

Emergency Response Times
 NU New Hampshire work orders from 08/01/2016 to 08/31/2016
 Total orders in sample: 71

Orders responded to in < 30 minutes: 38 (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
8/3/2016 7:58:49 AM	72 ASPEN DR	ATKINSON	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0666620N	0	16	8/3/2016 7:59	8/3/2016 8:00	8/3/2016 8:05	8/3/2016 8:17	8/3/2016 8:44:43 AM	27	18	Regular Hours	< 30 minutes
8/3/2016 11:03:53 AM	185 ROUTE 108 Pst. APT 2	SOMERSWORTH	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0666650N	0	15	8/3/2016 11:04	8/3/2016 11:07	8/3/2016 11:09	8/3/2016 11:23	8/3/2016 2:50:54 PM	207	19	Regular Hours	< 30 minutes
8/3/2016 11:57:45 AM	25 BRAMBER II	ROCHESTER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0666655N	2	15	8/3/2016 12:00	8/3/2016 12:06	8/3/2016 12:07	8/3/2016 12:22	8/3/2016 3:17:45 PM	175	24	Regular Hours	< 30 minutes
8/3/2016 1:53:23 PM	8 SAGE LN Apt. 13 BH Pst. UNIT	GREENLAND	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0666674N	0	21	8/3/2016 13:53	8/3/2016 13:56	8/3/2016 13:58	8/3/2016 14:18	8/3/2016 3:33:58 PM	75	25	Regular Hours	< 30 minutes
8/4/2016 8:24:47 AM	20 BRAEMOOR WOODS RD Pst. B	SALEM	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF06666736N	0	26	8/4/2016 8:25	8/4/2016 8:25	8/4/2016 8:29	8/4/2016 8:52	8/4/2016 9:30:04 AM	37	27	Regular Hours	< 30 minutes
8/4/2016 10:58:26 AM	22 MARKET SQ Apt. TEMP	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0666764N	0	7	8/4/2016 10:58	8/4/2016 11:05	8/4/2016 11:05	8/4/2016 11:13	8/4/2016 11:51:24 AM	38	14	Regular Hours	< 30 minutes
8/4/2016 2:58:51 PM	9 SAGE LN Apt. 18 BC Pst. UNIT	GREENLAND	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0666817N	0	29	8/4/2016 14:59	8/4/2016 14:58	8/4/2016 14:58	8/4/2016 15:27	8/4/2016 4:21:14 PM	53	28	Regular Hours	< 30 minutes
8/4/2016 3:35:26 PM	4 FOURTH ST Apt. 1 Pst. 4A	DOVER	NH	Lance Keelty	David Martinage	9100	LEAK OUTSIDE	WF0666828N	0	3	8/4/2016 15:35	8/4/2016 15:35	8/4/2016 15:36	8/4/2016 15:39	8/4/2016 5:18:56 PM	99	3	Regular Hours	< 30 minutes
8/5/2016 7:51:32 AM	320 LAFAYETTE RD	HAMPTON	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0666853N	0	4	8/5/2016 7:51	8/5/2016 7:55	8/5/2016 7:55	8/5/2016 7:59	8/5/2016 9:39:27 AM	100	7	Regular Hours	< 30 minutes
8/5/2016 8:43:33 AM	2 STERLING HILL LN Apt. 217 Pst. APT	EXETER	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0666872N	0	21	8/5/2016 8:44	8/5/2016 8:46	8/5/2016 8:47	8/5/2016 9:07	8/5/2016 9:47:25 AM	39	24	Regular Hours	< 30 minutes
8/8/2016 9:43:15 AM	0 TROUBLE CALL	PORTSMOUTH	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0667149N	0	2	8/8/2016 9:43	8/8/2016 9:46	8/8/2016 9:47	8/8/2016 9:48	8/8/2016 3:28:52 PM	340	5	Regular Hours	< 30 minutes
8/9/2016 10:07:48 AM	6 JANET LN	HAMPTON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0667344N	0	17	8/9/2016 10:08	8/9/2016 10:14	8/9/2016 10:15	8/9/2016 10:32	8/9/2016 10:51:45 AM	19	24	Regular Hours	< 30 minutes
8/9/2016 12:24:32 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0667413N	0	12	8/9/2016 12:24	8/9/2016 12:27	8/9/2016 12:29	8/9/2016 12:39	8/9/2016 4:37:45 PM	238	14	Regular Hours	< 30 minutes
8/9/2016 2:41:55 PM	0 TROUBLE CALL	ROCHESTER	NH	David Perreault	Michael Talis	9100	LEAK OUTSIDE	WF0667481N	0	18	8/9/2016 14:42	8/9/2016 14:43	8/9/2016 14:43	8/9/2016 15:02	8/9/2016 3:42:08 PM	40	20	Regular Hours	< 30 minutes
8/9/2016 2:42:35 PM	843 STATE ST	PORTSMOUTH	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0667479N	2	21	8/9/2016 14:45	8/9/2016 14:45	8/9/2016 14:46	8/9/2016 15:06	8/9/2016 3:44:26 PM	37	24	Regular Hours	< 30 minutes
8/10/2016 8:43:38 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0667559N	0	7	8/10/2016 8:43	8/10/2016 8:44	8/10/2016 8:46	8/10/2016 8:52	8/10/2016 2:45:13 PM	353	8	Regular Hours	< 30 minutes
8/10/2016 9:57:25 AM	45 MELBOURNE ST	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0667579N	1	15	8/10/2016 9:58	8/10/2016 10:00	8/10/2016 10:00	8/10/2016 10:15	8/10/2016 3:15:10 PM	299	18	Regular Hours	< 30 minutes
8/10/2016 10:31:19 AM	0 TROUBLE CALL	SOMERSWORTH	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0667580N	0	4	8/10/2016 10:32	8/10/2016 10:32	8/10/2016 10:36	8/10/2016 10:36	8/10/2016 1:29:07 PM	172	5	Regular Hours	< 30 minutes
8/11/2016 2:22:24 PM	61 HIGH ST	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0667733N	0	5	8/11/2016 14:23	8/11/2016 14:26	8/11/2016 14:27	8/11/2016 14:32	8/11/2016 3:46:25 PM	74	9	Regular Hours	< 30 minutes
8/15/2016 9:38:50 AM	5 ANNS TER	HAMPTON	NH	David Emerton	Michael Talis	9100	LEAK OUTSIDE	WF0668012N	0	18	8/15/2016 9:39	8/15/2016 9:43	8/15/2016 9:44	8/15/2016 10:02	8/15/2016 12:17:03 PM	134	23	Regular Hours	< 30 minutes
8/16/2016 9:09:51 AM	9 PLAISTOW RD	PLAISTOW	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0668229N	0	9	8/16/2016 9:10	8/16/2016 9:19	8/16/2016 9:19	8/16/2016 9:29	8/16/2016 12:10:13 PM	161	19	Regular Hours	< 30 minutes
8/17/2016 9:49:20 AM	2 HILLIARD DR	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0668408N	0	15	8/17/2016 9:49	8/17/2016 9:53	8/17/2016 9:56	8/17/2016 10:09	8/17/2016 10:55:08 AM	45	19	Regular Hours	< 30 minutes
8/17/2016 10:28:58 AM	29 MILL RD	DURHAM	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0668417N	0	14	8/17/2016 10:29	8/17/2016 10:38	8/17/2016 10:39	8/17/2016 10:53	8/17/2016 11:26:36 AM	33	24	Regular Hours	< 30 minutes

