

Summary for 04/01/2015 to 04/30/2015

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	

Emergency Response Times
 NU New Hampshire work orders from 04/01/2015 to 04/30/2015
 Total orders in sample: 94

Orders taken in < 30 minutes: 53 (56% of total) for Regular Hours																			
Order Taken	Address	Town	State	Serv. 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
4/1/2015 12:47:33 PM	50 PINE RD	BRENTWOOD	NH	Ryan Kellner	David Martine	9000	LEAK INSIDE	WF0611613H	0	15	4/1/2015 12:47	4/1/2015 12:48	4/1/2015 12:53	4/1/2015 13:03	4/1/2015 1:48:34 PM	45	15	Regular Hours	< 30 minutes
4/2/2015 10:11:16 AM	1500 LAFAYETTE RD	PORTSMOUTH	NH	Kevin Clifford	David Martine	9000	LEAK INSIDE	WF0611712H	0	13	4/2/2015 10:11	4/2/2015 10:12	4/2/2015 10:13	4/2/2015 10:26	4/2/2015 11:28:58 AM	62	15	Regular Hours	< 30 minutes
4/2/2015 1:12:03 PM	140 CROSBY RD	DOVER	NH	David Emerton	David Martine	9100	LEAK OUTSIDE	WF0611759H	0	5	4/2/2015 13:12	4/2/2015 13:12	4/2/2015 13:13	4/2/2015 13:18	4/2/2015 3:58:43 PM	159	6	Regular Hours	< 30 minutes
4/2/2015 1:51:04 PM	10 WASHINGTON ST	SOMERSWORTH	NH	Laurie Rousseau	David Martine	9100	LEAK OUTSIDE	WF0611766H	0	27	4/2/2015 13:51	4/2/2015 13:52	4/2/2015 13:56	4/2/2015 14:19	4/2/2015 4:45:03 PM	145	28	Regular Hours	< 30 minutes
4/3/2015 7:19:14 AM	9 LADD ST Apt. C	PORTSMOUTH	NH	Kevin Clifford	David Martine	9000	LEAK INSIDE	WF0611803H	0	12	4/3/2015 7:19	4/3/2015 7:20	4/3/2015 7:20	4/3/2015 7:33	4/3/2015 8:13:15 AM	40	13	Regular Hours	< 30 minutes
4/3/2015 8:32:46 AM	57 SALEM ST	SALEM	NH	Anthony Beck	David Martine	9100	LEAK OUTSIDE	WF0611815H	0	8	4/3/2015 8:33	4/3/2015 8:33	4/3/2015 8:34	4/3/2015 8:41	4/3/2015 9:50:07 AM	68	9	Regular Hours	< 30 minutes
4/3/2015 2:00:02 PM	12 CHASE ST	HAMPTON	NH	John Wiley	David Martine	9000	LEAK INSIDE	WF0611912H	0	19	4/3/2015 14:00	4/3/2015 14:07	4/3/2015 14:07	4/3/2015 14:27	4/3/2015 3:46:48 PM	79	27	Regular Hours	< 30 minutes
4/3/2015 2:37:28 PM	129 PORTSMOUTH AVE	EXETER	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0611928H	0	15	4/3/2015 14:38	4/3/2015 14:38	4/3/2015 14:42	4/3/2015 14:54	4/3/2015 6:47:02 PM	232	16	Regular Hours	< 30 minutes
4/3/2015 3:58:02 PM	12 CHASE ST	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0611935H	0	0	4/3/2015 15:56	4/3/2015 15:56	4/3/2015 15:56	4/3/2015 15:56	4/3/2015 4:00:32 PM	3	0	Regular Hours	< 30 minutes
4/6/2015 11:21:50 AM	23 INTERSTATE DR Apt. 17A Pst. GRGE	SOMERSWORTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0612020H	0	2	4/6/2015 11:22	4/6/2015 11:22	4/6/2015 11:23	4/6/2015 11:24	4/6/2015 3:39:47 PM	254	2	Regular Hours	< 30 minutes
4/7/2015 2:08:09 PM	112 BLUE HERON DR	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0612211H	0	9	4/7/2015 14:08	4/7/2015 14:10	4/7/2015 14:10	4/7/2015 14:20	4/7/2015 3:30:26 PM	69	12	Regular Hours	< 30 minutes
