

Emergency Response Times

NU New Hampshire work orders from 09/01/2015 to 09/30/2015

Total orders in sample: 90

Orders responded to in < 30 minutes: 49 (54% 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
9/1/2015 10:09:11 AM	152 DENNETT ST Apt. A	PORTSMOUTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WFO630851N	0	5	9/1/2015 10:09	9/1/2015 10:10	9/1/2015 10:11	9/1/2015 10:16	9/1/2015 1:40:41 PM	203	7	Regular Hours	< 30 minutes
9/1/2015 10:59:48 AM	0 TROUBLE CALL	HAMPTON	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WFO630861N	0	18	9/1/2015 11:00	9/1/2015 11:00	9/1/2015 11:03	9/1/2015 11:19	9/1/2015 12:31:36 PM	72	19	Regular Hours	< 30 minutes
9/1/2015 11:38:53 AM	20 BOURN AVE	HAMPTON	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WFO630878N	4	10	9/1/2015 11:43	9/1/2015 11:44	9/1/2015 11:44	9/1/2015 11:55	9/1/2015 1:11:00 PM	75	16	Regular Hours	< 30 minutes
9/2/2015 8:47:27 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WFO631017N	0	10	9/2/2015 8:47	9/2/2015 8:52	9/2/2015 8:54	9/2/2015 9:03	9/2/2015 10:59:47 AM	116	15	Regular Hours	< 30 minutes
9/2/2015 9:21:00 AM	0 TROUBLE CALL	SOMERSWORTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WFO631018N	3	17	9/2/2015 9:24	9/2/2015 9:31	9/2/2015 9:32	9/2/2015 9:48	9/2/2015 12:09:49 PM	141	27	Regular Hours	< 30 minutes
9/2/2015 2:56:41 PM	37 HAYDEN CIR	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO631079N	0	14	9/2/2015 14:57	9/2/2015 14:58	9/2/2015 14:58	9/2/2015 15:12	9/2/2015 3:48:03 PM	35	15	Regular Hours	< 30 minutes
9/3/2015 9:57:00 AM	1137 ISLINGTON ST Pst. FL1	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WFO631146N	0	8	9/3/2015 9:57	9/3/2015 10:01	9/3/2015 10:02	9/3/2015 10:09	9/3/2015 11:18:42 AM	68	12	Regular Hours	< 30 minutes
9/3/2015 10:52:12 AM	23 WINTER ST	DOVER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WFO631148N	0	13	9/3/2015 10:52	9/3/2015 10:52	9/3/2015 10:52	9/3/2015 11:05	9/3/2015 1:00:35 PM	114	13	Regular Hours	< 30 minutes
9/4/2015 10:21:37 AM	23 WINTER ST	DOVER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WFO631266N	1	2	9/4/2015 10:23	9/4/2015 10:24	9/4/2015 10:27	9/4/2015 10:27	9/4/2015 11:58:47 AM	91	5	Regular Hours	< 30 minutes
9/4/2015 12:49:04 PM	43 SILVER BROOK RD	SALEM	NH	Anthony Beck	David Martinage	9100	LEAK OUTSIDE	WFO631326N	0	25	9/4/2015 12:49	9/4/2015 12:53	9/4/2015 12:54	9/4/2015 13:18	9/4/2015 2:55:31 PM	96	29	Regular Hours	< 30 minutes
9/4/2015 2:13:23 PM	133 ISLINGTON ST Apt. 2	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WFO631338N	0	15	9/4/2015 14:14	9/4/2015 14:17	9/4/2015 14:18	9/4/2015 14:33	9/4/2015 2:54:34 PM	21	19	Regular Hours	< 30 minutes
9/8/2015 9:27:29 AM	18 ISLAND PATH	HAMPTON	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WFO631422N	0	13	9/8/2015 9:27	9/8/2015 9:28	9/8/2015 9:33	9/8/2015 9:41	9/8/2015 10:50:36 AM	68	14	Regular Hours	< 30 minutes
