

Emergency Response Times

NU New Hampshire work orders from 02/01/2016 to 02/29/2016

Total orders in sample: 80

Orders responded to in < 30 minutes: 42 (52% 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	
2/1/2016	8:53:29 AM	22 COURT ST	DOVER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0646580N	0	5	2/1/2016 8:53	2/1/2016 8:54	2/1/2016 8:55	2/1/2016 9:00	2/1/2016 11:33:38 AM	153	7	Regular Hours	< 30 minutes
2/1/2016	1:10:24 PM	81 WOODLAND RD	HAMPTON	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0646649N	0	7	2/1/2016 13:10	2/1/2016 13:11	2/1/2016 13:11	2/1/2016 13:18	2/1/2016 3:16:21 PM	117	8	Regular Hours	< 30 minutes
2/2/2016	2:08:32 PM	44 ESKER RD	HAMPTON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0646789N	2	7	2/2/2016 14:10	2/2/2016 14:11	2/2/2016 14:11	2/2/2016 14:18	2/2/2016 2:33:36 PM	14	10	Regular Hours	< 30 minutes
2/3/2016	9:31:07 AM	2255 LAFAYETTE RD	PORTSMOUTH	NH	David Emerton	Samantha Keach	9000	LEAK INSIDE	WF0646838N	0	2	2/3/2016 9:31	2/3/2016 9:32	2/3/2016 9:32	2/3/2016 9:34	2/3/2016 10:14:32 AM	39	3	Regular Hours	< 30 minutes
2/3/2016	10:38:56 AM	35 PORTWALK PL	PORTSMOUTH	NH	David Emerton	Michael Talis	9000	LEAK INSIDE	WF0646858N	0	0	2/3/2016 10:39	2/3/2016 10:43	2/3/2016 10:44	2/3/2016 10:44	2/3/2016 10:54:30 AM	10	5	Regular Hours	< 30 minutes
2/4/2016	11:06:02 AM	0 TROUBLE CALL	PLAISTOW	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0647031N	0	17	2/4/2016 11:06	2/4/2016 11:06	2/4/2016 11:08	2/4/2016 11:24	2/4/2016 1:07:32 PM	103	18	Regular Hours	< 30 minutes
2/4/2016	12:21:45 PM	12 CEDARBROOK VLG Apt. C	ROCHESTER	NH	David Perreault	Samantha Keach	9000	LEAK INSIDE	WF0647050N	0	7	2/4/2016 12:22	2/4/2016 12:23	2/4/2016 12:24	2/4/2016 12:31	2/4/2016 1:22:59 PM	51	9	Regular Hours	< 30 minutes
2/4/2016	1:33:52 PM	110 PORTLAND AVE Pst. ICE	DOVER	NH	Lance Keelty	Samantha Keach	9000	LEAK INSIDE	WF0647053N	0	10	2/4/2016 13:34	2/4/2016 13:35	2/4/2016 13:35	2/4/2016 13:45	2/4/2016 2:07:21 PM	21	11	Regular Hours	< 30 minutes
2/8/2016	9:12:08 AM	0 TROUBLE CALL	EXETER	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0647231N	0	8	2/8/2016 9:12	2/8/2016 9:17	2/8/2016 9:18	2/8/2016 9:25	2/8/2016 10:47:43 AM	82	13	Regular Hours	< 30 minutes
2/9/2016	8:42:15 AM	14 GREEN ST	EXETER	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0647324N	0	7	2/9/2016 8:42	2/9/2016 8:46	2/9/2016 8:46	2/9/2016 8:53	2/9/2016 10:13:31 AM	79	11	Regular Hours	< 30 minutes
2/9/2016	12:10:35 PM	160 WASHINGTON ST Apt. D1	ROCHESTER	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0647381N	0	23	2/9/2016 12:11	2/9/2016 12:12	2/9/2016 12:13	2/9/2016 12:35	2/9/2016 1:27:51 PM	52	25	Regular Hours	< 30 minutes
2/10/2016	10:08:19 AM	0 TROUBLE CALL	ROCHESTER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0647455N	1	24	2/10/2016 10:09	2/10/2016 10:10	2/10/2016 10:11	2/10/2016 10:34	2/10/2016 12:08:50 PM	93	26	Regular Hours	< 30 minutes
2/10/2016	3:28:20 PM	34 FOLLY MILL RD Apt. 5 Pst. REAR	SEABROOK	NH	Lance Keelty	Samantha Keach	9000	LEAK INSIDE	WF0647499N	1	24	2/10/2016 15:29	2/10/2016 15:29	2/10/2016 15:29	2/10/2016 15:54	2/10/2016 4:30:11 PM	35	26	Regular Hours	< 30 minutes
2/11/2016	7:54:20 AM	9 KEEWAYDIN DR	SALEM	NH	Ryan Kelleher	Lynne Copp	9000	LEAK INSIDE	WF0647517N	0	0	2/11/2016 7:54	2/11/2016 7:56	2/11/2016 7:56	2/11/2016 7:56	2/11/2016 8:39:56 AM	43	2	Regular Hours	< 30 minutes
2/11/2016	9:45:24 AM	24 ALDEN AVE Apt. 24 Pst. 1	GREENLAND	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0647529N	0	16	2/11/2016 9:45	2/11/2016 9:56	2/11/2016 10:01	2/11/2016 10:12	2/11/2016 11:38:41 AM	85	27	Regular Hours	< 30 minutes
2/11/2016	1:47:38 PM	402 SPRINGBROOK CIR	PORTSMOUTH	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0647547N	0	10	2/11/2016 13:48	2/11/2016 13:50	2/11/2016 13:50	2/11/2016 14:00	2/11/2016 2:16:27 PM	15	12	Regular Hours	< 30 minutes
2/12/2016	12:39:32 PM	674 ISLINGTON ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0647635N	0	4	2/12/2016 12:39	2/12/2016 12:43	2/12/2016 12:43	2/12/2016 12:47	2/12/2016 2:38:13 PM	110	8	Regular Hours	< 30 minutes
2/12/2016	12:53:01 PM	65 EXETER RD	HAMPTON	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0647637N	2	24	2/12/2016 12:55	2/12/2016 12:59	2/12/2016 13:01	2/12/2016 13:23	2/12/2016 2:36:42 PM	72	30	Regular Hours	< 30 minutes
2/15/2016	8:14:32 AM	5 ROBIN LN	EXETER	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0647744N	0	9	2/15/2016 8:15	2/15/2016 8:15	2/15/2016 8:16	2/15/2016 8:25	2/15/2016 8:59:40 AM	34	11	Regular Hours	< 30 minutes

