

Emergency Response Times

NU New Hampshire work orders from 06/01/2015 to 06/30/2015

Total orders in sample: 78

Orders responded to in < 30 minutes: 39 (50% of total) for Regular Hours:																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
6/1/2015	1:49:01 PM	62 CONGRESS ST	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0619376N	0	15	6/1/2015 13:49	6/1/2015 13:52	6/1/2015 13:53	6/1/2015 14:07	6/1/2015	8:57:23 PM	409	18	Regular Hours	< 30 minutes
6/2/2015	11:37:01 AM	0 TROUBLE CALL	DOVER	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0619567N	0	24	6/2/2015 11:37	6/2/2015 11:38	6/2/2015 11:39	6/2/2015 12:03	6/2/2015	12:24:01 PM	20	26	Regular Hours	< 30 minutes
6/2/2015	1:01:24 PM	909 ISLINGTON ST Pst. 1	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0619591N	0	10	6/2/2015 13:01	6/2/2015 13:01	6/2/2015 13:02	6/2/2015 13:12	6/2/2015	2:05:49 PM	53	10	Regular Hours	< 30 minutes
6/3/2015	3:23:50 PM	0 TROUBLE CALL	HAMPTON FALLS	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0619806N	0	15	6/3/2015 15:24	6/3/2015 15:24	6/3/2015 15:26	6/3/2015 15:40	6/3/2015	3:58:11 PM	18	16	Regular Hours	< 30 minutes
6/4/2015	9:33:36 AM	0 TROUBLE CALL	PORTSMOUTH	NH	David Emerton	Michael Talis	9100	LEAK OUTSIDE	WF0619856N	1	12	6/4/2015 9:35	6/4/2015 9:35	6/4/2015 9:36	6/4/2015 9:48	6/4/2015	11:32:13 PM	823	14	Regular Hours	< 30 minutes
6/5/2015	9:03:16 AM	236 N BROADWAY XING Pst. G	SALEM	NH	Ryan Kelleher	David Martinage	9000	LEAK INSIDE	WF0619964N	0	25	6/5/2015 9:03	6/5/2015 9:04	6/5/2015 9:06	6/5/2015 9:29	6/5/2015	11:16:51 AM	107	26	Regular Hours	< 30 minutes
6/5/2015	12:00:24 PM	112 AIRPORT DR	ROCHESTER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0620002N	0	5	6/5/2015 12:00	6/5/2015 12:02	6/5/2015 12:07	6/5/2015 12:07	6/5/2015	1:09:08 PM	61	7	Regular Hours	< 30 minutes
6/5/2015	1:22:20 PM	125 MILTON RD Apt. 2 Pst. UNIT	ROCHESTER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0620009N	0	14	6/5/2015 13:22	6/5/2015 13:25	6/5/2015 13:26	6/5/2015 13:40	6/5/2015	3:28:38 PM	108	17	Regular Hours	< 30 minutes
6/9/2015	9:00:54 AM	5 TOPPAN ST	HAMPTON	NH	Daniel Lafortune	Michael Talis	9100	LEAK OUTSIDE	WF0620396N	0	5	6/9/2015 9:01	6/9/2015 9:02	6/9/2015 9:03	6/9/2015 9:07	6/9/2015	11:04:27 AM	116	6	Regular Hours	< 30 minutes
6/9/2015	9:37:06 AM	21 K ST	HAMPTON	NH	David Perreault	Michael Talis	9000	LEAK INSIDE	WF0620403N	1	0	6/9/2015 9:39	6/9/2015 9:43	6/9/2015 9:44	6/9/2015 9:44	6/9/2015	11:39:30 AM	115	6	Regular Hours	< 30 minutes
6/9/2015	3:12:14 PM	178 KINGS HWY	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0620525N	1	14	6/9/2015 15:13	6/9/2015 15:15	6/9/2015 15:16	6/9/2015 15:29	6/9/2015	4:57:58 PM	88	17	Regular Hours	< 30 minutes
6/10/2015	11:40:24 AM	25 PINE ST	EXETER	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0620615N	1	24	6/10/2015 11:41	6/10/2015 11:42	6/10/2015 11:44	6/10/2015 12:06	6/10/2015	1:17:55 PM	71	26	Regular Hours	< 30 minutes
6/11/2015	7:16:54 AM	24 ANDERSON LN	ROCHESTER	NH	David Perreault	Michael Talis	9000	LEAK INSIDE	WF0620704N	0	6	6/11/2015 7:17	6/11/2015 7:23	6/11/2015 7:29	6/11/2015 7:29	6/11/2015	8:17:43 AM	47	12	Regular Hours	< 30 minutes