9/8/2015 11:01:43 AM	15 HAVEN RD	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WFO631459N	0	15	9/8/2015 11:02	9/8/2015 11:06	9/8/2015 11:07	9/8/2015 11:21	9/8/2015 12:03:09 PM	41	19	Regular Hours	< 30 minutes
9/8/2015 12:39:56 PM	909 ISLINGTON ST Pst. 1	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WFO631547N	0	14	9/8/2015 12:40	9/8/2015 12:41	9/8/2015 12:42	9/8/2015 12:56	9/8/2015 1:36:55 PM	40	16	Regular Hours	< 30 minutes
9/8/2015 2:59:03 PM	0 HAMPSHIRE CIR Apt. NIT Pst. COMMU	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WFO631575N	0	19	9/8/2015 14:59	9/8/2015 15:00	9/8/2015 15:01	9/8/2015 15:20	9/8/2015 4:05:55 PM	45	21	Regular Hours	< 30 minutes
9/9/2015 9:56:58 AM	755 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WFO631649N	0	4	9/9/2015 9:57	9/9/2015 9:57	9/9/2015 9:58	9/9/2015 10:01	9/9/2015 11:28:26 AM	86	4	Regular Hours	< 30 minutes
9/9/2015 12:50:14 PM	18 PELHAM RD	SALEM	NH	Anthony Beck	Michael Talis	9100	LEAK OUTSIDE	WFO631678N	0	23	9/9/2015 12:50	9/9/2015 12:55	9/9/2015 12:56	9/9/2015 13:19	9/9/2015 2:59:24 PM	100	28	Regular Hours	< 30 minutes
9/9/2015 3:22:31 PM	1000 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WFO631713N	1	10	9/9/2015 15:23	9/9/2015 15:25	9/9/2015 15:26	9/9/2015 15:35	9/9/2015 3:54:36 PM	18	13	Regular Hours	< 30 minutes
9/10/2015 10:09:28 AM	96 OSPREY DR	PORTSMOUTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WFO631752N	0	8	9/10/2015 10:09	9/10/2015 10:10	9/10/2015 10:11	9/10/2015 10:19	9/10/2015 12:26:56 PM	127	9	Regular Hours	< 30 minutes
9/10/2015 10:26:29 AM	95 OSPREY DR	PORTSMOUTH	NH	Daniel Lafortune	Michael Talis	9100	LEAK OUTSIDE	WFO631756N	1	8	9/10/2015 10:27	9/10/2015 10:35	9/10/2015 10:35	9/10/2015 10:44	9/10/2015 11:54:49 AM	70	17	Regular Hours	< 30 minutes

9/11/2015	1:15:23 PM	23 WINTER ST	DOVER	NH	Kevin Clifford	Michael Talis	9100	LEAK OUTSIDE	WFO631872N	0	14	9/11/2015 13:15	9/11/2015 13:15	9/11/2015 13:17	9/11/2015 13:30	9/11/2015	3:17:00 PM	106	14	Regular Hours	< 30 minutes
9/11/2015	1:26:43 PM	1044 OCEAN BLVD Apt. HSE	HAMPTON	NH	Daniel Lafortune	Michael Talis	9100	LEAK OUTSIDE	WFO631886N	0	3	9/11/2015 13:27	9/11/2015 13:32	9/11/2015 13:33	9/11/2015 13:36	9/11/2015	3:51:25 PM	135	9	Regular Hours	< 30 minutes
9/14/2015	10:03:36 AM	59 CLUFF RD Apt. 1 Pst. 3	SALEM	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WFO632027N	0	16	9/14/2015 10:04	9/14/2015 10:06	9/14/2015 10:06	9/14/2015 10:23	9/14/2015	10:57:49 AM	34	19	Regular Hours	< 30 minutes
9/15/2015	9:09:20 AM	149 WATER ST Apt. OFFC	EXETER	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WFO632287N	0	15	9/15/2015 9:10	9/15/2015 9:10	9/15/2015 9:11	9/15/2015 9:26	9/15/2015	10:01:19 AM	34	17	Regular Hours	< 30 minutes