2/15/2016	8:32:36 AM	36 NEW YORK ST	DOVER	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0647749N	0	15	2/15/2016 8:33	2/15/2016 8:43	2/15/2016 8:44	2/15/2016 8:59	2/15/2016 9:51:06 AM	51	26	Regular Hours	< 30 minutes
2/15/2016	10:04:04 AM	0 TROUBLE CALL	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0647784N	1	20	2/15/2016 10:05	2/15/2016 10:05	2/15/2016 10:06	2/15/2016 10:26	2/15/2016 5:47:53 PM	441	22	Regular Hours	< 30 minutes
2/15/2016	12:15:45 PM	1275 MAPLEWOOD AVE Apt. 13	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0647815N	0	7	2/15/2016 12:16	2/15/2016 12:17	2/15/2016 12:17	2/15/2016 12:24	2/15/2016 2:31:19 PM	126	8	Regular Hours	< 30 minutes
2/15/2016	2:25:29 PM	90 WASHINGTON ST Apt. FL 3	DOVER	NH	Lance Keelty	Lynne Copp	9000	LEAK INSIDE	WF0647843N	0	16	2/15/2016 14:26	2/15/2016 14:26	2/15/2016 14:26	2/15/2016 14:42	2/15/2016 3:15:20 PM	32	17	Regular Hours	< 30 minutes
2/16/2016	8:25:57 AM	25 DURHAM RD	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0647895N	0	21	2/16/2016 8:26	2/16/2016 8:29	2/16/2016 8:29	2/16/2016 8:51	2/16/2016 11:12:19 AM	140	25	Regular Hours	< 30 minutes
2/16/2016	9:39:47 AM	16 CUSHING ST Apt. #3 Pst. APT	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0647903N	0	10	2/16/2016 9:40	2/16/2016 9:40	2/16/2016 9:41	2/16/2016 9:50	2/16/2016 11:22:14 AM	91	11	Regular Hours	< 30 minutes
2/16/2016	10:11:28 AM	73 WINTER ST	EXETER	NH	David Emerton	Michael Talis	9000	LEAK INSIDE	WF0647902N	0	17	2/16/2016 10:11	2/16/2016 10:12	2/16/2016 10:13	2/16/2016 10:30	2/16/2016 11:50:38 AM	79	19	Regular Hours	< 30 minutes
2/16/2016	12:00:03 PM	120 SILVER ST	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0647913N	0	13	2/16/2016 12:00	2/16/2016 12:03	2/16/2016 12:04	2/16/2016 12:16	2/16/2016 1:25:38 PM	69	16	Regular Hours	< 30 minutes
2/16/2016	1:16:06 PM	215 S BROADWAY Apt. 5	SALEM	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0647935N	0	27	2/16/2016 13:16	2/16/2016 13:18	2/16/2016 13:19	2/16/2016 13:45	2/16/2016 2:14:43 PM	29	29	Regular Hours	< 30 minutes
2/17/2016	8:58:49 AM	15 G ST Pst. MSTR	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0648013N	0	22	2/17/2016 8:59	2/17/2016 8:59	2/17/2016 9:01	2/17/2016 9:21	2/17/2016 10:40:43 AM	78	23	Regular Hours	< 30 minutes
2/17/2016	2:41:44 PM	23 S BROADWAY Apt. 3 Pst. UNIT	SALEM	NH	Anthony Beck	Samantha Keach	9100	LEAK OUTSIDE	WF0648062N	0	22	2/17/2016 14:42	2/17/2016 14:50	2/17/2016 14:50	2/17/2016 15:12	2/17/2016 5:03:26 PM	111	30	Regular Hours	< 30 minutes
2/19/2016	8:24:01 AM	313 ISLINGTON ST Apt. FL 1	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0648163N	0	4	2/19/2016 8:24	2/19/2016 8:25	2/19/2016 8:26	2/19/2016 8:30	2/19/2016 10:32:37 AM	122	6	Regular Hours	< 30 minutes
2/19/2016	10:42:31 AM	241 MIDDLE ST	PORTSMOUTH	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0648203N	0	3	2/19/2016 10:42	2/19/2016 10:44	2/19/2016 10:44	2/19/2016 10:47	2/19/2016 12:14:22 PM	86	5	Regular Hours	< 30 minutes
2/22/2016	8:36:56 AM	413 SPRINGBROOK CIR	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0648294N	1	6	2/22/2016 8:38	2/22/2016 8:39	2/22/2016 8:40	2/22/2016 8:45	2/22/2016 9:48:10 AM	62	8	Regular Hours	< 30 minutes
2/22/2016	9:14:03 AM	7 FIFTH ST	ROCHESTER	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0648298N	0	7	2/22/2016 9:14	2/22/2016 9:16	2/22/2016 9:17	2/22/2016 9:24	2/22/2016 11:11:06 AM	106	10	Regular Hours	< 30 minutes
