57	1/9/2015 16:00	1/9/2015 16:27	1/9/2015 5:26:55 PM	59	36	Regular Hours	31-45 minutes
1/27/2015	12:53:30 PM	31 PROSPERITY ST Apt. B	SEABROOK	NH	David Emerson	Lynne Copp	9100	LEAK OUTSIDE	WFO605761N	0	35	1/27/2015 12:54	1/27/2015 12:54	1/27/2015 13:57	1/27/2015 13:02	1/27/2015 9:21:01 PM	108	38	Regular Hours	31-45 minutes
1/27/2015	1:48:42 PM	29 PLEASANT VALLEY RD	DOVER	NH	David Penneault	David Martineau	9100	LEAK OUTSIDE	WFO605769N	1	33	1/27/2015 13:50	1/27/2015 13:54	1/27/2015 13:55	1/27/2015 14:22	1/27/2015 8:48:14 PM	80	39	Regular Hours	31-45 minutes
1/28/2015	9:45:52 AM	404 SPRINGBROOK CIR	PORTSMOUTH	NH	Lance Keenly	Lynne Copp	9000	LEAK INSIDE	WFO605800N	2	17	1/28/2015 9:48	1/28/2015 9:59	1/28/2015 9:59	1/28/2015 10:17	1/28/2015 1:38:38 PM	201	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 6 (9% of total) for After Hours:																				
1/9/2015	12:37:17 AM	10 WELLSWEEP CIR	ROCHESTER	NH	Kevin Ruel	Jason Brooks	9000	LEAK INSIDE	WFO604218N	1	31	1/9/2015 0:38	1/9/2015 0:40	1/9/2015 0:45	1/9/2015 1:11	1/9/2015 1:38:29 AM	26	33	After Hours	31-45 minutes
1/21/2015	4:17:57 PM	72 WOODSTOCK ST	SEABROOK	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WFO605164N	1	43	1/21/2015 16:19	1/21/2015 16:19	1/21/2015 16:21	1/21/2015 17:02	1/21/2015 6:54:10 PM	111	44	After Hours	31-45 minutes
1/23/2015	4:43:27 PM	483 WINNACUNNET RD Apt. LEFT Pk. EAST	HAMPTON	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WFO605455N	0	31	1/23/2015 16:41	1/23/2015 16:44	1/23/2015 16:44	1/23/2015 17:15	1/23/2015 5:37:53 PM	22	32	After Hours	31-45 minutes
1/26/2015	6:54:17 AM	53 DEARBORN AVE	HAMPTON	NH	Daniel Lefortune	Michael Talis	9100	LEAK OUTSIDE	WFO605571N	3	32	1/26/2015 6:57	1/26/2015 6:58	1/26/2015 7:04	1/26/2015 7:30	1/26/2015 8:47:08 AM	76	36	After Hours	31-45 minutes
1/27/2015	11:57:05 PM	504 MIDDLE ST	PORTSMOUTH	NH	Jeffrey Creteau	William Jones	9000	LEAK INSIDE	WFO605789N	0	26	1/27/2015 23:58	1/28/2015 0:05	1/28/2015 0:06	1/28/2015 0:34	1/28/2015 12:58:43 AM	24	37	After Hours	31-45 minutes
1/28/2015	5:23:18 PM	22 CLIFF AVE Apt. A	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO605901N	0	28	1/28/2015 17:23	1/28/2015 17:27	1/28/2015 17:27	1/28/2015 17:56	1/28/2015 6:17:06 PM	20	33	After Hours	31-45 minutes
1/29/2015	6:34:45 AM	4 BOURN AVE	HAMPTON	NH	Jeffrey Creteau	Lynne Copp	9000	LEAK INSIDE	WFO605935N	0	31	1/29/2015 6:35	1/29/2015 6:48	1/29/2015 6:49	1/29/2015 7:30	1/29/2015 8:11:00 AM	50	45	After Hours	31-45 minutes
1/29/2015	4:38:58 PM	45 BLUE HERON DR	PORTSMOUTH	NH	Jeffrey Creteau	William Jones	9100	LEAK OUTSIDE	WFO606097N	1	24	1/29/2015 16:40	1/29/2015 16:48	1/29/2015 16:48	1/29/2015 17:13	1/29/2015 6:18:28 PM	63	33	After Hours	31-45 minutes
1/29/2015	8:16:46 PM	1275 MAPLEWOOD AVE Apt. 44	PORTSMOUTH	NH	Jeffrey Creteau	William Jones	9000	LEAK INSIDE	WFO606107N	0	17	1/29/2015 20:27	1/29/2015 20:40	1/29/2015 20:40	1/29/2015 20:58	1/29/2015 10:32:03 PM	93	31	After Hours	31-45 minutes

