

Emergency Response Times
 NU New Hampshire work orders from 07/01/2015 to 07/31/2015
 Total orders in sample: 73

Orders responded to in < 30 minutes: 36 (49% 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	
7/1/2015 2:07:56 PM	83 OCEAN BLVD Apt. 105 Pre. 91 Pst. UNIT	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF06232220N	0	14	7/1/2015 14:08	7/1/2015 14:08	7/1/2015 14:10	7/1/2015 14:23	7/1/2015 3:42:38 PM	79	15	Regular Hours	< 30 minutes	
7/2/2015 8:26:14 AM	43 MARKET ST Apt. 3	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0623298N	0	11	7/2/2015 8:26	7/2/2015 8:27	7/2/2015 8:28	7/2/2015 8:39	7/2/2015 9:07:49 AM	28	13	Regular Hours	< 30 minutes	
7/2/2015 11:18:40 AM	7 MILL RD PLAZA Pst. F	DURHAM	NH	David Emerton	Michael Talis	9000	LEAK INSIDE	WF0623326N	0	0	7/2/2015 11:19	7/2/2015 11:21	7/2/2015 11:22	7/2/2015 11:22	7/2/2015 11:40:35 AM	18	3	Regular Hours	< 30 minutes	
7/6/2015 12:15:01 PM	27 EMERALD AVE	HAMPTON	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0623490N	0	21	7/6/2015 12:15	7/6/2015 12:16	7/6/2015 12:18	7/6/2015 12:38	7/6/2015 1:51:14 PM	72	23	Regular Hours	< 30 minutes	
7/6/2015 12:16:43 PM	557 HUDSON ST	SEABROOK	NH	Alex Groetz	Michael Talis	9100	LEAK OUTSIDE	WF0623492N	0	3	7/6/2015 12:16	7/6/2015 12:17	7/6/2015 12:20	7/6/2015 12:20	7/6/2015 1:40:01 PM	79	4	Regular Hours	< 30 minutes	
7/6/2015 2:24:22 PM	248 S MAIN ST Apt. 8	SEABROOK	NH	Alex Groetz	David Martinage	9100	LEAK OUTSIDE	WF0623537N	0	4	7/6/2015 14:24	7/6/2015 14:46	7/6/2015 14:50	7/6/2015 14:50	7/6/2015 4:06:56 PM	76	25	Regular Hours	< 30 minutes	
7/7/2015 8:53:30 AM	0 TROUBLE CALL	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0623621N	0	16	7/7/2015 8:53	7/7/2015 8:54	7/7/2015 8:54	7/7/2015 9:10	7/7/2015 10:49:28 AM	99	16	Regular Hours	< 30 minutes	
7/7/2015 9:28:37 AM	109 SPUR RD	DOVER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0623640N	0	12	7/7/2015 9:28	7/7/2015 9:29	7/7/2015 9:29	7/7/2015 9:41	7/7/2015 11:44:52 AM	123	12	Regular Hours	< 30 minutes	
7/7/2015 11:53:57 AM	137 EPPING RD Apt. A	EXETER	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0623669N	0	16	7/7/2015 11:54	7/7/2015 11:56	7/7/2015 11:57	7/7/2015 12:13	7/7/2015 1:40:29 PM	87	19	Regular Hours	< 30 minutes	
7/8/2015 1:25:17 PM	0 TROUBLE CALL	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0623891N	0	2	7/8/2015 13:25	7/8/2015 13:26	7/8/2015 13:26	7/8/2015 13:28	7/8/2015 3:37:53 PM	129	3	Regular Hours	< 30 minutes	
7/9/2015 9:37:28 AM	43 WESTSIDE DR	EXETER	NH	Anthony Beck	Ryan Tardif	9000	LEAK INSIDE	WF0623950N	0	22	7/9/2015 9:38	7/9/2015 9:40	7/9/2015 9:41	7/9/2015 10:02	7/9/2015 10:40:43 AM	37	25	Regular Hours	< 30 minutes	
7/9/2015 3:20:22 PM	99 BLUE HERON DR	PORTSMOUTH	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0624004N	0	16	7/9/2015 15:21	7/9/2015 15:22	7/9/2015 15:23	7/9/2015 15:39	7/9/2015 4:17:38 PM	37	19	Regular Hours	< 30 minutes	