2/22/2016	10:11:33 AM	16 WHITEHALL RD	ROCHESTER	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0648317N	0	19	2/22/2016 10:11	2/22/2016 10:12	2/22/2016 10:13	2/22/2016 10:32	2/22/2016 11:14:14 AM	41	21	Regular Hours	< 30 minutes
2/22/2016	11:18:58 AM	381 PORTSMOUTH AVE Apt. A	GREENLAND	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WF0648339N	1	10	2/22/2016 11:20	2/22/2016 11:22	2/22/2016 11:23	2/22/2016 11:32	2/22/2016 12:56:51 PM	84	13	Regular Hours	< 30 minutes
2/22/2016	12:38:46 PM	50 BROOKSIDE DR Apt. F6 Pst. APT	EXETER	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0648361N	0	15	2/22/2016 12:39	2/22/2016 12:41	2/22/2016 12:42	2/22/2016 12:56	2/22/2016 1:52:36 PM	55	18	Regular Hours	< 30 minutes
2/23/2016	10:06:17 AM	360 HIGH ST	HAMPTON	NH	Daniel Lafortune	Samantha Keach	9100	LEAK OUTSIDE	WF0648449N	1	13	2/23/2016 10:07	2/23/2016 10:11	2/23/2016 10:14	2/23/2016 10:25	2/23/2016 11:52:44 AM	87	19	Regular Hours	< 30 minutes
2/24/2016	8:44:46 AM	36 CUSHING ST Pst. A	DOVER	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0648535N	0	13	2/24/2016 8:44	2/24/2016 8:49	2/24/2016 8:51	2/24/2016 9:02	2/24/2016 10:03:15 AM	61	17	Regular Hours	< 30 minutes
2/24/2016	10:19:30 AM	8 WILLOW ST	SALEM	NH	Anthony Beck	Samantha Keach	9100	LEAK OUTSIDE	WF0648552N	1	22	2/24/2016 10:20	2/24/2016 10:22	2/24/2016 10:26	2/24/2016 10:45	2/24/2016 12:07:00 PM	81	25	Regular Hours	< 30 minutes
2/26/2016	12:30:52 PM	64 LAFAYETTE RD Apt. 5	NORTH HAMPTON	NH	Daniel Lafortune	Samantha Keach	9000	LEAK INSIDE	WF0648732N	0	10	2/26/2016 12:31	2/26/2016 12:32	2/26/2016 12:33	2/26/2016 12:43	2/26/2016 1:59:22 PM	75	12	Regular Hours	< 30 minutes
2/29/2016	12:31:30 PM	974 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0648883N	0	9	2/29/2016 12:32	2/29/2016 12:34	2/29/2016 12:35	2/29/2016 12:43	2/29/2016 1:01:27 PM	17	12	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 8 (10% of total) for After Hours:																					
2/3/2016	4:42:28 PM	256 WIBIRD ST Apt. A	PORTSMOUTH	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0646948N	0	7	2/3/2016 16:43	2/3/2016 16:43	2/3/2016 16:44	2/3/2016 16:50	2/3/2016	5:25:09 PM	34	8	After Hours	< 30 minutes
2/4/2016	5:26:14 PM	0 TROUBLE CALL	STRATHAM	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0647090N	0	18	2/4/2016 17:26	2/4/2016 17:26	2/4/2016 17:27	2/4/2016 17:45	2/4/2016	6:07:56 PM	22	19	After Hours	< 30 minutes
2/9/2016	9:55:33 PM	629 BROAD ST	PORTSMOUTH	NH	Kevin Clifford	Rene Bordeleau	9100	LEAK OUTSIDE	WF0647429N	0	18	2/9/2016 21:55	2/9/2016 21:56	2/9/2016 22:02	2/9/2016 22:15	2/9/2016	11:10:40 PM	54	20	After Hours	< 30 minutes
2/11/2016	4:36:02 PM	58 CHESTNUT ST Apt. B	ROCHESTER	NH	John Wiley	Samantha Keach	9100	LEAK OUTSIDE	WF0647564N	0	16	2/11/2016 16:36	2/11/2016 16:37	2/11/2016 16:37	2/11/2016 16:53	2/11/2016	5:36:12 PM	42	17	After Hours	< 30 minutes
2/12/2016	4:07:23 PM	26 DOVER POINT RD	DOVER	NH	Lance Keelty	Samantha Keach	9000	LEAK INSIDE	WF0647658N	0	10	2/12/2016 16:07	2/12/2016 16:07	2/12/2016 16:08	2/12/2016 16:17	2/12/2016	4:48:33 PM	30	10	After Hours	< 30 minutes
2/15/2016	5:57:49 PM	1 CROSSROADS IND PARK Apt. 2	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0647869N	0	6	2/15/2016 17:58	2/15/2016 17:59	2/15/2016 18:06	2/15/2016 18:06	2/15/2016	6:27:04 PM	20	8	After Hours	< 30 minutes