6/12/2015	11:38:47 AM	14 RIVERVIEW TER	HAMPTON	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0620855N	0	10	6/12/2015 11:39	6/12/2015 11:39	6/12/2015 11:40	6/12/2015 11:49	6/12/2015	12:20:28 PM	30	11	Regular Hours	< 30 minutes
6/12/2015	12:24:24 PM	610 SUNGTON ST	PORTSMOUTH	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0620863N	0	10	6/12/2015 12:24	6/12/2015 12:25	6/12/2015 12:26	6/12/2015 12:35	6/12/2015	2:37:18 PM	121	11	Regular Hours	< 30 minutes
6/12/2015	12:55:54 PM	16 RIVER ST	SEABROOK	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0620872N	0	17	6/12/2015 12:56	6/12/2015 13:02	6/12/2015 13:05	6/12/2015 13:20	6/12/2015	1:45:46 PM	25	24	Regular Hours	< 30 minutes
6/12/2015	2:12:47 PM	23 USA BETH CIR	DOVER	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0620882N	0	25	6/12/2015 14:13	6/12/2015 14:14	6/12/2015 14:14	6/12/2015 14:40	6/12/2015	3:26:16 PM	46	27	Regular Hours	< 30 minutes
6/15/2015	9:22:15 AM	0 TROUBLE CALL	SOMERSWORTH	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0620992N	0	9	6/15/2015 9:23	6/15/2015 9:29	6/15/2015 9:30	6/15/2015 9:39	6/15/2015	11:23:58 AM	104	17	Regular Hours	< 30 minutes
6/16/2015	8:01:41 AM	26 CAROLAN AVE	HAMPTON	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WF06211260N	0	12	6/16/2015 8:01	6/16/2015 8:04	6/16/2015 8:04	6/16/2015 8:16	6/16/2015	9:39:25 AM	82	14	Regular Hours	< 30 minutes
6/16/2015	12:54:34 PM	24 HARBOR RD Pst. 21	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0621324N	0	9	6/16/2015 12:55	6/16/2015 12:57	6/16/2015 12:57	6/16/2015 13:06	6/16/2015	1:30:07 PM	23	12	Regular Hours	< 30 minutes
6/16/2015	2:49:56 PM	29 MAIN ST	SEABROOK	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0621340N	1	16	6/16/2015 14:51	6/16/2015 14:55	6/16/2015 14:57	6/16/2015 15:12	6/16/2015	3:38:45 PM	26	22	Regular Hours	< 30 minutes
6/16/2015	2:53:53 PM	13 SULLIVAN DR	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0621341N	0	10	6/16/2015 14:54	6/16/2015 14:55	6/16/2015 14:55	6/16/2015 15:05	6/16/2015	3:28:41 PM	23	11	Regular Hours	< 30 minutes
6/17/2015	2:31:14 PM	7 RIVERWOODS DR	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0621472N	0	15	6/17/2015 14:31	6/17/2015 14:33	6/17/2015 14:49	6/17/2015	3:20:52 PM	31	18	Regular Hours	< 30 minutes	
6/18/2015	11:32:09 AM	660 CENTRAL AVE Apt. #1	DOVER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0621588N	0	24	6/18/2015 11:33	6/18/2015 11:33	6/18/2015 11:34	6/18/2015 11:57	6/18/2015	3:04:42 PM	67	25	Regular Hours	< 30 minutes
6/18/2015	1:46:53 PM	5 AUBURN ST	EXETER	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0621619N	0	8	6/18/2015 13:47	6/18/2015 13:48	6/18/2015 13:48	6/18/2015 13:56	6/18/2015	3:26:51 PM	90	9	Regular Hours	< 30 minutes
6/19/2015	12:50:35 PM	501 ISLINGTON ST	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0621772N	0	10	6/19/2015 12:50	6/19/2015 12:51	6/19/2015 12:51	6/19/2015 13:01	6/19/2015	1:34:53 PM	33	10	Regular Hours	< 30 minutes
6/19/2015	1:50:20 PM	380 OCEAN RD Apt. 4	PORTSMOUTH	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0621776N	1	7	6/19/2015 13:52	6/19/2015 13:51	6/19/2015 13:52	6/19/2015 13:59	6/19/2015	2:48:11 PM	49	8	Regular Hours	< 30 minutes