9/15/2015	11:01:36 AM	6 GILL ST	EXETER	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WFO632330N	0	25	9/15/2015 11:02	9/15/2015 11:02	9/15/2015 11:04	9/15/2015 11:28	9/15/2015	12:25:54 PM	57	26	Regular Hours	< 30 minutes
9/16/2015	10:49:16 AM	8 JANVRIN RD	HAMPTON	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WFO632499N	0	16	9/16/2015 10:49	9/16/2015 10:50	9/16/2015 10:54	9/16/2015 11:07	9/16/2015	12:33:17 PM	86	17	Regular Hours	< 30 minutes
9/17/2015	8:41:20 AM	34 DOVER POINT RD	DOVER	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WFO632581N	0	6	9/17/2015 8:41	9/17/2015 8:43	9/17/2015 8:43	9/17/2015 8:49	9/17/2015	10:00:47 AM	71	8	Regular Hours	< 30 minutes
9/17/2015	3:31:51 PM	20 COMMON ST	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WFO632676N	0	0	9/17/2015 15:32	9/17/2015 15:32	9/17/2015 15:33	9/17/2015 15:33	9/17/2015	4:07:23 PM	33	1	Regular Hours	< 30 minutes
9/18/2015	10:00:35 AM	5 BROOKFIELD DR	ROCHESTER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WFO632725N	0	11	9/18/2015 10:01	9/18/2015 10:01	9/18/2015 10:03	9/18/2015 10:13	9/18/2015	10:38:12 AM	24	12	Regular Hours	< 30 minutes
9/21/2015	8:12:45 AM	437 WINNACUNNET RD Pst. 102	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WFO632889N	0	0	9/21/2015 8:13	9/21/2015 8:34	9/21/2015 8:35	9/21/2015 8:35	9/21/2015	10:04:04 AM	88	22	Regular Hours	< 30 minutes
9/21/2015	9:42:51 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WFO632917N	0	7	9/21/2015 9:43	9/21/2015 9:43	9/21/2015 9:45	9/21/2015 9:50	9/21/2015	2:41:59 PM	291	8	Regular Hours	< 30 minutes
9/21/2015	11:43:01 AM	11 LEAVITT RD	HAMPTON	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WFO632953N	0	10	9/21/2015 11:43	9/21/2015 11:43	9/21/2015 11:47	9/21/2015 11:54	9/21/2015	12:12:47 PM	18	11	Regular Hours	< 30 minutes
9/21/2015	12:16:33 PM	616 PORTLAND ST Pst. 39-40	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WFO633002N	0	0	9/21/2015 12:17	9/21/2015 12:27	9/21/2015 12:28	9/21/2015 12:28	9/21/2015	2:06:47 PM	98	12	Regular Hours	< 30 minutes
9/22/2015	1:45:26 PM	11 LINCOLN ST	ROCHESTER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WFO633201N	0	17	9/22/2015 13:45	9/22/2015 13:52	9/22/2015 13:54	9/22/2015 14:10	9/22/2015	4:47:59 PM	157	24	Regular Hours	< 30 minutes
9/22/2015	2:45:04 PM	14 VAN BUREN AVE	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WFO633217N	0	10	9/22/2015 14:45	9/22/2015 14:49	9/22/2015 14:52	9/22/2015 14:59	9/22/2015	4:46:22 PM	106	14	Regular Hours	< 30 minutes
9/23/2015	8:28:30 AM	1 HAMPTON RD Pst. REAR	EXETER	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WFO633286N	0	22	9/23/2015 8:28	9/23/2015 8:29	9/23/2015 8:33	9/23/2015 8:51	9/23/2015	10:19:26 AM	88	22	Regular Hours	< 30 minutes
9/23/2015	8:29:15 AM	28 DANVILLE RD	PLAISTOW	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WFO633287N	0	7	9/23/2015 8:29	9/23/2015 8:30	9/23/2015 8:30	9/23/2015 8:38	9/23/2015	9:26:05 AM	47	8	Regular Hours	< 30 minutes