Orders responded to in 31-45 minutes: 11 (7% of total) for Weekend/Holiday Hours:																					
1/2/2015	1:33:36 PM	6010 TRIPLE CAIL	SEABROOK	NH	Jeffrey Croteau	Rene Bordenaleu	9100	LEAK OUTSIDE	WF0603583N	0	25	1/1/2015 13:33	1/1/2015 13:40	1/1/2015 13:41	1/1/2015 14:06	1/1/2015	3:06:22 PM	62	32	Weekend/Holiday	31-45 minutes
1/3/2015	11:52:30 AM	151 ELWYN AVE	PORTSMOUTH	NH	Alex Grootz	Lynne Cogg	9100	LEAK OUTSIDE	WF0603728N	0	29	1/3/2015 11:53	1/3/2015 11:58	1/3/2015 11:59	1/3/2015 12:27	1/3/2015	2:21:06 PM	113	34	Weekend/Holiday	31-45 minutes
1/4/2015	6:44:53 PM	328 MAIN ST PH. APT F	SOMERSWORTH	NH	Kevin Ruel	Edward Charlton	9000	LEAK INSIDE	WF0603742N	0	30	1/4/2015 18:45	1/4/2015 18:53	1/4/2015 18:54	1/4/2015 19:24	1/4/2015	7:53:44 PM	29	39	Weekend/Holiday	31-45 minutes
1/10/2015	4:55:45 PM	35 ROCKINGHAM ST	PORTSMOUTH	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0604366N	1	28	1/10/2015 16:57	1/10/2015 17:00	1/10/2015 17:01	1/10/2015 17:28	1/10/2015	5:59:16 PM	30	32	Weekend/Holiday	31-45 minutes
1/11/2015	3:06:40 PM	975 OCEAN BLVD Apt. 2 Ph. 1	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9100	LEAK OUTSIDE	WF0604379N	1	28	1/11/2015 15:08	1/11/2015 15:13	1/11/2015 15:14	1/11/2015 15:41	1/11/2015	4:49:16 PM	67	34	Weekend/Holiday	31-45 minutes
1/17/2015	11:27:34 PM	1 WASHINGTON ST	DOVER	NH	Laure Rousseau	Mark Severens	9100	LEAK OUTSIDE	WF0604977N	0	23	1/17/2015 23:28	1/17/2015 23:40	1/17/2015 23:40	1/18/2015 0:04	1/18/2015	1:07:11 AM	62	36	Weekend/Holiday	31-45 minutes
1/17/2015	11:28:46 PM	1 WASHINGTON ST Apt. 5 TH	DOVER	NH	Laure Rousseau	Mark Severens	9100	LEAK OUTSIDE	WF0604978N	0	34	1/17/2015 23:29	1/17/2015 23:29	1/17/2015 23:30	1/18/2015 0:04	1/18/2015	1:05:12 AM	60	35	Weekend/Holiday	31-45 minutes
1/18/2015	12:49:20 PM	12 SILVER BROOK RD	SALEM	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0604981N	0	23	1/18/2015 12:49	1/18/2015 12:57	1/18/2015 12:58	1/18/2015 13:21	1/18/2015	3:37:58 PM	136	32	Weekend/Holiday	31-45 minutes
1/24/2015	12:47:52 PM	10 LOWELL RD Apt. BACK	SALEM	NH	Anthony Beck	Jason Brooks	9100	LEAK OUTSIDE	WF0605549N	0	30	1/24/2015 12:48	1/24/2015 12:49	1/24/2015 12:51	1/24/2015 13:19	1/24/2015	2:46:16 PM	86	31	Weekend/Holiday	31-45 minutes
1/24/2015	1:00:13 PM	147 PLASTOW RD	PLASTOW	NH	Anthony Beck	Jason Brooks	9100	LEAK OUTSIDE	WF0605550N	1	31	1/24/2015 13:09	1/24/2015 13:11	1/24/2015 13:11	1/24/2015 13:42	1/24/2015	2:02:42 PM	20	34	Weekend/Holiday	31-45 minutes
1/24/2015	3:48:46 PM	7 THORNTON ST	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WF0605559N	0	34	1/24/2015 15:49	1/24/2015 15:50	1/24/2015 15:51	1/24/2015 16:25	1/24/2015	5:15:27 PM	49	36	Weekend/Holiday	31-45 minutes
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	Field Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
1/6/2015	3:10:16 PM	19 MYRTLE ST Apt. A	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0603972N	0	10	1/6/2015 15:10	1/6/2015 15:52	1/6/2015 15:53	1/6/2015 16:02	1/6/2015	6:04:57 PM	122	51	Regular Hours	46-60 minutes
Orders responded to in 61-60 minutes: 2 (1% of total) for After Hours:																					
1/16/2015	4:29:04 PM	288 PORTSMOUTH AVE	SEABROOK	NH	Kevin Ruel	David Martinage	9000	LEAK INSIDE	WF0604948N	0	24	1/16/2015 16:29	1/16/2015 16:51	1/16/2015 16:52	1/16/2015 17:16	1/16/2015	5:34:14 PM	17	47	After Hours	46-60 minutes
1/30/2015	12:27:04 AM	148 OCEAN BLVD	SEABROOK	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0606110N	0	49	1/30/2015 0:28	1/30/2015 0:28	1/30/2015 0:39	1/30/2015 1:18	1/30/2015	1:50:30 AM	32	51	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 3 (1% of total) for Weekend/Holiday Hours:																					
1/2/2015	10:48:01 AM	19 HAMPTON MOWS	HAMPTON	NH	Jeffrey Croteau	Rene Bordenaleu	9100	LEAK OUTSIDE	WF0603580N	5	12	1/1/2015 10:53	1/1/2015 11:32	1/1/2015 11:35	1/1/2015 11:45	1/1/2015	12:45:22 PM	59	52	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	Field Time	Travel Time	Assigned	Accepted	In 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	Field Time	Travel Time	Assigned	Accepted	In 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 01/01/2015 to 01/31/2015