6/19/2015	2:27:48 PM	2 STERLING HILL LN Apt. HOUSE Pre. A Pst. CLUB	EXETER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0621789N	1	15	6/19/2015 14:29	6/19/2015 14:33	6/19/2015 14:33	6/19/2015 14:48	6/19/2015	3:25:17 PM	37	20	Regular Hours	< 30 minutes
6/19/2015	3:20:54 PM	5 STERLING HILL LN Pst. COMM	EXETER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0621799N	0	3	6/19/2015 15:21	6/19/2015 15:21	6/19/2015 15:25	6/19/2015 15:25	6/19/2015	3:28:38 PM	3	4	Regular Hours	< 30 minutes
6/22/2015	2:23:39 PM	285 WINNIACUNNET RD Apt. #1	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0622025N	0	9	6/22/2015 14:24	6/22/2015 14:25	6/22/2015 14:26	6/22/2015 14:35	6/22/2015	2:59:40 PM	24	11	Regular Hours	< 30 minutes
6/23/2015	9:01:12 AM	9 ASHBROOK RD	EXETER	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0622085N	0	8	6/23/2015 9:01	6/23/2015 9:01	6/23/2015 9:03	6/23/2015 9:10	6/23/2015	9:45:06 AM	34	9	Regular Hours	< 30 minutes
6/24/2015	8:50:51 AM	169 MAIN ST	PLAISTOW	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0622241N	0	14	6/24/2015 8:51	6/24/2015 8:53	6/24/2015 8:58	6/24/2015 9:07	6/24/2015	10:22:10 AM	74	16	Regular Hours	< 30 minutes
6/26/2015	2:19:10 PM	86 BROWN AVE	SEABROOK	NH	John Wiley	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0622569N	1	9	6/26/2015 14:21	6/26/2015 14:21	6/26/2015 14:21	6/26/2015 14:30	6/26/2015	3:12:17 PM	41	11	Regular Hours	< 30 minutes
6/29/2015	10:54:39 AM	4 H ST Apt. OTTA Pst. 3 C	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0622708N	0	3	6/29/2015 10:55	6/29/2015 10:55	6/29/2015 10:56	6/29/2015 10:58	6/29/2015	11:17:18 AM	18	4	Regular Hours	< 30 minutes
6/29/2015	11:36:40 AM	982 OCEAN BLVD	HAMPTON	NH	John Wiley	Michael Talis	9000	LEAK INSIDE	WF0622732N	0	9	6/29/2015 11:36	6/29/2015 11:38	6/29/2015 11:38	6/29/2015 11:47	6/29/2015	12:11:34 PM	23	11	Regular Hours	< 30 minutes
6/29/2015	2:32:13 PM	14 REDDEN ST	DOVER	NH	David Emerton	Michael Talis	9100	LEAK OUTSIDE	WF0622855N	0	10	6/29/2015 14:32	6/29/2015 14:32	6/29/2015 14:33	6/29/2015 14:42	6/29/2015	3:46:53 PM	64	10	Regular Hours	< 30 minutes
6/30/2015	7:16:20 AM	203 NEW ZEALAND RD	SEABROOK	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0622969N	0	21	6/30/2015 7:16	6/30/2015 7:18	6/30/2015 7:18	6/30/2015 7:39	6/30/2015	8:57:50 AM	78	23	Regular Hours	< 30 minutes
6/30/2015	9:52:56 AM	188 ISLAND PATH	HAMPTON	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0623010N	0	12	6/30/2015 9:53	6/30/2015 9:54	6/30/2015 9:56	6/30/2015 10:07	6/30/2015	11:48:11 AM	100	14	Regular Hours	< 30 minutes
6/30/2015	2:49:37 PM	43 RUTLAND ST	PORTSMOUTH	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0623111N	0	10	6/30/2015 14:50	6/30/2015 14:51	6/30/2015 14:52	6/30/2015 15:02	6/30/2015	4:24:44 PM	82	12	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 20 (26% of total) for After Hours:																					
6/2/2015	4:50:26 PM	46 FRANKLIN ST Apt. 2	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0619673N	0	5	6/2/2015 16:51	6/2/2015 16:58	6/2/2015 16:58	6/2/2015 17:03	6/2/2015	5:36:48 PM	32	13	After Hours	< 30 minutes