9/23/2015	9:10:40 AM	21 HAMPTON RD Apt. 2 Pst. 3	EXETER	NH	Ryan Kelleher	William Jones	9100	LEAK OUTSIDE	WFO633294N	3	3	9/23/2015 9:13	9/23/2015 9:20	9/23/2015 9:22	9/23/2015 9:23	9/23/2015	11:11:58 AM	108	13	Regular Hours	< 30 minutes
9/23/2015	10:17:42 AM	9 STOWECROFT DR Apt. LOT Pst. 9	HAMPTON	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WFO633307N	2	8	9/23/2015 10:20	9/23/2015 10:20	9/23/2015 10:20	9/23/2015 10:29	9/23/2015	10:56:36 AM	27	11	Regular Hours	< 30 minutes
9/24/2015	8:09:21 AM	69 SILVER ST	DOVER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WFO633442N	0	15	9/24/2015 8:09	9/24/2015 8:10	9/24/2015 8:10	9/24/2015 8:26	9/24/2015	10:13:22 AM	107	16	Regular Hours	< 30 minutes
9/24/2015	12:21:12 PM	380 LAFAYETTE RD	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WFO633503N	0	11	9/24/2015 12:21	9/24/2015 12:25	9/24/2015 12:28	9/24/2015 12:37	9/24/2015	12:54:31 PM	17	15	Regular Hours	< 30 minutes

9/25/2015	8:15:03 AM	3 W PINE ST Apt. 20	PLAISTOW	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WFO633592N	0	6	9/25/2015 8:15	9/25/2015 8:16	9/25/2015 8:16	9/25/2015 8:22	9/25/2015	9:52:55 AM	90	7	Regular Hours	< 30 minutes
9/25/2015	9:51:41 AM	22 BRAEMOOR WOODS RD Pst. A	SALEM	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WFO633620N	0	27	9/25/2015 9:52	9/25/2015 9:52	9/25/2015 9:53	9/25/2015 10:19	9/25/2015	11:44:00 AM	84	28	Regular Hours	< 30 minutes
9/28/2015	7:22:12 AM	16 PERKINS AVE Pst. UNIT	HAMPTON	NH	Daniel Lafortune	Michael Talis	9100	LEAK OUTSIDE	WFO633768N	1	16	9/28/2015 7:23	9/28/2015 7:23	9/28/2015 7:24	9/28/2015 7:40	9/28/2015	9:00:40 AM	80	18	Regular Hours	< 30 minutes
9/28/2015	11:12:09 AM	0 TROUBLE CALL	DOVER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WFO633841N	0	11	9/28/2015 11:12	9/28/2015 11:13	9/28/2015 11:15	9/28/2015 11:25	9/28/2015	1:22:35 PM	117	13	Regular Hours	< 30 minutes
9/29/2015	1:02:30 PM	36 PLAISTOW RD	PLAISTOW	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WFO634117N	0	19	9/29/2015 13:02	9/29/2015 13:07	9/29/2015 13:11	9/29/2015 13:26	9/29/2015	2:57:11 PM	90	24	Regular Hours	< 30 minutes
9/30/2015	8:13:24 AM	5 ANDREWS LN	EAST KINGSTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WFO634212N	2	20	9/30/2015 8:16	9/30/2015 8:17	9/30/2015 8:18	9/30/2015 8:38	9/30/2015	8:54:13 AM	16	24	Regular Hours	< 30 minutes
9/30/2015	1:05:06 PM	2454 LAFAYETTE RD Pst. 6	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WFO634285N	0	3	9/30/2015 13:05	9/30/2015 13:05	9/30/2015 13:06	9/30/2015 13:09	9/30/2015	2:01:37 PM	51	4	Regular Hours	< 30 minutes
9/30/2015	3:55:06 PM	119 HENRY LAW AVE	DOVER	NH	John Willey	David Martinage	9100	LEAK OUTSIDE	WFO634346N	0	7	9/30/2015 15:55	9/30/2015 15:58	9/30/2015 15:58	9/30/2015 16:05	9/30/2015	5:19:43 PM	74	10	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 18 (20% of total) for After Hours:																					