2/22/2016	7:14:21 PM	571 WINNACUNNET RD Apt. #4 Pst. 4	HAMPTON	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0648406N	1	20	2/22/2016 19:16	2/22/2016 19:16	2/22/2016 19:16	2/22/2016 19:37	2/22/2016	8:49:38 PM	72	22	After Hours	< 30 minutes
2/23/2016	5:19:19 PM	0 TROUBLE CALL	STRATHAM	NH	Lance Keelty	Lynne Copp	9000	LEAK INSIDE	WF0648516N	0	19	2/23/2016 17:19	2/23/2016 17:24	2/23/2016 17:25	2/23/2016 17:44	2/23/2016	6:12:10 PM	27	25	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 15 (19% of total) for Weekend/Holiday Hours:																					
2/6/2016	11:03:29 AM	28 CHANDLER AVE Apt. 10	PLAISTOW	NH	Ryan Kelleher	William Jones	9000	LEAK INSIDE	WF0647204N	0	13	2/6/2016 11:03	2/6/2016 11:07	2/6/2016 11:09	2/6/2016 11:20	2/6/2016	11:48:21 AM	28	16	Weekend/Holiday	< 30 minutes
2/7/2016	1:23:07 AM	23 LINCOLN ST Apt. B	ROCHESTER	NH	John Wiley	Scott Lacouture	9000	LEAK INSIDE	WF0647214N	0	12	2/7/2016 1:24	2/7/2016 1:24	2/7/2016 1:24	2/7/2016 1:36	2/7/2016	2:20:37 AM	44	13	Weekend/Holiday	< 30 minutes
2/7/2016	11:38:11 AM	58 CHESTNUT ST Apt. B	ROCHESTER	NH	John Wiley	Rene Bordeleau	9100	LEAK OUTSIDE	WF0647217N	0	8	2/7/2016 11:39	2/7/2016 11:43	2/7/2016 11:44	2/7/2016 11:52	2/7/2016	1:23:43 PM	90	14	Weekend/Holiday	< 30 minutes
2/7/2016	3:57:59 PM	13 FOLSOM ST	DOVER	NH	John Wiley	Jason Brooks	9100	LEAK OUTSIDE	WF0647221N	0	16	2/7/2016 15:58	2/7/2016 16:04	2/7/2016 16:04	2/7/2016 16:20	2/7/2016	5:35:09 PM	74	22	Weekend/Holiday	< 30 minutes
2/13/2016	10:11:11 PM	21 MEMBERS WAY Pst. HOTEL	DOVER	NH	Lance Keelty	Jason Brooks	9000	LEAK INSIDE	WF0647687N	1	10	2/13/2016 22:13	2/13/2016 22:20	2/13/2016 22:20	2/13/2016 22:30	2/13/2016	11:05:02 PM	34	19	Weekend/Holiday	< 30 minutes
2/14/2016	8:35:55 AM	60 TIDE MILL RD	HAMPTON	NH	David Emerton	Rene Bordeleau	9100	LEAK OUTSIDE	WF0647702N	0	6	2/14/2016 8:36	2/14/2016 8:42	2/14/2016 8:43	2/14/2016 8:49	2/14/2016	10:36:02 AM	106	13	Weekend/Holiday	< 30 minutes
2/14/2016	12:12:01 PM	4 PORTLAND AVE Apt. 3	DOVER	NH	Lance Keelty	Rene Bordeleau	9100	LEAK OUTSIDE	WF0647714N	1	7	2/14/2016 12:13	2/14/2016 12:20	2/14/2016 12:21	2/14/2016 12:28	2/14/2016	1:28:02 PM	59	16	Weekend/Holiday	< 30 minutes
2/14/2016	2:43:53 PM	355 MAIN ST Apt. 1	SOMERSWORTH	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0647730N	1	14	2/14/2016 14:45	2/14/2016 14:46	2/14/2016 14:50	2/14/2016 15:00	2/14/2016	3:20:37 PM	19	16	Weekend/Holiday	< 30 minutes
2/14/2016	5:02:16 PM	162 ROCKLAND ST Pst. APT1	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0647736N	0	15	2/14/2016 17:03	2/14/2016 17:04	2/14/2016 17:04	2/14/2016 17:19	2/14/2016	6:25:09 PM	65	17	Weekend/Holiday	< 30 minutes
2/20/2016	9:28:20 AM	22 MOUNT VERNON ST	DOVER	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0648258N	0	20	2/20/2016 9:28	2/20/2016 9:37	2/20/2016 9:37	2/20/2016 9:57	2/20/2016	11:08:59 AM	71	29	Weekend/Holiday	< 30 minutes
2/20/2016	6:51:46 PM	170 CASS ST Apt. #1	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0648272N	0	24	2/20/2016 18:52	2/20/2016 18:56	2/20/2016 18:57	2/20/2016 19:20	2/20/2016	7:41:13 PM	20	28	Weekend/Holiday	< 30 minutes
2/21/2016	1:59:57 PM	1345 ISLINGTON ST	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0648276N	0	20	2/21/2016 14:00	2/21/2016 14:07	2/21/2016 14:07	2/21/2016 14:27	2/21/2016	3:30:59 PM	63	27	Weekend/Holiday	< 30 minutes
2/27/2016	6:32:09 PM	6 LANCELOT CT Pst. 6	SALEM	NH	Kurt House	Lynne Copp	9000	LEAK INSIDE	WF0648791N	0	0	2/27/2016 18:32	2/27/2016 18:32	2/27/2016 18:32	2/27/2016 18:32	2/27/2016	6:49:55 PM	16	0	Weekend/Holiday	< 30 minutes