7/13/2015 8:22:19 AM	3 CHESTNUT ST Apt. C	ROCHESTER	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0624150N	0	10	7/13/2015 8:22	7/13/2015 8:24	7/13/2015 8:24	7/13/2015 8:34	7/13/2015 9:27:19 AM	53	11	Regular Hours	< 30 minutes	
7/14/2015 11:47:00 AM	173 WATER ST	EXETER	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0624392N	0	21	7/14/2015 11:47	7/14/2015 11:48	7/14/2015 11:49	7/14/2015 12:09	7/14/2015 1:50:22 PM	100	22	Regular Hours	< 30 minutes	
7/14/2015 3:28:17 PM	10 L ST	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0624434N	0	11	7/14/2015 15:28	7/14/2015 15:30	7/14/2015 15:30	7/14/2015 15:41	7/14/2015 4:02:14 PM	20	13	Regular Hours	< 30 minutes	
7/15/2015 10:08:42 AM	9 SANBORN ST	EXETER	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0624484N	0	20	7/15/2015 10:09	7/15/2015 10:09	7/15/2015 10:10	7/15/2015 10:30	7/15/2015 11:01:19 AM	30	22	Regular Hours	< 30 minutes	
7/15/2015 3:02:01 PM	12 PINE ST Pst. A	ROCHESTER	NH	Laurie Rousseau	David Martinage	9100	LEAK OUTSIDE	WF0624550N	0	25	7/15/2015 15:02	7/15/2015 15:03	7/15/2015 15:03	7/15/2015 15:28	7/15/2015 4:48:19 PM	79	26	Regular Hours	< 30 minutes	
7/16/2015 8:55:33 AM	14 CIELO DR	DOVER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0624597N	0	1	7/16/2015 8:55	7/16/2015 8:56	7/16/2015 8:58	7/16/2015 8:58	7/16/2015 11:22:11 AM	143	3	Regular Hours	< 30 minutes	
7/16/2015 10:35:30 AM	2 STERLING HILL LN Apt. 227	EXETER	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0624618N	0	16	7/16/2015 10:36	7/16/2015 10:36	7/16/2015 10:38	7/16/2015 10:52	7/16/2015 11:19:02 AM	26	17	Regular Hours	< 30 minutes	
7/17/2015 9:50:07 AM	7 DOVER AVE Pst. C	HAMPTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0624719N	0	16	7/17/2015 9:50	7/17/2015 9:50	7/17/2015 10:07	7/17/2015 10:07	7/17/2015 11:57:45 AM	110	17	Regular Hours	< 30 minutes	
7/17/2015 12:45:29 PM	9 NORTHEASTERN BLVD Apt. E Pst. BLDG	SALEM	NH	Anthony Beck	David Martinage	9100	LEAK OUTSIDE	WF0624816N	0	26	7/17/2015 12:45	7/17/2015 12:47	7/17/2015 12:49	7/17/2015 13:14	7/17/2015 3:10:16 PM	115	28	Regular Hours	< 30 minutes	

7/17/2015	12:50:16 PM	20 NEWBURY ST	SEABROOK	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0624820N	0	21	7/17/2015 12:50	7/17/2015 12:51	7/17/2015 12:52	7/17/2015 13:13	7/17/2015	2:19:20 PM	66	22	Regular Hours	< 30 minutes
7/20/2015	9:56:39 AM	163 WATER ST Apt. C-5 Pst. #5	EXETER	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0624929N	0	22	7/20/2015 9:57	7/20/2015 9:57	7/20/2015 9:58	7/20/2015 10:19	7/20/2015	11:24:31 AM	64	22	Regular Hours	< 30 minutes
7/21/2015	1:43:29 PM	37 SHEAFE ST	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0625285N	0	11	7/21/2015 13:44	7/21/2015 13:46	7/21/2015 13:47	7/21/2015 13:57	7/21/2015	6:33:08 PM	275	13	Regular Hours	< 30 minutes
7/21/2015	1:47:21 PM	114 GROVE ST	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0625286N	0	17	7/21/2015 13:47	7/21/2015 13:51	7/21/2015 13:51	7/21/2015 14:09	7/21/2015	2:46:58 PM	37	22	Regular Hours	< 30 minutes