8/17/2016	9:49:20 AM	2 HILLIARD DR	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0668408N	0	15	8/17/2016 9:49	8/17/2016 9:53	8/17/2016 9:56	8/17/2016 10:09	8/17/2016 10:55:08 AM	45	19	Regular Hours	< 30 minutes
8/17/2016	10:28:58 AM	29 MILL RD	DURHAM	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0668417N	0	14	8/17/2016 10:29	8/17/2016 10:38	8/17/2016 10:39	8/17/2016 10:53	8/17/2016 11:26:36 AM	33	24	Regular Hours	< 30 minutes
8/18/2016	10:24:58 AM	5 OCEAN BLVD Apt. 5A Pst. 2	HAMPTON	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0668537N	0	11	8/18/2016 10:25	8/18/2016 10:30	8/18/2016 10:35	8/18/2016 10:41	8/18/2016 11:27:19 AM	45	16	Regular Hours	< 30 minutes
8/18/2016	11:10:55 AM	5 ELLIOT ST	HAMPTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0668546N	0	18	8/18/2016 11:11	8/18/2016 11:13	8/18/2016 11:15	8/18/2016 11:32	8/18/2016 1:11:23 PM	98	21	Regular Hours	< 30 minutes
8/18/2016	11:19:59 AM	360 HIGH ST	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0668548N	1	17	8/18/2016 11:21	8/18/2016 11:24	8/18/2016 11:27	8/18/2016 11:42	8/18/2016 1:01:07 PM	78	22	Regular Hours	< 30 minutes
8/22/2016	8:08:50 AM	8 ELEVENTH ST	HAMPTON	NH	Kevin Clifford	William Jones	5000	GAS LEAKS - SERVICE	WF0668792N	0	23	8/22/2016 8:09	8/22/2016 8:11	8/22/2016 8:12	8/22/2016 8:35	8/22/2016 9:32:59 AM	57	26	Regular Hours	< 30 minutes
8/22/2016	3:11:19 PM	16 RIVERVIEW TER	HAMPTON	NH	Lance Keely	Lynne Copp	9100	LEAK OUTSIDE	WF0668895N	0	28	8/22/2016 15:11	8/22/2016 15:12	8/22/2016 15:12	8/22/2016 15:41	8/22/2016 5:01:23 PM	80	29	Regular Hours	< 30 minutes
8/24/2016	11:39:56 AM	21 PORTSMOUTH AVE Apt. A	EXETER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0669158N	1	19	8/24/2016 11:41	8/24/2016 11:43	8/24/2016 11:45	8/24/2016 12:03	8/24/2016 1:03:27 PM	60	23	Regular Hours	< 30 minutes
8/26/2016	7:32:06 AM	0 TROUBLE CALL	HAMPTON	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0669334N	0	18	8/26/2016 7:32	8/26/2016 7:34	8/26/2016 7:35	8/26/2016 7:53	8/26/2016 9:11:50 AM	78	21	Regular Hours	< 30 minutes
8/26/2016	7:40:35 AM	0 TROUBLE CALL	PORTSMOUTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0669336N	0	4	8/26/2016 7:40	8/26/2016 7:44	8/26/2016 7:44	8/26/2016 7:48	8/26/2016 10:59:21 AM	190	8	Regular Hours	< 30 minutes
8/26/2016	9:02:35 AM	0 TROUBLE CALL	HAMPTON	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0669347N	1	1	8/26/2016 9:04	8/26/2016 9:10	8/26/2016 9:11	8/26/2016 9:11	8/26/2016 10:44:57 AM	93	9	Regular Hours	< 30 minutes
8/26/2016	9:47:57 AM	19 KENTVILLE TER	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0669352N	1	29	8/26/2016 9:48	8/26/2016 9:48	8/26/2016 9:48	8/26/2016 10:17	8/26/2016 11:21:09 AM	63	29	Regular Hours	< 30 minutes
8/26/2016	11:39:05 AM	107 WATER ST	EXETER	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0669380N	0	0	8/26/2016 11:39	8/26/2016 11:50	8/26/2016 11:50	8/26/2016 11:50	8/26/2016 12:43:30 PM	52	11	Regular Hours	< 30 minutes