4/7/2015 2:48:48 PM	8 TIFFANY RD	SALEM	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0612218H	0	18	4/7/2015 14:49	4/7/2015 14:49	4/7/2015 14:49	4/7/2015 15:07	4/7/2015 3:50:21 PM	42	18	Regular Hours	< 30 minutes
4/7/2015 2:51:02 PM	23 STACEY AVE	SEABROOK	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0612219H	0	5	4/7/2015 14:51	4/7/2015 14:57	4/7/2015 14:57	4/7/2015 15:02	4/7/2015 3:23:30 PM	20	11	Regular Hours	< 30 minutes
4/8/2015 8:39:16 AM	831 LAFAYETTE RD Pst. L	HAMPTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0612257H	0	13	4/8/2015 8:39	4/8/2015 8:40	4/8/2015 8:42	4/8/2015 8:54	4/8/2015 10:09:47 AM	75	14	Regular Hours	< 30 minutes
4/8/2015 10:06:04 AM	83 PRESIDENTIAL CIR	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0612269H	0	12	4/8/2015 10:06	4/8/2015 10:07	4/8/2015 10:13	4/8/2015 10:19	4/8/2015 10:43:30 AM	23	13	Regular Hours	< 30 minutes
4/9/2015 10:33:31 AM	9 HANCOCK ST	DOVER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0612391H	0	7	4/9/2015 10:33	4/9/2015 10:34	4/9/2015 10:35	4/9/2015 10:42	4/9/2015 11:19:35 AM	37	8	Regular Hours	< 30 minutes
4/9/2015 10:54:52 AM	18 HIGHLAND ST Apt. FRONT	EXETER	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0612399H	0	18	4/9/2015 10:59	4/9/2015 10:59	4/9/2015 11:05	4/9/2015 11:18	4/9/2015 12:32:34 PM	74	19	Regular Hours	< 30 minutes
4/9/2015 12:51:02 PM	288 N BROADWAY	SALEM	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0612421H	0	24	4/9/2015 12:51	4/9/2015 12:53	4/9/2015 12:54	4/9/2015 13:17	4/9/2015 2:00:19 PM	42	26	Regular Hours	< 30 minutes
4/9/2015 1:51:21 PM	159 RICHARDS AVE	PORTSMOUTH	NH	Kevin Clifford	David Martine	9100	LEAK OUTSIDE	WF0612431H	0	4	4/9/2015 13:51	4/9/2015 13:52	4/9/2015 13:54	4/9/2015 13:56	4/9/2015 3:03:31 PM	66	5	Regular Hours	< 30 minutes
4/10/2015 8:55:01 AM	3 THORWALD AVE	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0612517H	0	15	4/10/2015 8:55	4/10/2015 8:56	4/10/2015 8:58	4/10/2015 9:11	4/10/2015 9:52:40 AM	41	16	Regular Hours	< 30 minutes
4/10/2015 1:47:22 PM	20 HEDMAN AVE	HAMPTON	NH	Alex Grotz	William Jones	9100	LEAK OUTSIDE	WF0612576H	0	3	4/10/2015 13:47	4/10/2015 13:49	4/10/2015 13:52	4/10/2015 13:53	4/10/2015 2:40:25 PM	47	5	Regular Hours	< 30 minutes
4/10/2015 2:44:18 PM	0 TROUBLE CALL	EXETER	NH	John Wiley	David Martine	9100	LEAK OUTSIDE	WF0612591H	0	26	4/10/2015 14:44	4/10/2015 14:45	4/10/2015 14:46	4/10/2015 15:11	4/10/2015 4:42:21 PM	90	27	Regular Hours	< 30 minutes
4/13/2015 9:05:41 AM	20 CAPTAIN COOK WAY Pst. S	PLAISTOW	NH	Daniel LaFortune	Michael Tals	9100	LEAK OUTSIDE	WF0612675H	0	5	4/13/2015 9:06	4/13/2015 9:07	4/13/2015 9:08	4/13/2015 9:12	4/13/2015 10:30:40 AM	77	7	Regular Hours	< 30 minutes

4/13/2015	12:16:08 PM	14 BOYNTON LN	SEABROOK	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0612707N	0	18	4/13/2015 12:16	4/13/2015 12:17	4/13/2015 12:18	4/13/2015 12:35	4/13/2015 2:05:01 PM	89	19	Regular Hours	< 30 minutes