7/22/2015	2:29:56 PM	1020 SOUTH ST	PORTSMOUTH	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0625435N	0	7	7/22/2015 14:30	7/22/2015 14:39	7/22/2015 14:39	7/22/2015 14:46	7/22/2015	4:23:50 PM	96	17	Regular Hours	< 30 minutes
7/27/2015	11:27:25 AM	71 LITTLE RIVER RD	HAMPTON	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0625946N	0	14	7/27/2015 11:27	7/27/2015 11:28	7/27/2015 11:28	7/27/2015 11:42	7/27/2015	1:38:03 PM	115	15	Regular Hours	< 30 minutes
7/28/2015	11:20:06 AM	6 MEADOWWOOD DR	EXETER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0626155N	0	16	7/28/2015 11:20	7/28/2015 11:21	7/28/2015 11:22	7/28/2015 11:37	7/28/2015	12:39:12 PM	61	17	Regular Hours	< 30 minutes
7/28/2015	2:24:21 PM	2300 LAFAYETTE RD Apt. ENT Pst. CON T	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0626228N	0	13	7/28/2015 14:24	7/28/2015 14:25	7/28/2015 14:25	7/28/2015 14:39	7/28/2015	3:05:27 PM	25	15	Regular Hours	< 30 minutes
7/29/2015	7:45:15 AM	5 COLONIAL CIR	HAMPTON	NH	Kevin Clifford	Michael Talis	9100	LEAK OUTSIDE	WF0626303N	0	6	7/29/2015 7:45	7/29/2015 7:46	7/29/2015 7:46	7/29/2015 7:52	7/29/2015	9:19:00 AM	86	7	Regular Hours	< 30 minutes
7/29/2015	11:21:01 AM	23 WINTER ST	DOVER	NH	David Emerton	Michael Talis	9000	LEAK INSIDE	WF0626360N	0	0	7/29/2015 11:21	7/29/2015 11:25	7/29/2015 11:26	7/29/2015 11:26	7/29/2015	11:33:24 AM	7	5	Regular Hours	< 30 minutes
7/30/2015	8:32:01 AM	18 HIGHLAND ST Apt. FRONT	EXETER	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0626470N	0	19	7/30/2015 8:32	7/30/2015 8:40	7/30/2015 8:40	7/30/2015 8:59	7/30/2015	11:02:34 AM	122	27	Regular Hours	< 30 minutes
7/30/2015	9:35:22 AM	5 SUNSURF AVE	HAMPTON	NH	Alex Groetz	David Martinage	9100	LEAK OUTSIDE	WF0626494N	0	13	7/30/2015 9:35	7/30/2015 9:36	7/30/2015 9:37	7/30/2015 9:49	7/30/2015	11:10:26 AM	80	14	Regular Hours	< 30 minutes
7/31/2015	7:26:41 AM	464 NEW ZEALAND RD	SEABROOK	NH	Kevin Clifford	Michael Talis	9100	LEAK OUTSIDE	WF0626629N	0	19	7/31/2015 7:27	7/31/2015 7:28	7/31/2015 7:28	7/31/2015 7:48	7/31/2015	9:48:06 AM	120	21	Regular Hours	< 30 minutes
7/31/2015	8:53:38 AM	4 HIGH ST	HAMPTON	NH	John Wiley	Michael Talis	9000	LEAK INSIDE	WF0626647N	3	18	7/31/2015 8:56	7/31/2015 8:57	7/31/2015 8:57	7/31/2015 9:15	7/31/2015	9:35:46 AM	20	22	Regular Hours	< 30 minutes
7/31/2015	8:58:15 AM	22 BRAEMOOR WOODS RD Pst. A	SALEM	NH	John Wiley	Michael Talis	9100	LEAK OUTSIDE	WF0626646N	0	1	7/31/2015 8:58	7/31/2015 8:58	7/31/2015 8:58	7/31/2015 8:59	7/31/2015	10:32:29 AM	92	1	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 17 (23% of total) for After Hours:																						
7/6/2015	5:06:46 PM	30 MILL POND LN	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0623592N	0	23	7/6/2015 17:07	7/6/2015 17:08	7/6/2015 17:08	7/6/2015 17:31	7/6/2015	5:52:01 PM	20	25	After Hours	< 30 minutes	
7/9/2015	2:16:47 AM	74 PARTRIDGE GRN	ROCHESTER	NH	Kevin Ruel	Jason Brooks	9000	LEAK INSIDE	WF0623928N	0	20	7/9/2015 2:17	7/9/2015 2:25	7/9/2015 2:25	7/9/2015 2:45	7/9/2015	3:35:40 AM	50	28	After Hours	< 30 minutes	