8/29/2016	12:01:29 PM	113 BOW ST Apt. 4B	PORTSMOUTH	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0669564N	0	14	8/29/2016 12:02	8/29/2016 12:03	8/29/2016 12:05	8/29/2016 12:18	8/29/2016 12:53:42 PM	35	16	Regular Hours	< 30 minutes
8/30/2016	8:44:25 AM	2 HEATHER LN	SEABROOK	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0669679N	0	21	8/30/2016 8:44	8/30/2016 8:46	8/30/2016 8:49	8/30/2016 9:08	8/30/2016 10:26:00 AM	77	24	Regular Hours	< 30 minutes
8/30/2016	12:12:56 PM	25 DURHAM RD	DOVER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0669742N	0	9	8/30/2016 12:13	8/30/2016 12:15	8/30/2016 12:19	8/30/2016 12:25	8/30/2016 1:33:22 PM	67	12	Regular Hours	< 30 minutes
8/30/2016	1:23:56 PM	10 HIGHLAND AVE	ROLLINSFORD	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0669755N	0	13	8/30/2016 13:24	8/30/2016 13:25	8/30/2016 13:25	8/30/2016 13:39	8/30/2016 1:55:31 PM	16	15	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 15 (21% of total) for After Hours:																				
8/2/2016	2:00:42 AM	80 SWEET HILL RD	PLAISTOW	NH	Anthony Beck	Scott Lacouture	9000	LEAK INSIDE	WF0666434N	1	10	8/2/2016 2:02	8/2/2016 2:05	8/2/2016 2:05	8/2/2016 2:16	8/2/2016 2:40:15 AM	24	15	After Hours	< 30 minutes
8/2/2016	6:13:23 PM	71 LAUREL CT	PORTSMOUTH	NH	John Wiley	Jason Brooks	9100	LEAK OUTSIDE	WF0666604N	0	24	8/2/2016 18:13	8/2/2016 18:13	8/2/2016 18:13	8/2/2016 18:37	8/2/2016 7:31:58 PM	54	24	After Hours	< 30 minutes
8/9/2016	5:17:33 PM	73 STARK AVE	DOVER	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0667536N	0	4	8/9/2016 17:18	8/9/2016 17:19	8/9/2016 17:19	8/9/2016 17:24	8/9/2016 5:53:35 PM	29	6	After Hours	< 30 minutes
8/9/2016	5:52:08 PM	0 TROUBLE CALL	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0667537N	0	6	8/9/2016 17:52	8/9/2016 17:51	8/9/2016 17:52	8/9/2016 17:57	8/9/2016 7:11:01 PM	73	5	After Hours	< 30 minutes
8/9/2016	6:25:32 PM	31 HOUGH ST	DOVER	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0667541N	0	9	8/9/2016 18:26	8/9/2016 18:29	8/9/2016 18:29	8/9/2016 18:38	8/9/2016 7:21:50 PM	42	13	After Hours	< 30 minutes
8/10/2016	5:56:43 AM	103 STARK AVE	DOVER	NH	Lance Keely	Jason Brooks	9100	LEAK OUTSIDE	WF0667548N	1	4	8/10/2016 5:58	8/10/2016 6:06	8/10/2016 6:07	8/10/2016 6:11	8/10/2016 7:38:24 AM	86	15	After Hours	< 30 minutes
8/15/2016	6:26:35 AM	5 STERLING HILL LN Pst. COMM	EXETER	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0667973N	0	17	8/15/2016 6:27	8/15/2016 6:39	8/15/2016 6:39	8/15/2016 6:57	8/15/2016 8:16:26 AM	79	30	After Hours	< 30 minutes
8/18/2016	4:59:20 PM	392 ISLINGTON ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0668603N	0	24	8/18/2016 16:59	8/18/2016 16:59	8/18/2016 16:59	8/18/2016 17:24	8/18/2016 5:52:48 PM	28	24	After Hours	< 30 minutes