9/1/2015	8:00:15 PM	7 DUSTON AVE	PLAISTOW	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WFO631001N	0	18	9/1/2015 20:00	9/1/2015 20:01	9/1/2015 20:02	9/1/2015 20:20	9/1/2015	8:52:36 PM	32	20	After Hours	< 30 minutes
9/4/2015	4:20:57 PM	2 COXETER SQ.	ROCHESTER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WFO631357N	0	15	9/4/2015 16:21	9/4/2015 16:21	9/4/2015 16:22	9/4/2015 16:37	9/4/2015	5:22:24 PM	45	16	After Hours	< 30 minutes
9/8/2015	9:58:15 PM	6 EAGLES NEST RIDGE	SALEM	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WFO631613N	0	11	9/8/2015 21:58	9/8/2015 22:06	9/8/2015 22:07	9/8/2015 22:18	9/8/2015	11:44:43 PM	86	19	After Hours	< 30 minutes
9/10/2015	6:59:07 PM	46 CHAMBERLAIN ST	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WFO631816N	0	14	9/10/2015 18:59	9/10/2015 18:59	9/10/2015 19:00	9/10/2015 19:14	9/10/2015	8:46:10 PM	92	14	After Hours	< 30 minutes
9/11/2015	4:42:00 PM	39 DUMAS AVE Apt. 1	HAMPTON	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WFO631969N	0	28	9/11/2015 16:42	9/11/2015 16:42	9/11/2015 16:43	9/11/2015 17:11	9/11/2015	6:10:33 PM	58	29	After Hours	< 30 minutes
9/15/2015	8:40:14 PM	0 TROUBLE CALL	DOVER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WFO632456N	0	27	9/15/2015 20:41	9/15/2015 20:41	9/15/2015 20:43	9/15/2015 21:09	9/15/2015	10:40:49 PM	91	29	After Hours	< 30 minutes
9/17/2015	5:35:17 PM	9 STOWECROFT DR Apt. LOT Pst. 9	HAMPTON	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WFO632703N	8	11	9/17/2015 17:44	9/17/2015 17:47	9/17/2015 17:48	9/17/2015 17:58	9/17/2015	6:52:34 PM	53	23	After Hours	< 30 minutes
9/17/2015	8:39:02 PM	411 MIDDLE ST	PORTSMOUTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WFO632707N	0	7	9/17/2015 20:39	9/17/2015 20:43	9/17/2015 20:43	9/17/2015 20:50	9/17/2015	11:35:21 PM	164	11	After Hours	< 30 minutes
9/21/2015	5:17:23 PM	10 HAVERHILL AVE Apt. 1 Pst. UNIT	HAMPTON	NH	John Willey	David Martinage	9100	LEAK OUTSIDE	WFO633087N	0	25	9/21/2015 17:17	9/21/2015 17:19	9/21/2015 17:19	9/21/2015 17:44	9/21/2015	6:05:46 PM	20	27	After Hours	< 30 minutes
9/22/2015	4:47:04 PM	9 PLAISTOW RD Apt. A	PLAISTOW	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WFO633256N	0	23	9/22/2015 16:47	9/22/2015 16:48	9/22/2015 16:49	9/22/2015 17:12	9/22/2015	5:30:07 PM	18	24	After Hours	< 30 minutes
9/24/2015	4:47:11 PM	65 DUNNS BRIDGE LN	DOVER	NH	Laurie Rousseau	David Martinage	9000	LEAK INSIDE	WFO633563N	0	7	9/24/2015 16:47	9/24/2015 16:47	9/24/2015 16:47	9/24/2015 16:55	9/24/2015	5:47:15 PM	51	8	After Hours	< 30 minutes
9/24/2015	5:43:05 PM	471 HIGH ST	HAMPTON	NH	John Willey	David Martinage	9100	LEAK OUTSIDE	WFO633571N	0	2	9/24/2015 17:43	9/24/2015 17:44	9/24/2015 17:44	9/24/2015 17:47	9/24/2015	6:31:49 PM	44	4	After Hours	< 30 minutes