7/9/2015	9:05:36 PM	16 SEAVEY ST	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0624022N	0	13	7/9/2015 21:05	7/9/2015 21:06	7/9/2015 21:06	7/9/2015 21:19	7/9/2015	9:28:58 PM	9	13	After Hours	< 30 minutes	
7/10/2015	5:00:51 PM	14 RIVERVIEW TER	HAMPTON	NH	John Wiley	William Jones	5000	GAS LEAKS - SERVICE	WF0624125N	0	22	7/10/2015 17:01	7/10/2015 17:04	7/10/2015 17:04	7/10/2015 17:27	7/10/2015	6:02:00 PM	34	26	After Hours	< 30 minutes	
7/10/2015	6:43:04 PM	6 DEARBORN ST Apt. 1ST	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0624129N	0	13	7/10/2015 18:43	7/10/2015 18:44	7/10/2015 18:44	7/10/2015 18:57	7/10/2015	7:51:33 PM	53	14	After Hours	< 30 minutes	
7/13/2015	7:28:07 PM	20 BOURN AVE	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0624355N	0	1	7/13/2015 19:28	7/13/2015 19:31	7/13/2015 19:31	7/13/2015 19:32	7/13/2015	8:37:19 PM	64	4	After Hours	< 30 minutes	
7/15/2015	5:41:34 PM	25 SEAVER BROOK LN	PLAISTOW	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0624575N	0	22	7/15/2015 17:42	7/15/2015 17:43	7/15/2015 17:43	7/15/2015 18:06	7/15/2015	6:25:11 PM	19	24	After Hours	< 30 minutes	
7/15/2015	5:53:34 PM	0 TROUBLE CALL	SOMERSWORTH	NH	Laurie Rousseau	David Martinage	9100	LEAK OUTSIDE	WF0624578N	0	15	7/15/2015 17:54	7/15/2015 18:05	7/15/2015 18:05	7/15/2015 18:20	7/15/2015	7:07:12 PM	46	27	After Hours	< 30 minutes	
7/15/2015	8:29:12 PM	524 S BROADWAY ST	SALEM	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0624584N	0	20	7/15/2015 20:29	7/15/2015 20:29	7/15/2015 20:29	7/15/2015 20:49	7/15/2015	9:13:30 PM	23	20	After Hours	< 30 minutes	
7/16/2015	7:59:15 PM	16 BOURN AVE	HAMPTON	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0624685N	0	29	7/16/2015 19:59	7/16/2015 19:59	7/16/2015 20:00	7/16/2015 20:29	7/16/2015	9:57:43 PM	87	30	After Hours	< 30 minutes	
7/20/2015	4:04:12 PM	104 KINGS HWY	HAMPTON	NH	John Wiley	William Jones	5000	GAS LEAKS - SERVICE	WF0625032N	0	14	7/20/2015 16:04	7/20/2015 16:04	7/20/2015 16:05	7/20/2015 16:19	7/20/2015	4:50:17 PM	31	14	After Hours	< 30 minutes	
7/24/2015	8:34:45 PM	61 SILVER BROOK RD	SALEM	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0625857N	0	21	7/24/2015 20:35	7/24/2015 20:36	7/24/2015 20:36	7/24/2015 20:58	7/24/2015	9:39:25 PM	41	23	After Hours	< 30 minutes	
7/28/2015	8:10:09 PM	5 COLONIAL CIR	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0626290N	0	13	7/28/2015 20:10	7/28/2015 20:11	7/28/2015 20:12	7/28/2015 20:24	7/28/2015	8:52:08 PM	27	14	After Hours	< 30 minutes	
7/28/2015	8:19:00 PM	28 DOVER AVE	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0626291N	0	21	7/28/2015 20:19	7/28/2015 20:26	7/28/2015 20:27	7/28/2015 20:48	7/28/2015	9:16:47 PM	28	29	After Hours	< 30 minutes	
7/29/2015	7:51:44 PM	5 COLONIAL CIR	HAMPTON	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0626449N	0	2	7/29/2015 19:51	7/29/2015 19:52	7/29/2015 19:53	7/29/2015 19:54	7/29/2015	10:19:34 PM	144	2	After Hours	< 30 minutes	