8/19/2016	4:13:27 PM	180 WILLARD AVE Apt. 2	PORTSMOUTH	NH	Lance Keelty	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0668741N	0	7	8/19/2016 16:14	8/19/2016 16:17	8/19/2016 16:17	8/19/2016 16:24	8/19/2016	4:44:20 PM	19	11	After Hours	< 30 minutes
8/19/2016	6:25:05 PM	909 SPRINGBROOK CIR	PORTSMOUTH	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0668751N	0	5	8/19/2016 18:25	8/19/2016 18:25	8/19/2016 18:26	8/19/2016 18:31	8/19/2016	9:05:21 PM	153	6	After Hours	< 30 minutes
8/19/2016	8:12:06 PM	3 SCHOONER LNDG	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0668757N	0	0	8/19/2016 20:12	8/19/2016 20:37	8/19/2016 20:38	8/19/2016 20:38	8/19/2016	9:26:45 PM	48	26	After Hours	< 30 minutes
8/24/2016	4:17:09 PM	22 FOREST AVE	ROCHESTER	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0669194N	0	20	8/24/2016 16:17	8/24/2016 16:27	8/24/2016 16:27	8/24/2016 16:47	8/24/2016	5:30:27 PM	43	30	After Hours	< 30 minutes
8/25/2016	9:14:21 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0669331N	0	10	8/25/2016 21:15	8/25/2016 21:25	8/25/2016 21:25	8/25/2016 21:35	8/25/2016	10:50:20 PM	74	21	After Hours	< 30 minutes
8/26/2016	5:43:09 PM	1064 OCEAN BLVD	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0669432N	0	19	8/26/2016 17:43	8/26/2016 17:42	8/26/2016 17:42	8/26/2016 18:02	8/26/2016	6:21:57 PM	19	18	After Hours	< 30 minutes
8/26/2016	9:54:59 PM	0 TROUBLE CALL	SALEM	NH	Anthony Beck	David Martinage	9100	LEAK OUTSIDE	WF0669438N	0	22	8/26/2016 21:55	8/26/2016 21:55	8/26/2016 21:59	8/26/2016 22:18	8/27/2016	12:02:58 AM	104	23	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 5 (7% of total) for Weekend/Holiday Hours:																					
8/6/2016	11:05:02 AM	138 ROCKLAND ST	PORTSMOUTH	NH	Anthony Beck	Scott Lacouture	9100	LEAK OUTSIDE	WF0667059N	2	9	8/6/2016 11:07	8/6/2016 11:07	8/6/2016 11:09	8/6/2016 11:17	8/6/2016	1:02:18 PM	105	12	Weekend/Holiday	< 30 minutes
8/7/2016	12:27:30 PM	100 ALBANY ST Apt. C	PORTSMOUTH	NH	Jeffrey Croteau	Scott Lacouture	9000	LEAK INSIDE	WF0667065N	1	23	8/7/2016 12:29	8/7/2016 12:32	8/7/2016 12:33	8/7/2016 12:55	8/7/2016	2:17:53 PM	82	28	Weekend/Holiday	< 30 minutes
8/7/2016	3:15:55 PM	1 LANCELOT CT Pst. 1	SALEM	NH	Troy Kimball	Scott Lacouture	9000	LEAK INSIDE	WF0667067N	0	15	8/7/2016 15:16	8/7/2016 15:25	8/7/2016 15:25	8/7/2016 15:40	8/7/2016	4:00:19 PM	19	24	Weekend/Holiday	< 30 minutes
8/7/2016	4:35:19 PM	100 ALBANY ST Apt. B	PORTSMOUTH	NH	Jeffrey Croteau	Scott Lacouture	9000	LEAK INSIDE	WF0667068N	0	17	8/7/2016 16:36	8/7/2016 16:40	8/7/2016 16:40	8/7/2016 16:58	8/7/2016	7:03:07 PM	124	22	Weekend/Holiday	< 30 minutes
8/20/2016	6:59:19 AM	7 EAST ST Apt. FL 2	DOVER	NH	John Wiley	Samantha Keach	9000	LEAK INSIDE	WF0668763N	1	18	8/20/2016 7:00	8/20/2016 7:10	8/20/2016 7:10	8/20/2016 7:28	8/20/2016	7:43:33 AM	14	29	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 6 (8% 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		
8/8/2016	10:13:29 AM	185 MADISON ST Apt. 4	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0667153N	6	23	8/8/2016 10:19	8/8/2016 10:23	8/8/2016 10:25	8/8/2016 10:47	8/8/2016	12:11:20 PM	84	33	Regular Hours	31-45 minutes