2/27/2016	7:41:40 PM	0 TROUBLE CALL	SALEM	NH	Kurt House	Rene Bordeleau	9000	LEAK INSIDE	WF0648793N	0	23	2/27/2016 19:42	2/27/2016 19:48	2/27/2016 19:48	2/27/2016 20:12	2/27/2016	8:32:31 PM	20	30	Weekend/Holiday	< 30 minutes
2/28/2016	3:57:58 PM	15 MAIN ST	SALEM	NH	Kurt House	Ryan Tardif	9000	LEAK INSIDE	WF0648795N	0	21	2/28/2016 15:58	2/28/2016 16:02	2/28/2016 16:02	2/28/2016 16:24	2/28/2016	5:15:29 PM	50	26	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	
2/1/2016	1:44:56 PM	82 CROSS ST	SALEM	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0646656N	0	32	2/1/2016 13:45	2/1/2016 13:46	2/1/2016 13:48	2/1/2016 14:18	2/1/2016 3:30:06 PM	71	33	Regular Hours	31-45 minutes
2/3/2016	12:23:40 PM	40 GABLES WAY Apt. GABL	DURHAM	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0646911N	0	35	2/3/2016 12:24	2/3/2016 12:27	2/3/2016 13:02	2/3/2016 13:02	2/3/2016 2:52:45 PM	109	39	Regular Hours	31-45 minutes
2/5/2016	3:23:55 PM	7 LAMPLIGHTER LN	SALEM	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0647170N	0	41	2/5/2016 15:24	2/5/2016 15:27	2/5/2016 15:30	2/5/2016 16:08	2/5/2016 5:59:29 PM	110	44	Regular Hours	31-45 minutes
2/25/2016	2:37:16 PM	45 ALLEN ST Pst. 1	ROCHESTER	NH	David Perreault	Samantha Keach	9100	LEAK OUTSIDE	WF0648655N	1	25	2/25/2016 14:38	2/25/2016 14:43	2/25/2016 14:44	2/25/2016 15:09	2/25/2016 5:50:47 PM	161	32	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 1 (1% of total) for After Hours:																				
2/29/2016	6:55:45 AM	21 BIRCH RD	HAMPTON	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0648797N	0	30	2/29/2016 6:56	2/29/2016 6:57	2/29/2016 6:59	2/29/2016 7:28	2/29/2016 7:51:10 AM	23	32	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 5 (6% of total) for Weekend/Holiday Hours:																				
2/7/2016	3:25:24 PM	4 FOREST DR	SEABROOK	NH	Kevin Clifford	Jason Brooks	9100	LEAK OUTSIDE	WF0647220N	0	32	2/7/2016 15:26	2/7/2016 15:27	2/7/2016 15:33	2/7/2016 15:59	2/7/2016 5:03:59 PM	64	34	Weekend/Holiday	31-45 minutes
2/14/2016	1:02:15 PM	1 WASHINGTON CTR	DOVER	NH	Lance Keelty	William Jones	9100	LEAK OUTSIDE	WF0647722N	0	37	2/14/2016 13:02	2/14/2016 13:04	2/14/2016 13:10	2/14/2016 13:41	2/14/2016 2:32:37 PM	51	39	Weekend/Holiday	31-45 minutes
2/14/2016	2:38:53 PM	126 MARSHVIEW CIR	SEABROOK	NH	John Willey	Rene Bordeleau	9100	LEAK OUTSIDE	WF0647728N	2	31	2/14/2016 14:40	2/14/2016 14:50	2/14/2016 14:50	2/14/2016 15:12	2/14/2016 4:06:41 PM	53	34	Weekend/Holiday	31-45 minutes
2/20/2016	3:27:44 PM	608 SPRINGBROOK CIR	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0648271N	0	25	2/20/2016 15:28	2/20/2016 15:36	2/20/2016 15:37	2/20/2016 16:02	2/20/2016 4:29:39 PM	27	34	Weekend/Holiday	31-45 minutes
2/28/2016	6:38:32 PM	144 WASHINGTON ST	PORTSMOUTH	NH	Daniel Lafortune	Rene Bordeleau	9100	LEAK OUTSIDE	WF0648796N	0	26	2/28/2016 18:39	2/28/2016 18:48	2/28/2016 18:48	2/28/2016 19:15	2/28/2016 8:54:17 PM	99	36	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 1 (1% of total) for Regular Hours:																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
2/16/2016	8:27:19 AM	1 WYANDOTTE FLS	ROCHESTER	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0647896N	0	39	2/16/2016 8:28	2/16/2016 8:35	2/16/2016 8:36	2/16/2016 9:14	2/16/2016 10:51:18 AM	96	47	Regular Hours	46-60 minutes