4/13/2015	12:27:32 PM	200 MILL RD	HAMPTON	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0612712N	2	14	4/13/2015 12:29	4/13/2015 12:29	4/13/2015 12:31	4/13/2015 12:44	4/13/2015 1:29:08 PM	45	16	Regular Hours	< 30 minutes
4/13/2015	2:38:49 PM	283 PLEASANT ST	PORTSMOUTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0612759N	0	8	4/13/2015 14:39	4/13/2015 14:39	4/13/2015 14:40	4/13/2015 14:48	4/13/2015 6:48:46 PM	240	9	Regular Hours	< 30 minutes
4/14/2015	9:03:02 AM	599 LAFAYETTE RD P&L STE 4	PORTSMOUTH	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0612821N	0	4	4/14/2015 9:03	4/14/2015 9:04	4/14/2015 9:05	4/14/2015 9:08	4/14/2015 10:36:18 AM	87	5	Regular Hours	< 30 minutes
4/14/2015	1:56:21 PM	9 MAIN ST	PORTSMOUTH	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0612844N	0	4	4/14/2015 12:46	4/14/2015 12:46	4/14/2015 12:47	4/14/2015 12:51	4/14/2015 2:12:06 PM	80	5	Regular Hours	< 30 minutes
4/15/2015	9:12:36 AM	11 CEDARVIEW LN	HAMPTON	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0612901N	0	11	4/14/2015 13:56	4/14/2015 13:58	4/14/2015 13:59	4/14/2015 14:10	4/14/2015 5:07:08 PM	176	13	Regular Hours	< 30 minutes
4/16/2015	8:09:23 AM	11 PICKERING AVE	PORTSMOUTH	NH	David Emerton	David Martineage	9100	LEAK OUTSIDE	WF0613107N	0	13	4/15/2015 9:13	4/15/2015 9:17	4/15/2015 9:18	4/15/2015 9:23	4/15/2015 11:22:43 AM	119	11	Regular Hours	< 30 minutes
4/16/2015	11:23:54 AM	615 OCEAN BLVD Apt. 10	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0613174N	0	6	4/16/2015 8:10	4/16/2015 8:10	4/16/2015 8:11	4/16/2015 8:23	4/16/2015 10:45:14 AM	141	14	Regular Hours	< 30 minutes
4/16/2015	2:17:27 PM	40 WINTER ST	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0613149N	1	4	4/16/2015 11:25	4/16/2015 11:25	4/16/2015 11:26	4/16/2015 11:30	4/16/2015 12:41:44 PM	71	6	Regular Hours	< 30 minutes
4/16/2015	3:32:22 PM	27 UNION ST Apt. 2	ROCHESTER	NH	John Wiley	David Martineage	9100	LEAK OUTSIDE	WF0613176N	0	11	4/16/2015 14:17	4/16/2015 14:18	4/16/2015 14:19	4/16/2015 14:30	4/16/2015 3:16:04 PM	45	12	Regular Hours	< 30 minutes
4/17/2015	12:06:48 PM	107 WATER ST	EXETER	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0613196N	0	28	4/16/2015 15:32	4/16/2015 15:33	4/16/2015 15:33	4/16/2015 16:01	4/16/2015 5:30:04 PM	88	29	Regular Hours	< 30 minutes
4/17/2015	2:07:05 PM	9 PLAISTOW RD Apt. C	PLAISTOW	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0613272N	0	21	4/17/2015 12:07	4/17/2015 12:07	4/17/2015 12:07	4/17/2015 12:28	4/17/2015 1:02:30 PM	33	21	Regular Hours	< 30 minutes
4/20/2015	9:01:20 AM	47 PLAISTOW RD P&L R125	PLAISTOW	NH	Anthony Beck	David Martineage	9000	LEAK INSIDE	WF0613295N	0	14	4/17/2015 14:07	4/17/2015 14:09	4/17/2015 14:10	4/17/2015 14:23	4/17/2015 2:48:30 PM	24	16	Regular Hours	< 30 minutes