8/8/2016	10:36:38 AM	35 HIGHLAND ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0667162N	0	29	8/8/2016 10:36	8/8/2016 10:38	8/8/2016 10:39	8/8/2016 11:07	8/8/2016	12:41:50 PM	94	31	Regular Hours	31-45 minutes
8/10/2016	9:59:48 AM	962 ISLINGTON ST	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	5000	GAS LEAKS - SERVICE	WF0667578N	1	26	8/10/2016 10:00	8/10/2016 10:04	8/10/2016 10:05	8/10/2016 10:31	8/10/2016	10:47:17 AM	16	31	Regular Hours	31-45 minutes
8/15/2016	3:08:24 PM	668 MIDDLE ST Pst. REAR	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0668166N	0	43	8/15/2016 15:08	8/15/2016 15:08	8/15/2016 15:09	8/15/2016 15:51	8/15/2016	4:42:34 PM	50	43	Regular Hours	31-45 minutes
8/24/2016	10:28:27 AM	1064 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0669146N	0	22	8/24/2016 10:29	8/24/2016 10:41	8/24/2016 10:42	8/24/2016 11:04	8/24/2016	11:29:03 AM	24	35	Regular Hours	31-45 minutes
8/30/2016	3:37:18 PM	101 CHAPEL ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0669789N	0	31	8/30/2016 15:37	8/30/2016 15:37	8/30/2016 15:37	8/30/2016 16:08	8/30/2016	4:40:07 PM	31	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (4% of total) for After Hours:																					
8/24/2016	4:46:46 PM	19 GRANT ST Apt. B	ROCHESTER	NH	Lance Keelty	David Martinage	9100	LEAK OUTSIDE	WF0669199N	1	43	8/24/2016 16:47	8/24/2016 16:48	8/24/2016 16:48	8/24/2016 17:32	8/24/2016	7:58:07 PM	145	45	After Hours	31-45 minutes
8/24/2016	8:55:25 PM	11 PENNIMAN LN	HAMPTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0669214N	0	25	8/24/2016 20:56	8/24/2016 21:05	8/24/2016 21:05	8/24/2016 21:30	8/24/2016	10:36:00 PM	65	35	After Hours	31-45 minutes
8/29/2016	4:01:01 PM	16 TIFFANY RD	SALEM	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0669645N	0	24	8/29/2016 16:01	8/29/2016 16:09	8/29/2016 16:10	8/29/2016 16:33	8/29/2016	5:47:34 PM	73	32	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (4% of total) for Weekend/Holiday Hours:																					
8/7/2016	6:06:20 PM	53 AUSTIN ST Pst. APT C	PORTSMOUTH	NH	John Wiley	Rene Bordeleau	9000	LEAK INSIDE	WF0667069N	4	31	8/7/2016 18:10	8/7/2016 18:16	8/7/2016 18:17	8/7/2016 18:48	8/7/2016	7:00:50 PM	12	42	Weekend/Holiday	31-45 minutes
8/13/2016	1:55:29 PM	243 LAFAYETTE RD	PORTSMOUTH	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0667963N	0	25	8/13/2016 13:56	8/13/2016 14:08	8/13/2016 14:08	8/13/2016 14:34	8/13/2016	3:58:26 PM	84	38	Weekend/Holiday	31-45 minutes
8/27/2016	8:34:51 AM	35 MILBERN AVE	HAMPTON	NH	David Emerton	Samantha Keach	9100	LEAK OUTSIDE	WF0669441N	0	31	8/27/2016 8:35	8/27/2016 8:46	8/27/2016 8:47	8/27/2016 9:17	8/27/2016	10:51:44 AM	93	43	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	Reponse Category
8/9/2016 12:51:35 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0667418N	4	41	8/9/2016 12:55	8/9/2016 12:55	8/9/2016 12:57	8/9/2016 13:37	8/9/2016 1:43:16 PM	5	46	Regular Hours	46-60 minutes
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 08/01/2016 to 08/31/2016