Orders responded to in 46-60 minutes: 2 (2% of total) for After Hours:																					
2/16/2016	5:56:32 PM	12 MEADOWOOD DR	EXETER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0647996N	1	36	2/16/2016 17:58	2/16/2016 18:07	2/16/2016 18:08	2/16/2016 18:43	2/16/2016	7:21:01 PM	37	47	After Hours	46-60 minutes
2/17/2016	10:00:19 PM	145 ISLAND PATH	HAMPTON	NH	David Emerton	Samantha Keach	9100	LEAK OUTSIDE	WF0648087N	0	39	2/17/2016 22:00	2/17/2016 22:11	2/17/2016 22:12	2/17/2016 22:51	2/18/2016	12:51:41 AM	120	50	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 1 (1% of total) for Weekend/Holiday Hours:																					
2/21/2016	5:43:56 PM	55 HAMPTON TOWNE EST	HAMPTON	NH	John Wiley	Ryan Tardif	9000	LEAK INSIDE	WF0648280N	2	37	2/21/2016 17:45	2/21/2016 17:56	2/21/2016 17:56	2/21/2016 18:34	2/21/2016	7:03:28 PM	28	50	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: 1 (1% of total) for Weekend/Holiday Hours:																					
2/14/2016	9:52:29 AM	7 LAMPLIGHTER LN	SALEM	NH	Kurt House	Rene Bordeleau	9000	LEAK INSIDE	WF0647708N	0	21	2/14/2016 9:53	2/14/2016 10:51	2/14/2016 10:51	2/14/2016 11:12	2/14/2016	11:39:57 AM	27	80	Weekend/Holiday	> 75 minutes