9/24/2015	9:49:26 PM	11 STAYSAIL WAY	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WFO633581N	1	8	9/24/2015 21:50	9/24/2015 21:59	9/24/2015 22:00	9/24/2015 22:08	9/24/2015	10:52:35 PM	43	19	After Hours	< 30 minutes

9/25/2015	6:03:55 PM	48 GROVE ST	SOMERSWORTH	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WFO633731N	0	2	9/25/2015 18:04	9/25/2015 18:04	9/25/2015 18:04	9/25/2015 18:06	9/25/2015	7:31:08 PM	84	2	After Hours	< 30 minutes
9/28/2015	6:24:57 PM	9 NORTHEASTERN BLVD	SALEM	NH	Troy Kimball	David Martingne	9000	LEAK INSIDE	WFO633980N	0	12	9/28/2015 18:25	9/28/2015 18:25	9/28/2015 18:25	9/28/2015 18:38	9/28/2015	7:05:17 PM	27	13	After Hours	< 30 minutes
9/28/2015	8:29:34 PM	0 TROUBLE CALL	ROCHESTER	NH	Lance Keelty	David Martingne	9100	LEAK OUTSIDE	WFO633992N	0	4	9/28/2015 20:29	9/28/2015 20:32	9/28/2015 20:32	9/28/2015 20:36	9/28/2015	9:38:41 PM	61	7	After Hours	< 30 minutes
9/29/2015	6:45:30 PM	3 NATHANIEL WAY	EXETER	NH	John Wiley	David Martingne	9100	LEAK OUTSIDE	WFO634199N	0	20	9/29/2015 18:46	9/29/2015 18:46	9/29/2015 18:47	9/29/2015 19:07	9/29/2015	7:55:39 PM	48	21	After Hours	< 30 minutes
9/29/2015	8:01:43 PM	989 OCEAN BLVD Apt. 10	HAMPTON	NH	John Wiley	David Martingne	9000	LEAK INSIDE	WFO634204N	0	7	9/29/2015 20:02	9/29/2015 20:03	9/29/2015 20:03	9/29/2015 20:11	9/29/2015	8:35:43 PM	24	9	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 11 (12% of total) for Weekend/Holiday Hours:																					
9/5/2015	6:10:28 PM	48 CHURCH ST Apt. D Pst. BRN	GONIC	NH	Laurie Rousseau	Rene Bordeleau	9000	LEAK INSIDE	WFO631387N	0	19	9/5/2015 18:10	9/5/2015 18:18	9/5/2015 18:18	9/5/2015 18:38	9/5/2015	7:10:29 PM	32	27	Weekend/Holiday	< 30 minutes
9/12/2015	10:53:47 AM	835 CENTRAL AVE Apt. B	DOVER	NH	David Perreault	Rene Bordeleau	9000	LEAK INSIDE	WFO631981N	0	0	9/12/2015 10:54	9/12/2015 10:54	9/12/2015 10:54	9/12/2015 10:55	9/12/2015	11:10:35 AM	15	1	Weekend/Holiday	< 30 minutes
9/12/2015	11:17:31 AM	92 COCHECO ST Apt. A	DOVER	NH	David Perreault	Rene Bordeleau	9100	LEAK OUTSIDE	WFO631982N	2	15	9/12/2015 11:19	9/12/2015 11:20	9/12/2015 11:21	9/12/2015 11:35	9/12/2015	1:23:03 PM	107	18	Weekend/Holiday	< 30 minutes
9/12/2015	2:18:20 PM	1 HOMESTEAD CIR	HAMPTON	NH	Alex Groetz	Rene Bordeleau	9100	LEAK OUTSIDE	WFO631986N	0	22	9/12/2015 14:19	9/12/2015 14:24	9/12/2015 14:25	9/12/2015 14:47	9/12/2015	4:16:48 PM	89	29	Weekend/Holiday	< 30 minutes
9/12/2015	3:36:05 PM	30 OLD DOVER RD Apt. 204 Pst. APT	ROCHESTER	NH	Lance Keelty	Rene Bordeleau	9000	LEAK INSIDE	WFO631989N	1	4	9/12/2015 15:37	9/12/2015 15:42	9/12/2015 15:42	9/12/2015 15:46	9/12/2015	4:52:17 PM	65	10	Weekend/Holiday	< 30 minutes
9/12/2015	7:29:10 PM	68 WOODLAND GRN	ROCHESTER	NH	Lance Keelty	Mark Severens	9000	LEAK INSIDE	WFO631991N	0	10	9/12/2015 19:30	9/12/2015 19:36	9/12/2015 19:36	9/12/2015 19:46	9/12/2015	8:09:40 PM	23	17	Weekend/Holiday	< 30 minutes