6/2/2015	6:36:32 PM	9 LANCELOT CT	SALEM	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0619685N	0	15	6/2/2015 18:37	6/2/2015 18:38	6/2/2015 18:39	6/2/2015 18:54	6/2/2015	7:15:22 PM	21	17	After Hours	< 30 minutes
6/2/2015	6:43:06 PM	15 FRANKLIN ST Apt. 2ND F	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0619688N	0	16	6/2/2015 18:43	6/2/2015 18:43	6/2/2015 18:44	6/2/2015 19:00	6/2/2015	7:15:48 PM	15	17	After Hours	< 30 minutes
6/4/2015	4:20:52 PM	23 WINTER ST	DOVER	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0619927N	0	10	6/4/2015 16:21	6/4/2015 16:26	6/4/2015 16:26	6/4/2015 16:36	6/4/2015	5:56:13 PM	79	15	After Hours	< 30 minutes
6/4/2015	4:36:23 PM	391 MILLER AVE	PORTSMOUTH	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WF0619928N	0	28	6/4/2015 16:36	6/4/2015 16:37	6/4/2015 16:38	6/4/2015 17:06	6/4/2015	9:21:44 PM	255	29	After Hours	< 30 minutes
6/4/2015	5:38:59 PM	5 HAMPSHIRE ST Apt. 1 Pst. UNIT	SALEM	NH	Ryan Kelleher	William Jones	9000	LEAK INSIDE	WF0619932N	0	14	6/4/2015 17:39	6/4/2015 17:48	6/4/2015 17:49	6/4/2015 18:03	6/4/2015	6:40:18 PM	36	24	After Hours	< 30 minutes
6/4/2015	7:47:36 PM	391 MILLER AVE	PORTSMOUTH	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0619945N	0	1	6/4/2015 19:47	6/4/2015 19:48	6/4/2015 19:48	6/4/2015 19:49	6/4/2015	9:22:10 PM	92	2	After Hours	< 30 minutes
6/11/2015	10:54:11 PM	30 CHARTER ST Apt. 8	EXETER	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WF0620811N	0	21	6/11/2015 22:54	6/11/2015 23:02	6/11/2015 23:02	6/11/2015 23:23	6/11/2015	11:57:24 PM	33	29	After Hours	< 30 minutes
6/17/2015	4:02:56 PM	8 IVANS LN	DOVER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0621484N	0	18	6/17/2015 16:03	6/17/2015 16:10	6/17/2015 16:11	6/17/2015 16:29	6/17/2015	5:55:02 PM	85	26	After Hours	< 30 minutes
6/18/2015	6:49:49 PM	391 MILLER AVE	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0621646N	0	23	6/18/2015 18:50	6/18/2015 18:54	6/18/2015 18:55	6/18/2015 19:18	6/18/2015	8:18:27 PM	59	28	After Hours	< 30 minutes
6/18/2015	7:23:19 PM	5 STERLING HILL LN Pst. COMM	EXETER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0621647N	0	0	6/18/2015 19:23	6/18/2015 19:23	6/18/2015 19:24	6/18/2015 19:24	6/18/2015	7:32:36 PM	8	0	After Hours	< 30 minutes
6/19/2015	4:56:24 PM	6 ATKINSON ST Apt. 1ST	DOVER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0621809N	1	12	6/19/2015 16:58	6/19/2015 17:00	6/19/2015 17:01	6/19/2015 17:13	6/19/2015	6:11:34 PM	58	16	After Hours	< 30 minutes
6/22/2015	10:42:55 PM	27 CHARTER ST	EXETER	NH	Alex Groetz	Jason Brooks	9000	LEAK INSIDE	WF0622070N	0	12	6/22/2015 22:43	6/22/2015 22:55	6/22/2015 22:55	6/22/2015 23:07	6/23/2015	12:19:06 AM	71	24	After Hours	< 30 minutes
6/24/2015	4:00:07 PM	448 HIGH ST Apt. STORE	SOMERSWORTH	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0622311N	0	27	6/24/2015 16:00	6/24/2015 16:01	6/24/2015 16:01	6/24/2015 16:28	6/24/2015	5:07:27 PM	39	28	After Hours	< 30 minutes
6/24/2015	4:05:15 PM	15 ANCIENT HWY	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0622312N	0	14	6/24/2015 16:05	6/24/2015 16:05	6/24/2015 16:06	6/24/2015 16:20	6/24/2015	4:43:06 PM	22	15	After Hours	< 30 minutes