7/29/2015	10:06:28 PM	59 CLUFF RD Apt. 2 Pst. 30	SALEM	NH	Ryan Kelleher	Scott Lacouture	9100	LEAK OUTSIDE	WF0626453N	0	8	7/29/2015 22:07	7/29/2015 22:15	7/29/2015 22:15	7/29/2015 22:23	7/30/2015	12:02:41 AM	99	16	After Hours	< 30 minutes	
7/31/2015	10:25:14 PM	22 HOUGH ST	DOVER	NH	Lance Keely	Jason Brooks	9000	LEAK INSIDE	WF0626823N	0	12	7/31/2015 22:25	7/31/2015 22:32	7/31/2015 22:32	7/31/2015 22:44	7/31/2015	11:16:16 PM	31	19	After Hours	< 30 minutes	
Orders responded to in < 30 minutes: 8 (11% of total) for Weekend/Holiday Hours:																						
7/4/2015	10:36:59 AM	68 MOULTON RD	HAMPTON	NH	John Wiley	Scott Lacouture	9000	LEAK INSIDE	WF0623374N	1	29	7/4/2015 10:38	7/4/2015 10:38	7/4/2015 10:38	7/4/2015 11:07	7/4/2015	11:25:45 AM	18	30	Weekend/Holiday	< 30 minutes	
7/4/2015	10:48:20 PM	11 BRADFORD AVE Apt. REAR	HAMPTON	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WF0623383N	0	8	7/4/2015 22:48	7/4/2015 22:56	7/4/2015 22:56	7/4/2015 23:05	7/4/2015	11:41:06 PM	35	16	Weekend/Holiday	< 30 minutes	
7/11/2015	10:57:09 AM	18 NUDDO AVE	HAMPTON	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0624132N	0	20	7/11/2015 10:57	7/11/2015 10:59	7/11/2015 11:00	7/11/2015 11:20	7/11/2015	1:00:43 PM	100	23	Weekend/Holiday	< 30 minutes	
7/11/2015	12:04:25 PM	543 HUDSON ST	SEABROOK	NH	David Perreault	Michael Talis	9100	LEAK OUTSIDE	WF0624133N	4	3	7/11/2015 12:08	7/11/2015 12:29	7/11/2015 12:29	7/11/2015 12:33	7/11/2015	2:28:33 PM	115	28	Weekend/Holiday	< 30 minutes	
7/19/2015	12:58:26 PM	21 BURGUNDY DR	HAMPTON	NH	Alex Groetz	Rene Bordeleau	9000	LEAK INSIDE	WF0624883N	3	12	7/19/2015 13:02	7/19/2015 13:12	7/19/2015 13:13	7/19/2015 13:25	7/19/2015	2:59:15 PM	93	27	Weekend/Holiday	< 30 minutes	
7/19/2015	8:22:46 PM	36 OCEAN DR	HAMPTON	NH	Alex Groetz	Scott Lacouture	9100	LEAK OUTSIDE	WF0624885N	1	0	7/19/2015 20:23	7/19/2015 20:24	7/19/2015 20:24	7/19/2015 20:24	7/19/2015	8:33:40 PM	9	1	Weekend/Holiday	< 30 minutes	
7/25/2015	12:42:31 PM	94 PORTSMOUTH AVE	EXETER	NH	Jeffrey Croteau	Rene Bordeleau	9000	LEAK INSIDE	WF0625870N	0	20	7/25/2015 12:43	7/25/2015 12:44	7/25/2015 12:45	7/25/2015 13:04	7/25/2015	1:48:53 PM	43	22	Weekend/Holiday	< 30 minutes	
7/25/2015	2:59:53 PM	90 OXFORD AVE	PORTSMOUTH	NH	Jeffrey Croteau	Rene Bordeleau	9100	LEAK OUTSIDE	WF0625873N	0	9	7/25/2015 15:00	7/25/2015 15:00	7/25/2015 15:02	7/25/2015 15:10	7/25/2015	4:09:34 PM	59	10	Weekend/Holiday	< 30 minutes	
Orders responded to in 31-45 minutes: 4 (5% 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			
7/1/2015	8:32:10 AM	5 LANCELOT CT Pst. 5	SALEM	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0623155N	0	25	7/1/2015 8:32	7/1/2015 8:39	7/1/2015 8:39	7/1/2015 9:05	7/1/2015	9:40:04 AM	35	32	Regular Hours	31-45 minutes	
7/6/2015	9:59:35 AM	53 PARK ST	EXETER	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0623413N	16	21	7/6/2015 10:15	7/6/2015 10:17	7/6/2015 10:17	7/6/2015 10:38	7/6/2015	11:16:26 AM	37	39	Regular Hours	31-45 minutes	