4/20/2015	9:12:25 AM	2 FOREST ST	DOVER	NH	David Perreault	Michael Talis	9000	LEAK INSIDE	WF0613405N	0	13	4/20/2015 9:01	4/20/2015 9:08	4/20/2015 9:08	4/20/2015 9:21	4/20/2015 9:55:01 AM	33	20	Regular Hours	< 30 minutes
4/20/2015	10:24:37 AM	5 DEARBORN BROOK CIR	DOVER	NH	David Perreault	Michael Talis	9000	LEAK INSIDE	WF0613409N	0	7	4/20/2015 9:12	4/20/2015 9:12	4/20/2015 9:15	4/20/2015 9:20	4/20/2015 10:36:40 AM	66	8	Regular Hours	< 30 minutes
4/20/2015	12:20:36 PM	153 S MAIN ST	SEABROOK	NH	Daniel LaFortune	David Martineage	9000	LEAK INSIDE	WF0613426N	0	23	4/20/2015 10:25	4/20/2015 10:29	4/20/2015 10:30	4/20/2015 10:53	4/20/2015 11:12:46 AM	19	28	Regular Hours	< 30 minutes
4/21/2015	12:48:44 PM	437 SHATTUCK WAY	SEABROOK	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0613478N	0	21	4/20/2015 12:21	4/20/2015 12:21	4/20/2015 12:23	4/20/2015 12:43	4/20/2015 1:57:47 PM	74	23	Regular Hours	< 30 minutes
4/22/2015	9:15:36 AM	560 HIGH ST	NEWINGTON	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0613706N	0	13	4/21/2015 12:49	4/21/2015 12:49	4/21/2015 12:49	4/21/2015 13:03	4/21/2015 2:05:38 PM	62	14	Regular Hours	< 30 minutes
4/22/2015	1:32:15 PM	43 RAILROAD AVE	HAMPTON	NH	Kevin Clifford	David Martineage	9000	LEAK INSIDE	WF0613866N	0	8	4/22/2015 9:16	4/22/2015 9:17	4/22/2015 9:17	4/22/2015 9:25	4/22/2015 10:08:02 AM	42	9	Regular Hours	< 30 minutes
4/22/2015	2:08:15 PM	200 HIGH ST	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0613924N	0	0	4/22/2015 13:32	4/22/2015 13:33	4/22/2015 13:33	4/22/2015 13:33	4/22/2015 2:03:55 PM	30	1	Regular Hours	< 30 minutes
4/23/2015	9:42:29 AM	156 ASHWORTH AVE	HAMPTON	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0613929N	0	0	4/22/2015 14:08	4/22/2015 14:23	4/22/2015 14:23	4/22/2015 14:23	4/22/2015 3:18:51 PM	55	15	Regular Hours	< 30 minutes
4/23/2015	12:29:38 PM	32 MARIETTE DR	HAMPTON	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0614005N	0	4	4/23/2015 9:42	4/23/2015 9:45	4/23/2015 9:45	4/23/2015 9:49	4/23/2015 10:04:03 AM	14	7	Regular Hours	< 30 minutes
4/23/2015	12:29:38 PM	32 MARIETTE DR	PORTSMOUTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0614026N	0	16	4/23/2015 12:30	4/23/2015 12:30	4/23/2015 12:30	4/23/2015 12:46	4/23/2015 2:18:16 PM	91	17	Regular Hours	< 30 minutes
4/23/2015	3:12:18 PM	94 KINGS HWY Apt. 4	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0614065N	0	10	4/23/2015 15:12	4/23/2015 15:13	4/23/2015 15:13	4/23/2015 15:23	4/23/2015 4:35:04 PM	71	11	Regular Hours	< 30 minutes

4/27/2015	7:59:45 AM	2 THIRTEENTH ST	HAMPTON	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0614337N	0	4	4/27/2015 8:00	4/27/2015 8:01	4/27/2015 8:01	4/27/2015 8:05	4/27/2015 8:56:18 AM	51	5	Regular Hours	< 30 minutes