Total Hours				Regular Hours				After Hours				Weekend/Holiday Hours			
Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %	
15	50		32%	15	39	40%		15	11	28%		15	4	14%	
30	78		87%	30	48	94%		30	18	73%		30	12	57%	
45	24		97%	45	4	99%		45	9	95%		45	11	96%	
60	4		100%	60	1	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	156			Total	88			Total	40			Total	28		

Jan-15

Total Hours				Regular Hours				After Hours				Weekend/Holiday Hours			
Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %	
15	50		27%	15	35	40%		15	11	28%		15	4	14%	
30	78		62%	30	48	94%		30	18	73%		30	12	57%	
45	24		97%	45	4	99%		45	9	95%		45	11	96%	
60	4		100%	60	1	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	156			Total	88			Total	40			Total	28		

Dec-14

Total Hours				Regular Hours				After Hours				Weekend/Holiday Hours			
Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %		Bin	Frequency	Cumulative %	
15	39		35%	15	31	45%		15	7	23%		15	1	8%	
30	58		87%	30	33	93%		30	17	80%		30	8	69%	
45	10		96%	45	4	99%		45	3	90%		45	3	91%	
60	5		100%	60	1	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	112			Total	69			Total	30			Total	13		

Nov-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	43%	15	27	59%	15	2	17%	15	6	25%
30	32	82%	30	17	96%	30	5	58%	30	10	67%
45	12	96%	45	2	100%	45	4	92%	45	6	92%
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	82		Total	46		Total	12		Total	24	

Oct-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	28%	15	25	40%	15	3	11%	15	1	6%
30	52	77%	30	34	95%	30	13	59%	30	5	38%
45	21	97%	45	2	98%	45	10	96%	45	9	94%
60	3	100%	60	1	100%	60	1	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	105		Total	62		Total	27		Total	16	

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%
Total	71		Total	51		Total	12		Total	8	

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%
Total	54		Total	36		Total	14		Total	4	

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	

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	397	37%	15	308	49%	15	60	23%	15	29	16%
30	499	84%	30	293	95%	30	125	71%	30	81	61%
45	154	98%	45	25	99%	45	65	95%	45	64	96%
60	21	100%	60	4	100%	60	10	99%	60	7	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	1073		Total	630		Total	262		Total	181	