6/24/2015	7:20:08 PM	27 EMERALD AVE	HAMPTON	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0622332N	0	0	6/24/2015 19:20	6/24/2015 19:20	6/24/2015 19:21	6/24/2015 19:21	6/24/2015	8:24:54 PM	63	1	After Hours	< 30 minutes
6/26/2015	4:02:45 PM	903 CENTRAL AVE Pst. 1	DOVER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0622581N	0	9	6/26/2015 16:02	6/26/2015 16:06	6/26/2015 16:06	6/26/2015 16:15	6/26/2015	6:01:00 PM	105	12	After Hours	< 30 minutes
6/26/2015	4:25:07 PM	242 CENTRAL AVE	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0622584N	0	8	6/26/2015 16:25	6/26/2015 16:30	6/26/2015 16:39	6/26/2015 16:39	6/26/2015	4:44:42 PM	5	14	After Hours	< 30 minutes
6/26/2015	7:26:04 PM	86 BROWN AVE	SEABROOK	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0622619N	0	17	6/26/2015 19:26	6/26/2015 19:28	6/26/2015 19:28	6/26/2015 19:45	6/26/2015	8:35:18 PM	49	19	After Hours	< 30 minutes
6/30/2015	6:14:26 PM	579 SAGAMORE AVE Apt. 80	PORTSMOUTH	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0623137N	0	17	6/30/2015 18:14	6/30/2015 18:17	6/30/2015 18:17	6/30/2015 18:34	6/30/2015	8:11:32 PM	96	20	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 10 (13% of total) for Weekend/Holiday Hours:																					
6/6/2015	7:46:50 PM	13 HALLS WAY	SEABROOK	NH	John Wiley	Scott Lacouture	9100	LEAK OUTSIDE	WF0620130N	1	9	6/6/2015 19:48	6/6/2015 19:56	6/6/2015 19:56	6/6/2015 20:05	6/6/2015	9:19:25 PM	74	18	Weekend/Holiday	< 30 minutes
6/13/2015	8:04:59 AM	25 TOWNSEND DR	DOVER	NH	David Perreault	Jason Brooks	9000	LEAK INSIDE	WF0620963N	0	18	6/13/2015 8:05	6/13/2015 8:11	6/13/2015 8:12	6/13/2015 8:30	6/13/2015	10:35:44 AM	125	25	Weekend/Holiday	< 30 minutes
6/13/2015	11:24:59 AM	10 ISLAND PATH	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0620968N	0	5	6/13/2015 11:25	6/13/2015 11:27	6/13/2015 11:27	6/13/2015 11:32	6/13/2015	12:29:27 PM	56	7	Weekend/Holiday	< 30 minutes
6/14/2015	10:39:18 PM	144 ASHWORTH AVE	HAMPTON	NH	Jeffrey Croteau	Scott Lacouture	9100	LEAK OUTSIDE	WF0620980N	0	18	6/14/2015 22:40	6/14/2015 22:42	6/14/2015 22:42	6/14/2015 23:00	6/15/2015	12:09:15 AM	68	21	Weekend/Holiday	< 30 minutes
6/20/2015	12:32:48 PM	411 OCEAN BLVD Apt. 8 Pst. FRT	HAMPTON	NH	David Perreault	Scott Lacouture	9100	LEAK OUTSIDE	WF0621829N	1	0	6/20/2015 12:34	6/20/2015 12:34	6/20/2015 12:35	6/20/2015 12:35	6/20/2015	2:41:06 PM	125	2	Weekend/Holiday	< 30 minutes
6/21/2015	9:53:57 AM	5 THIRTEENTH ST Pst. 4AP	HAMPTON	NH	Alex Groetz	Scott Lacouture	9000	LEAK INSIDE	WF0621846N	1	11	6/21/2015 9:55	6/21/2015 9:56	6/21/2015 9:57	6/21/2015 10:07	6/21/2015	10:36:30 AM	29	13	Weekend/Holiday	< 30 minutes
6/27/2015	9:36:50 AM	24 FAIRWAY AVE Apt. REST	ROCHESTER	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0622637N	0	10	6/27/2015 9:37	6/27/2015 9:43	6/27/2015 9:44	6/27/2015 9:54	6/27/2015	10:34:20 AM	40	17	Weekend/Holiday	< 30 minutes
6/27/2015	10:40:08 AM	144 ASHWORTH AVE	HAMPTON	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0622641N	0	14	6/27/2015 10:40	6/27/2015 10:40	6/27/2015 10:41	6/27/2015 10:55	6/27/2015	11:55:10 AM	60	15	Weekend/Holiday	< 30 minutes