4/27/2015	2:14:56 PM	3 H ST Apt. DOWN	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0614467N	0	9	4/27/2015 14:15	4/27/2015 14:16	4/27/2015 14:16	4/27/2015 14:26	4/27/2015 3:36:01 PM	69	11	Regular Hours	< 30 minutes
4/28/2015	9:32:21 AM	69 LAFAYETTE RD	NORTH HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0614674N	0	14	4/28/2015 9:32	4/28/2015 9:33	4/28/2015 9:33	4/28/2015 9:47	4/28/2015 10:35:20 AM	48	14	Regular Hours	< 30 minutes
4/29/2015	11:58:17 AM	391 HIGH ST Apt. RIGHT Pre. C	HAMPTON	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0614913N	2	5	4/29/2015 12:00	4/29/2015 12:01	4/29/2015 12:01	4/29/2015 12:06	4/29/2015 12:40:52 PM	34	8	Regular Hours	< 30 minutes
4/30/2015	8:23:10 AM	1035 LAFAYETTE RD	PORTSMOUTH	NH	Daniel LaFortune	David Martinage	9100	LEAK OUTSIDE	WF0615004N	0	3	4/30/2015 8:23	4/30/2015 8:25	4/30/2015 8:26	4/30/2015 8:29	4/30/2015 9:51:05 AM	81	6	Regular Hours	< 30 minutes
4/30/2015	3:48:43 PM	16 INDUSTRIAL WAY	SALEM	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0615127N	0	26	4/30/2015 15:49	4/30/2015 15:51	4/30/2015 15:52	4/30/2015 16:18	4/30/2015 4:43:49 PM	25	29	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 21 (22% of total) for After Hours:																				
4/1/2015	6:26:19 PM	62 DUNVEGAN WOODS	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0611652N	0	7	4/1/2015 18:26	4/1/2015 18:27	4/1/2015 18:28	4/1/2015 18:35	4/1/2015 7:52:03 PM	76	9	After Hours	< 30 minutes
4/1/2015	8:00:19 PM	62 DUNVEGAN WOODS	HAMPTON	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0611657N	0	0	4/1/2015 20:00	4/1/2015 20:03	4/1/2015 20:03	4/1/2015 20:03	4/2/2015 1:17:11 AM	313	3	After Hours	< 30 minutes
4/2/2015	17:30:32 AM	366 HIGH ST	HAMPTON	NH	Alex Groetz	Mark Severens	9100	LEAK OUTSIDE	WF0611660N	0	0	4/2/2015 0:31	4/2/2015 0:31	4/2/2015 0:31	4/2/2015 0:31	4/2/2015 2:00:55 AM	89	1	After Hours	< 30 minutes
4/2/2015	6:40:06 AM	29 BONAIR AVE	HAMPTON	NH	Alex Groetz	David Martinage	9100	LEAK OUTSIDE	WF0611661N	1	3	4/2/2015 6:41	4/2/2015 6:56	4/2/2015 7:00	4/2/2015 7:00	4/2/2015 8:21:22 AM	81	20	After Hours	< 30 minutes
4/2/2015	4:18:43 PM	10 WASHINGTON ST	SCHEWORTH	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0611788N	0	24	4/2/2015 16:19	4/2/2015 16:20	4/2/2015 16:45	4/2/2015 16:45	4/2/2015 4:53:30 PM	2	26	After Hours	< 30 minutes
4/2/2015	5:24:50 PM	1 PINE MEADOWS DR	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0611800N	0	13	4/2/2015 17:25	4/2/2015 17:25	4/2/2015 17:25	4/2/2015 17:38	4/2/2015 5:56:54 PM	18	13	After Hours	< 30 minutes
4/3/2015	8:09:04 PM	314 ROCHESTER HILL RD Apt. HSE1	ROCHESTER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0611953N	0	23	4/3/2015 20:09	4/3/2015 20:10	4/3/2015 20:10	4/3/2015 20:33	4/3/2015 9:58:10 PM	84	24	After Hours	< 30 minutes