9/13/2015	9:15:05 AM	13 HUBBARD RD	DOVER	NH	Lance Keelty	Jason Brooks	9000	LEAK INSIDE	WFO631993N	2	16	9/13/2015 9:17	9/13/2015 9:24	9/13/2015 9:24	9/13/2015 9:40	9/13/2015	10:01:05 AM	20	25	Weekend/Holiday	< 30 minutes
9/13/2015	2:11:25 PM	89 KSHWORTH AVE	HAMPTON	NH	Alex Groetz	Jason Brooks	9100	LEAK OUTSIDE	WFO631994N	0	20	9/13/2015 14:11	9/13/2015 14:15	9/13/2015 14:15	9/13/2015 14:35	9/13/2015	6:16:08 PM	220	24	Weekend/Holiday	< 30 minutes
9/20/2015	4:36:11 PM	48 OVERLOOK DR	ATKINSON	NH	Ryan Kelleher	Ryan Tardif	9000	LEAK INSIDE	WFO632871N	0	8	9/20/2015 16:36	9/20/2015 16:43	9/20/2015 16:44	9/20/2015 16:52	9/20/2015	6:02:57 PM	70	16	Weekend/Holiday	< 30 minutes
9/26/2015	3:40:24 PM	106 LOCKE RD	HAMPTON	NH	John Wiley	Ryan Tardif	9000	LEAK INSIDE	WFO633751N	1	12	9/26/2015 15:41	9/26/2015 15:42	9/26/2015 15:42	9/26/2015 15:54	9/26/2015	4:33:27 PM	38	14	Weekend/Holiday	< 30 minutes
9/27/2015	6:56:07 PM	5 LOIS ST	ROCHESTER	NH	Kevin Ruel	Scott Lacouture	9000	LEAK INSIDE	WFO633764N	1	22	9/27/2015 18:57	9/27/2015 19:00	9/27/2015 19:00	9/27/2015 19:22	9/27/2015	7:45:51 PM	22	26	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 3 (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		
9/17/2015	9:40:28 AM	104 WASHINGTON ST	DOVER	NH	David Perreault	David Martingne	9100	LEAK OUTSIDE	WFO632600N	0	31	9/17/2015 9:41	9/17/2015 9:42	9/17/2015 9:44	9/17/2015 10:14	9/17/2015	12:17:53 PM	123	33	Regular Hours	31-45 minutes
9/23/2015	8:30:38 AM	0 TROUBLE CALL	EXETER	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WFO633288N	5	24	9/23/2015 8:36	9/23/2015 8:41	9/23/2015 8:42	9/23/2015 9:06	9/23/2015	9:54:41 AM	48	35	Regular Hours	31-45 minutes
9/23/2015	9:27:13 AM	48 PINE MEADOWS DR	EXETER	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WFO633298N	0	10	9/23/2015 9:27	9/23/2015 9:55	9/23/2015 9:56	9/23/2015 10:06	9/23/2015	11:18:14 AM	72	38	Regular Hours	31-45 minutes

Orders responded to in 31-45 minutes: 3 (3% of total) for After Hours:																					
9/15/2015	9:33:50 PM	46 MAPLE ST Apt. #6	DOVER	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WFO632457N	0	30	9/15/2015 21:34	9/15/2015 21:47	9/15/2015 21:47	9/15/2015 22:17	9/15/2015	10:37:33 PM	19	44	After Hours	31-45 minutes
9/23/2015	4:50:51 PM	404 SOUTH ST	PORTSMOUTH	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WFO633408N	0	32	9/23/2015 16:51	9/23/2015 16:53	9/23/2015 16:54	9/23/2015 17:25	9/23/2015	5:39:57 PM	14	35	After Hours	31-45 minutes
9/28/2015	4:06:53 AM	579 SAGAMORE AVE Apt. 78	PORTSMOUTH	NH	John Wiley	Scott Lacouture	9000	LEAK INSIDE	WFO633765N	1	30	9/28/2015 4:07	9/28/2015 4:16	9/28/2015 4:16	9/28/2015 4:46	9/28/2015	4:57:24 AM	10	39	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 5 (6% of total) for Weekend/Holiday Hours:																					
9/5/2015	11:02:02 PM	4 WALL ST	HAMPTON	NH	Jeffrey Croteau	Rene Bordeleau	9000	LEAK INSIDE	WFO631389N	0	32	9/5/2015 23:02	9/5/2015 23:08	9/5/2015 23:09	9/5/2015 23:41	9/6/2015	12:29:14 AM	47	39	Weekend/Holiday	31-45 minutes