6/27/2015	11:49:23 AM	314 COURT ST	PORTSMOUTH	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0622642N	0	16	6/27/2015 11:49	6/27/2015 11:59	6/27/2015 12:02	6/27/2015 12:16	6/27/2015	1:22:27 PM	66	26	Weekend/Holiday	< 30 minutes
6/27/2015	3:07:50 PM	5 BROWN AVE	HAMPTON	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0622653N	0	14	6/27/2015 15:08	6/27/2015 15:22	6/27/2015 15:22	6/27/2015 15:36	6/27/2015	4:31:47 PM	55	28	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	Response Time	Hour Class	Reponse Category
6/17/2015 10:03:59 AM	73 KINGSTON RD Apt. 5 Pst. C 4 -	EXETER	NH	David Emerton	David Martynage	9100	LEAK OUTSIDE	WF0621424N	0	30	6/17/2015 10:04	6/17/2015 10:07	6/17/2015 10:08	6/17/2015 10:38	6/17/2015 1:08:12 PM	149	34	Regular Hours	31-45 minutes
6/18/2015 9:10:38 AM	343 ATLANTIC AVE Apt. SOUTH	SEABROOK	NH	Jeffrey Croteau	David Martynage	9000	LEAK INSIDE	WF0621569N	1	28	6/18/2015 9:11	6/18/2015 9:16	6/18/2015 9:17	6/18/2015 9:45	6/18/2015 10:48:40 AM	63	34	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 5 (6% of total) for After Hours:																			
6/1/2015 7:18:46 PM	68 CYNTHIA CIR	SEABROOK	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0619523N	1	29	6/1/2015 19:20	6/1/2015 19:20	6/1/2015 19:21	6/1/2015 19:50	6/1/2015 8:15:00 PM	24	32	After Hours	31-45 minutes
6/3/2015 11:29:53 PM	11 NEWFIELDS RD Apt. B	EXETER	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0619824N	0	35	6/3/2015 23:30	6/3/2015 23:35	6/3/2015 23:37	6/4/2015 0:11	6/4/2015 12:42:25 AM	31	41	After Hours	31-45 minutes
6/17/2015 4:54:50 PM	0 TROUBLE CALL	EXETER	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0621495N	0	32	6/17/2015 16:55	6/17/2015 16:57	6/17/2015 16:57	6/17/2015 17:29	6/17/2015 6:40:14 PM	70	34	After Hours	31-45 minutes
6/18/2015 8:56:29 PM	0 TROUBLE CALL	DOVER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0621651N	1	31	6/18/2015 20:57	6/18/2015 21:04	6/18/2015 21:04	6/18/2015 21:35	6/18/2015 10:42:07 PM	66	39	After Hours	31-45 minutes
6/22/2015 6:02:02 PM	376 MIDDLE RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0622061N	0	32	6/22/2015 18:02	6/22/2015 18:02	6/22/2015 18:02	6/22/2015 18:34	6/22/2015 7:38:27 PM	63	32	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (3% of total) for Weekend/Holiday Hours:																			
6/20/2015 5:31:15 PM	22 NUDD AVE Apt. REAR	HAMPTON	NH	Alex Groetz	Scott Lacouture	9000	LEAK INSIDE	WF0621840N	1	29	6/20/2015 17:33	6/20/2015 17:38	6/20/2015 17:38	6/20/2015 18:08	6/20/2015 7:09:05 PM	61	36	Weekend/Holiday	31-45 minutes
6/21/2015 8:12:54 AM	61 PEMBROKE ST	SEABROOK	NH	Alex Groetz	Scott Lacouture	9000	LEAK INSIDE	WF0621844N	1	24	6/21/2015 8:14	6/21/2015 8:21	6/21/2015 8:22	6/21/2015 8:45	6/21/2015 9:53:36 AM	67	32	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Reponse Category
Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Reponse Category
Orders responded to in 61-75 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in > 75 minutes: 0 (0% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Reponse 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 06/01/2015 to 06/30/2015