4/3/2015	10:43:36 PM	486 WANNACUNNET RD Apt. D	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0611955N	1	20	4/3/2015 22:44	4/3/2015 22:53	4/3/2015 22:53	4/3/2015 23:13	4/3/2015 11:35:06 PM	21	29	After Hours	< 30 minutes
4/6/2015	4:41:53 PM	24 HARBOR RD Pst. 3	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0612125N	0	7	4/6/2015 16:42	4/6/2015 16:42	4/6/2015 16:42	4/6/2015 16:50	4/6/2015 5:33:04 PM	42	8	After Hours	< 30 minutes
4/7/2015	4:21:59 PM	114 DOVER RD	DURHAM	NH	Laurie Rousseau	David Martinage	9000	LEAK INSIDE	WF0612237N	0	16	4/7/2015 16:22	4/7/2015 16:36	4/7/2015 16:37	4/7/2015 16:52	4/7/2015 5:38:32 PM	45	30	After Hours	< 30 minutes
4/8/2015	6:48:58 AM	10 TROUBLE CALL	SALEM	NH	Ryan Lelther	William Jones	9000	LEAK INSIDE	WF0612250N	1	11	4/8/2015 6:50	4/8/2015 6:51	4/8/2015 6:52	4/8/2015 7:03	4/8/2015 7:46:42 AM	43	14	After Hours	< 30 minutes
4/9/2015	4:39:14 PM	4 SOUTHWOOD VLG	DOVER	NH	David Emerson	David Martinage	9000	LEAK INSIDE	WF0612478N	0	2	4/9/2015 16:40	4/9/2015 16:44	4/9/2015 16:44	4/9/2015 16:47	4/9/2015 5:21:16 PM	34	7	After Hours	< 30 minutes
4/9/2015	10:23:43 PM	33 COLUMBIA Ct Apt. 2ND	PORTSMOUTH	NH	Kevin Clifford	Rene Bordenaleu	9000	LEAK INSIDE	WF0612496N	1	8	4/9/2015 22:24	4/9/2015 22:33	4/9/2015 22:33	4/9/2015 22:42	4/9/2015 11:16:34 PM	34	18	After Hours	< 30 minutes
4/10/2015	10:22:52 PM	64 PARTIDGE GRN	ROCHESTER	NH	Lance Keelty	Edward Charlton	9000	LEAK INSIDE	WF0612624N	0	20	4/10/2015 22:23	4/10/2015 22:29	4/10/2015 22:29	4/10/2015 22:49	4/10/2015 11:20:32 PM	30	26	After Hours	< 30 minutes
4/10/2015	10:48:17 PM	8 ISLAND PATH	HAMPTON	NH	John Wiley	Edward Charlton	9100	LEAK OUTSIDE	WF0612625N	0	20	4/10/2015 22:48	4/10/2015 22:48	4/10/2015 22:49	4/10/2015 23:09	4/11/2015 12:10:40 AM	61	21	After Hours	< 30 minutes
4/16/2015	4:46:29 AM	10 O ST	HAMPTON	NH	John Wiley	Scott Lacouture	9100	LEAK OUTSIDE	WF0613096N	1	5	4/16/2015 4:47	4/16/2015 4:57	4/16/2015 4:57	4/16/2015 5:02	4/16/2015 6:11:08 AM	68	16	After Hours	< 30 minutes
4/17/2015	8:29:44 PM	78 S MAIN ST	SLABROOK	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0613153N	0	19	4/17/2015 20:30	4/17/2015 20:30	4/17/2015 20:30	4/17/2015 20:49	4/17/2015 10:17:36 PM	98	19	After Hours	< 30 minutes
4/20/2015	8:33:59 PM	11 SPRINGHEAD LN	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0613634N	0	17	4/20/2015 20:33	4/20/2015 20:34	4/20/2015 20:34	4/20/2015 20:51	4/20/2015 9:05:05 PM	13	18	After Hours	< 30 minutes
4/24/2015	8:23:13 PM	19 BALL ST	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0614286N	0	24	4/24/2015 20:21	4/24/2015 20:25	4/24/2015 20:25	4/24/2015 20:49	4/24/2015 9:02:26 PM	12	28	After Hours	< 30 minutes

4/27/2015	4:30:50 PM	0 TROUBLE CALL	DOVER	NH	Laure Rousseau	William Jones	9100	LEAK OUTSIDE	WF0614521N	0	10	4/27/2015 16:11	4/27/2015 16:11	4/27/2015 16:11	4/27/2015 16:22	4/27/2015	6:44:04 PM	141	11	After Hours	< 30 minutes