7/6/2015	2:40:01 PM	61 WASHINGTON ST	PORTSMOUTH	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0623554N	1	28	7/6/2015 14:41	7/6/2015 14:43	7/6/2015 14:47	7/6/2015 15:12	7/6/2015	4:21:18 PM	69	31	Regular Hours	31-45 minutes	
7/17/2015	1:26:51 PM	4 4TH ST	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0624828N	0	35	7/17/2015 13:27	7/17/2015 13:27	7/17/2015 13:27	7/17/2015 14:02	7/17/2015	2:10:38 PM	7	35	Regular Hours	31-45 minutes	

Orders responded to in 31-45 minutes: 4 (5% of total) for After Hours:																					
7/14/2015	11:14:37 PM	40 HOOKSETT ST	SEABROOK	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0624456N	0	34	7/14/2015 23:15	7/14/2015 23:23	7/14/2015 23:23	7/14/2015 23:57	7/15/2015	12:45:26 AM	47	42	After Hours	31-45 minutes
7/22/2015	6:38:11 PM	18 PERKINS AVE Apt. FL 1	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0625478N	1	32	7/22/2015 18:39	7/22/2015 18:43	7/22/2015 18:44	7/22/2015 19:16	7/22/2015	7:49:31 PM	33	37	After Hours	31-45 minutes
7/22/2015	8:39:00 PM	543 HUDSON ST	SEABROOK	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0625484N	1	24	7/22/2015 20:40	7/22/2015 20:48	7/22/2015 20:49	7/22/2015 21:13	7/22/2015	11:01:34 PM	108	34	After Hours	31-45 minutes
7/27/2015	6:21:40 PM	72 SUZANNE DR	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0626101N	0	33	7/27/2015 18:22	7/27/2015 18:23	7/27/2015 18:23	7/27/2015 18:56	7/27/2015	7:23:23 PM	26	34	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 4 (5% of total) for Weekend/Holiday Hours:																					
7/3/2015	1:08:45 PM	3 INDEPENDENCE DR	DOVER	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0623372N	0	29	7/3/2015 13:09	7/3/2015 13:16	7/3/2015 13:16	7/3/2015 13:45	7/3/2015	2:30:55 PM	45	37	Weekend/Holiday	31-45 minutes
7/5/2015	2:28:33 PM	1 MILL ST Pst. G	DOVER	NH	Kevin Ruel	Jason Brooks	9100	LEAK OUTSIDE	WF0623386N	0	31	7/5/2015 14:29	7/5/2015 14:42	7/5/2015 14:42	7/5/2015 15:13	7/6/2015	12:08:47 AM	535	45	Weekend/Holiday	31-45 minutes
7/18/2015	4:33:18 AM	6 EAGLES NEST RIDGE RD	SALEM	NH	Kurt House	Scott Lacouture	9000	LEAK INSIDE	WF0624869N	1	20	7/18/2015 4:34	7/18/2015 4:46	7/18/2015 4:47	7/18/2015 5:07	7/18/2015	6:09:50 AM	62	34	Weekend/Holiday	31-45 minutes
7/19/2015	5:58:06 PM	36 OCEAN DR	HAMPTON	NH	Alex Groetz	Scott Lacouture	9000	LEAK INSIDE	WF0624884N	0	28	7/19/2015 17:59	7/19/2015 18:03	7/19/2015 18:04	7/19/2015 18:31	7/19/2015	8:20:21 PM	108	33	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 07/01/2015 to 07/31/2015

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	

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	

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	

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	519	38%	15	388	50%	15	87	26%	15	44	18%
30	635	84%	30	353	95%	30	167	74%	30	115	63%
45	192	98%	45	34	99%	45	76	97%	45	82	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	781		Total	341		Total	251	