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	30%	15	13	29%	15	7	39%	15	1	13%
30	37	82%	30	25	84%	30	8	83%	30	4	63%
45	12	99%	45	6	98%	45	3	100%	45	3	100%
60	1	100%	60	1	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	45		Total	18		Total	8	

Aug-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	30%	15	13	29%	15	7	39%	15	1	13%
30	37	82%	30	25	84%	30	8	83%	30	4	63%
45	12	99%	45	6	98%	45	3	100%	45	3	100%
60	1	100%	60	1	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	45		Total	18		Total	8	

Jul-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	27%	15	16	27%	15	9	31%	15	1	10%
30	56	84%	30	35	86%	30	17	90%	30	4	50%
45	14	98%	45	8	100%	45	3	100%	45	3	80%
60	1	99%	60	0	100%	60	0	100%	60	1	90%
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	98		Total	59		Total	29		Total	10	

Jun-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	48%	15	21	50%	15	8	53%	15	0	0%
30	21	83%	30	17	90%	30	4	80%	30	0	0%
45	9	98%	45	4	100%	45	3	100%	45	2	67%
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	60		Total	42		Total	15		Total	3	

May-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	48%	15	17	52%	15	5	42%	15	3	43%
30	23	92%	30	15	97%	30	5	83%	30	3	86%
45	3	98%	45	1	100%	45	1	92%	45	1	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	52		Total	33		Total	12		Total	7	

Apr-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	14	27%	15	12	46%	15	1	7%	15	1	9%
30	30	85%	30	14	100%	30	9	67%	30	7	73%
45	8	100%	45	0	100%	45	5	100%	45	3	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	52		Total	26		Total	15		Total	11	

Mar-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	37%	15	17	52%	15	1	13%	15	1	10%
30	22	80%	30	15	97%	30	4	63%	30	3	40%
45	8	96%	45	1	100%	45	2	88%	45	5	90%
60	2	100%	60	0	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	51		Total	33		Total	8		Total	10	

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	

12 Month Summary

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	344	37%	15	251	45%	15	65	29%	15	28	18%
30	440	84%	30	263	93%	30	105	76%	30	72	64%
45	131	98%	45	36	100%	45	48	98%	45	47	94%
60	14	100%	60	2	100%	60	5	100%	60	7	99%
75	1	100%	75	0	100%	75	0	100%	75	1	99%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	931		Total	552		Total	223		Total	156	

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