4/29/2015	5:39:21 PM	17 E CONCORD ST Apt. Fl 1	DOVER	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0614962N	0	7	4/29/2015 17:40	4/29/2015 17:40	4/29/2015 17:40	4/29/2015 17:47	4/29/2015	6:29:16 PM	41	8	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 11 (12% of total) for Weekend/Holiday Hours:																					
4/4/2015	10:43:00 AM	8 MAPLEWOOD DR	HAMPTON	NH	Jeffrey Croteau	Mark Severens	9100	LEAK OUTSIDE	WF0611960N	0	22	4/4/2015 10:43	4/4/2015 10:45	4/4/2015 10:46	4/4/2015 11:08	4/4/2015	2:48:22 PM	220	25	Weekend/Holiday	< 30 minutes
4/4/2015	8:53:30 PM	24 BITTERSWEET LN	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0611969N	1	17	4/4/2015 20:54	4/4/2015 21:03	4/4/2015 21:03	4/4/2015 21:20	4/4/2015	10:07:49 PM	47	27	Weekend/Holiday	< 30 minutes
4/4/2015	10:53:24 PM	98 WINTER ST Apt. A	ROCHESTER	NH	David Emerton	Scott Lacouture	9100	LEAK OUTSIDE	WF0611970N	2	23	4/4/2015 22:55	4/4/2015 22:58	4/4/2015 22:58	4/4/2015 23:22	4/5/2015	12:11:40 AM	49	29	Weekend/Holiday	< 30 minutes
4/5/2015	11:21:22 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Clifford	Edward Charlton	9100	LEAK OUTSIDE	WF0611971N	0	17	4/5/2015 11:22	4/5/2015 11:29	4/5/2015 11:29	4/5/2015 11:46	4/5/2015	12:54:28 PM	67	25	Weekend/Holiday	< 30 minutes
4/12/2015	9:41:05 AM	197 HIGH ST	EXETER	NH	John Wiley	Rene Bordaureau	9100	LEAK OUTSIDE	WF0612651N	1	15	4/12/2015 9:42	4/12/2015 9:50	4/12/2015 9:50	4/12/2015 10:06	4/12/2015	2:16:52 PM	250	25	Weekend/Holiday	< 30 minutes
4/19/2015	9:04:24 AM	111 ORIENTAL GDNS	PORTSMOUTH	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0613380N	1	13	4/19/2015 9:05	4/19/2015 9:06	4/19/2015 9:07	4/19/2015 9:19	4/19/2015	10:43:52 AM	83	15	Weekend/Holiday	< 30 minutes
4/19/2015	10:41:09 AM	111 ORIENTAL GDNS	PORTSMOUTH	NH	Jeffrey Croteau	Mark Severens	9100	LEAK OUTSIDE	WF0613382N	0	1	4/19/2015 10:41	4/19/2015 10:42	4/19/2015 10:44	4/19/2015 10:44	4/19/2015	11:14:06 AM	30	2	Weekend/Holiday	< 30 minutes
4/25/2015	8:05:34 AM	24 ESKER RD	HAMPTON	NH	David Emerton	Rene Bordaureau	9100	LEAK OUTSIDE	WF0614293N	4	9	4/25/2015 8:10	4/25/2015 8:11	4/25/2015 8:12	4/25/2015 8:21	4/25/2015	10:08:18 AM	107	15	Weekend/Holiday	< 30 minutes
4/25/2015	11:59:05 AM	94 KINGS HWY Apt. 4	HAMPTON	NH	David Emerton	Rene Bordaureau	9100	LEAK OUTSIDE	WF0614304N	1	8	4/25/2015 12:01	4/25/2015 12:01	4/25/2015 12:01	4/25/2015 12:09	4/25/2015	2:40:27 PM	151	10	Weekend/Holiday	< 30 minutes
4/25/2015	6:10:16 PM	650 BORTHWICK AVE EXT	PORTSMOUTH	NH	Alex Gropetz	Rene Bordaureau	9000	LEAK INSIDE	WF0614313N	0	23	4/25/2015 18:11	4/25/2015 18:15	4/25/2015 18:16	4/25/2015 18:39	4/25/2015	8:23:38 PM	104	29	Weekend/Holiday	< 30 minutes
4/26/2015	9:09:00 PM	32 BRAMBER II	ROCHESTER	NH	Kevin Ruel	Mark Severens	9000	LEAK INSIDE	WF0614325N	0	22	4/26/2015 21:09	4/26/2015 21:16	4/26/2015 21:17	4/26/2015 21:39	4/26/2015	9:51:03 PM	12	30	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (2% of total) for Regular Hours:																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