Summary for 02/01/2016 to 02/29/2016

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	29	36%	15	22	47%	15	3	27%	15	4	18%
30	36	81%	30	20	89%	30	5	73%	30	11	68%
45	10	94%	45	4	98%	45	1	82%	45	5	91%
60	4	99%	60	1	100%	60	2	100%	60	1	95%
75	0	99%	75	0	100%	75	0	100%	75	0	95%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	80		Total	47		Total	11		Total	22	

Feb-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	36%	15	22	47%	15	3	27%	15	4	18%
30	36	81%	30	20	89%	30	5	73%	30	11	68%
45	10	94%	45	4	98%	45	1	82%	45	5	91%
60	4	99%	60	1	100%	60	2	100%	60	1	95%
75	0	99%	75	0	100%	75	0	100%	75	0	95%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	80		Total	47		Total	11		Total	22	

Jan-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	46	41%	15	31	48%	15	13	43%	15	2	12%
30	52	88%	30	31	97%	30	12	83%	30	9	65%
45	13	100%	45	2	100%	45	5	100%	45	6	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	111		Total	64		Total	30		Total	17	

Dec-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	37%	15	33	47%	15	2	10%	15	3	23%
30	48	83%	30	32	93%	30	11	65%	30	5	62%
45	16	99%	45	5	100%	45	6	95%	45	5	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	103		Total	70		Total	20		Total	13	

Nov-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	39%	15	19	56%	15	5	24%	15	4	25%
30	31	83%	30	14	97%	30	8	62%	30	9	81%
45	10	97%	45	1	100%	45	8	100%	45	1	88%
60	2	100%	60	0	100%	60	0	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	71		Total	34		Total	21		Total	16	

Oct-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	34%	15	23	49%	15	3	13%	15	5	23%
30	44	82%	30	23	98%	30	12	65%	30	9	64%
45	17	100%	45	1	100%	45	8	100%	45	8	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	92		Total	47		Total	23		Total	22	

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	

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	436	40%	15	322	53%	15	76	29%	15	38	18%
30	486	86%	30	259	95%	30	125	77%	30	102	67%
45	142	99%	45	27	100%	45	54	98%	45	61	96%
60	12	100%	60	1	100%	60	5	100%	60	6	99%
75	1	100%	75	0	100%	75	0	100%	75	1	100%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	1078		Total	609		Total	260		Total	209	