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	45%	15	23	56%	15	8	32%	15	4	33%
30	34	88%	30	16	95%	30	12	80%	30	6	83%
45	9	100%	45	2	100%	45	5	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	78		Total	41		Total	25		Total	12	

Jun-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	45%	15	23	56%	15	8	32%	15	4	33%
30	34	88%	30	16	95%	30	12	80%	30	6	83%
45	9	100%	45	2	100%	45	5	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	78		Total	41		Total	25		Total	12	

May-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	36%	15	18	53%	15	6	35%	15	1	5%
30	34	84%	30	14	94%	30	8	82%	30	12	68%
45	10	99%	45	2	100%	45	2	94%	45	6	100%
60	1	100%	60	0	100%	60	1	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	70		Total	34		Total	17		Total	19	

Apr-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	48	51%	15	35	64%	15	9	39%	15	4	25%
30	37	90%	30	18	96%	30	12	91%	30	7	69%
45	9	100%	45	2	100%	45	2	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	94		Total	55		Total	23		Total	16	

Mar-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	65	42%	15	53	62%	15	7	19%	15	5	16%
30	67	86%	30	32	100%	30	21	76%	30	14	59%
45	18	97%	45	0	100%	45	8	97%	45	10	91%
60	3	99%	60	0	100%	60	1	100%	60	2	97%
75	1	100%	75	0	100%	75	0	100%	75	1	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	154		Total	85		Total	37		Total	32	

Feb-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	110	34%	15	76	44%	15	22	27%	15	12	18%
30	155	82%	30	86	93%	30	40	75%	30	29	61%
45	52	98%	45	9	98%	45	19	98%	45	24	97%
60	6	100%	60	3	100%	60	2	100%	60	1	99%
75	1	100%	75	0	100%	75	0	100%	75	1	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	324		Total	174		Total	83		Total	67	

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	32%	15	35	40%	15	11	28%	15	4	14%
30	78	82%	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	92%
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	

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	531	39%	15	397	51%	15	89	26%	15	45	18%
30	625	84%	30	350	95%	30	163	74%	30	112	63%
45	190	98%	45	30	99%	45	77	97%	45	83	96%
60	25	100%	60	6	100%	60	11	100%	60	8	99%
75	2	100%	75	0	100%	75	0	100%	75	2	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	1373		Total	783		Total	340		Total	250	