4/14/2015	12:15:07 PM	225 MAIN ST Apt. 12	SOMERSWORTH	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0612880N	0	19	4/14/2015 12:15	4/14/2015 12:29	4/14/2015 12:30	4/14/2015 12:48	4/14/2015	1:24:01 PM	35	33	Regular Hours	31-45 minutes
4/14/2015	2:09:49 PM	0 TROUBLE CALL	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0612905N	0	35	4/14/2015 14:10	4/14/2015 14:11	4/14/2015 14:11	4/14/2015 14:46	4/14/2015	2:58:19 PM	11	36	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (2% of total) for After Hours:																					
4/10/2015	6:52:35 AM	242 MILL RD	HAMPTON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0612497N	0	27	4/10/2015 6:53	4/10/2015 6:56	4/10/2015 7:01	4/10/2015 7:23	4/10/2015	7:53:14 AM	29	31	After Hours	31-45 minutes
4/23/2015	6:11:28 AM	720 LAFAYETTE RD	SEABROOK	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0613986N	0	27	4/23/2015 6:12	4/23/2015 6:24	4/23/2015 6:24	4/23/2015 6:51	4/23/2015	7:41:15 AM	49	39	After Hours	31-45 minutes

Orders responded to in 31-45 minutes: 5 (5% of total) for Weekend/Holiday Hours:																				
4/18/2015	2:45:47 PM	16 THORNTON ST	HAMPTON	NH	Jeffrey Croteau	Scott Lacouture	9000	LEAK INSIDE	WF0613369N	0	30	4/18/2015 14:46	4/18/2015 14:47	4/18/2015 14:48	4/18/2015 15:18	4/18/2015 4:09:24 PM	50	32	Weekend/Holiday	31-45 minutes
4/19/2015	12:35:29 AM	612 LILAC LN	DOVER	NH	Laurie Rousseau	Edward Charlton	9100	LEAK OUTSIDE	WF0613383N	1	30	4/19/2015 0:36	4/19/2015 0:37	4/19/2015 0:45	4/19/2015 1:07	4/19/2015 7:10:38 AM	62	32	Weekend/Holiday	31-45 minutes
4/19/2015	6:26:11 AM	5 EPPING AVE	HAMPTON	NH	Jeffrey Croteau	Rene Borgeleau	9100	LEAK OUTSIDE	WF0613376N	0	29	4/19/2015 6:27	4/19/2015 6:37	4/19/2015 6:37	4/19/2015 7:06	4/19/2015 8:17:46 AM	71	40	Weekend/Holiday	31-45 minutes
4/25/2015	1:55:41 PM	0 TROUBLE CALL	SALEM	NH	Anthony Beck	Rene Borgeleau	9000	LEAK INSIDE	WF0614315N	4	25	4/25/2015 14:00	4/25/2015 14:02	4/25/2015 14:05	4/25/2015 14:27	4/25/2015 4:07:58 PM	100	31	Weekend/Holiday	31-45 minutes
4/25/2015	2:05:01 PM	159 RICHARDS AVE	PORTSMOUTH	NH	Alex Groetz	Rene Borgeleau	5000	GAS LEAKS - SERVICE	WF0614316N	1	30	4/25/2015 14:06	4/25/2015 14:11	4/25/2015 14:12	4/25/2015 14:41	4/25/2015 3:41:19 PM	59	36	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
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	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	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in > 75 minutes: 0 (0% of total) for After Hours:																				
Orders responded to in > 75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																				

Summary for 04/01/2015 to 04/30/2015

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	