9/6/2015	12:39:53 PM	12 LANGDON AVE	EXETER	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WFO631391N	1	28	9/6/2015 12:41	9/6/2015 12:48	9/6/2015 12:49	9/6/2015 13:16	9/6/2015	2:30:39 PM	73	36	Weekend/Holiday	31-45 minutes
9/7/2015	5:37:56 PM	16 CUSHING ST Apt. #1	DOVER	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WFO631392N	1	24	9/7/2015 17:38	9/7/2015 17:49	9/7/2015 17:49	9/7/2015 18:13	9/7/2015	7:22:46 PM	68	36	Weekend/Holiday	31-45 minutes
9/7/2015	10:24:06 PM	50 BROOKSIDE DR Apt. N5 Pst. APT	EXETER	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WFO631393N	0	37	9/7/2015 22:24	9/7/2015 22:30	9/7/2015 22:30	9/7/2015 23:08	9/8/2015	12:24:46 AM	76	44	Weekend/Holiday	31-45 minutes
9/13/2015	3:11:07 PM	13 GLEN RD	HAMPTON	NH	Alex Groetz	Jason Brooks	9100	LEAK OUTSIDE	WFO631995N	31	10	9/13/2015 15:42	9/13/2015 15:44	9/13/2015 15:48	9/13/2015 15:54	9/13/2015	6:24:23 PM	149	43	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: 1 (1% of total) for Weekend/Holiday Hours:																					
9/12/2015	8:26:59 AM	190 TILTON ST	SEABROOK	NH	Alex Groetz	Rene Bordeleau	9000	LEAK INSIDE	WF0631979N	15	22	9/12/2015 8:42	9/12/2015 8:53	9/12/2015 8:54	9/12/2015 9:16	9/12/2015	10:01:06 AM	44	49	Weekend/Holiday	46-60 minutes
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	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 09/01/2015 to 09/30/2015

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
15	38	42%	15	27	52%	15	8	38%	15	3	18%
30	40	87%	30	22	94%	30	10	86%	30	8	65%
45	11	99%	45	3	100%	45	3	100%	45	5	94%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	90		Total	52		Total	21		Total	17	

Sep-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	42%	15	27	52%	15	8	38%	15	3	18%
30	40	87%	30	22	94%	30	10	86%	30	8	65%
45	11	99%	45	3	100%	45	3	100%	45	5	94%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	90		Total	52		Total	21		Total	17	

Aug-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	47%	15	22	55%	15	6	55%	15	1	9%
30	26	89%	30	17	98%	30	3	82%	30	6	64%
45	7	100%	45	1	100%	45	2	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	62		Total	40		Total	11		Total	11	

Jul-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	33%	15	16	40%	15	6	29%	15	2	17%
30	37	84%	30	20	90%	30	11	81%	30	6	67%
45	12	100%	45	4	100%	45	4	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	73		Total	40		Total	21		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		

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	527	38%	15	388	49%	15	95	27%	15	44	16%	
30	650	84%	30	357	95%	30	170	76%	30	123	63%	
45	195	98%	45	35	99%	45	71	97%	45	89	96%	
60	26	100%	60	6	100%	60	11	100%	60	9	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	1400		Total	786		Total	347		Total	267		