

Emergency Response Times

NU New Hampshire work orders from 10/01/2016 to 10/31/2016

Total orders in sample: 89

Orders responded to in < 30 minutes: 56 (63% 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
10/3/2016	2:29:51 PM	3 GUNSTOCK RD	PLAISTOW	NH	Anthony Beck	David Martingage	9000 LEAK INSIDE	WF0673583N	0	17	10/3/2016 14:30	10/3/2016 14:32	10/3/2016 14:33	10/3/2016 14:49	10/3/2016 3:12:05 PM	22	19	Regular Hours	< 30 minutes
10/4/2016	9:59:33 AM	2355 LAFAYETTE RD	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000 LEAK INSIDE	WF0673682N	0	7	10/4/2016 9:59	10/4/2016 10:02	10/4/2016 10:02	10/4/2016 10:10	10/4/2016 10:48:49 AM	38	10	Regular Hours	< 30 minutes
10/4/2016	10:06:27 AM	822 LAFAYETTE RD Apt. 4	HAMPTON	NH	Daniel LaFortune	William Jones	9100 LEAK OUTSIDE	WF0673685N	0	8	10/4/2016 10:07	10/4/2016 10:11	10/4/2016 10:11	10/4/2016 10:19	10/4/2016 11:38:45 AM	78	13	Regular Hours	< 30 minutes
10/4/2016	10:44:08 AM	0 TROUBLE CALL	DOVER	NH	Lance Keely	Lynne Copp	9100 LEAK OUTSIDE	WF0673695N	0	5	10/4/2016 10:44	10/4/2016 10:45	10/4/2016 10:45	10/4/2016 10:50	10/4/2016 12:26:44 PM	95	6	Regular Hours	< 30 minutes
10/4/2016	12:03:17 PM	98 HENRY LAW AVE Apt. 25 Pst. APT	DOVER	NH	David Perreault	William Jones	9100 LEAK OUTSIDE	WF0673750N	1	20	10/4/2016 12:04	10/4/2016 12:07	10/4/2016 12:11	10/4/2016 12:28	10/4/2016 2:25:33 PM	117	24	Regular Hours	< 30 minutes
10/6/2016	8:39:03 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100 LEAK OUTSIDE	WF0674007N	0	11	10/6/2016 8:39	10/6/2016 8:41	10/6/2016 8:42	10/6/2016 8:53	10/6/2016 9:40:09 AM	46	14	Regular Hours	< 30 minutes
10/6/2016	12:18:02 PM	1950 LAFAYETTE RD Pst. BLD 2	PORTSMOUTH	NH	Lance Keely	Lynne Copp	9000 LEAK INSIDE	WF0674071N	2	13	10/6/2016 12:20	10/6/2016 12:22	10/6/2016 12:23	10/6/2016 12:36	10/6/2016 1:05:30 PM	29	18	Regular Hours	< 30 minutes
10/6/2016	3:55:54 PM	412 S BROADWAY Apt. HONDA	SALEM	NH	Troy Kimball	David Martingage	9100 LEAK OUTSIDE	WF0674132N	0	17	10/6/2016 15:56	10/6/2016 16:03	10/6/2016 16:04	10/6/2016 16:20	10/6/2016 5:12:23 PM	51	24	Regular Hours	< 30 minutes
10/7/2016	9:00:12 AM	4 GREENLEAF WOODS DR Apt. 101 Pst. APPL	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100 LEAK OUTSIDE	WF0674188N	0	6	10/7/2016 9:00	10/7/2016 9:03	10/7/2016 9:04	10/7/2016 9:10	10/7/2016 10:46:33 AM	96	9	Regular Hours	< 30 minutes
10/7/2016	9:38:45 AM	30 BLUE HERON DR	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100 LEAK OUTSIDE	WF0674198N	1	4	10/7/2016 9:40	10/7/2016 9:41	10/7/2016 9:42	10/7/2016 9:45	10/7/2016 10:25:22 AM	39	6	Regular Hours	< 30 minutes
10/7/2016	9:56:51 AM	21 MEMBERS WAY Pst. HOTEL	DOVER	NH	John Wiley	William Jones	9000 LEAK INSIDE	WF0674208N	0	10	10/7/2016 9:57	10/7/2016 9:57	10/7/2016 9:58	10/7/2016 10:08	10/7/2016 10:45:32 AM	37	11	Regular Hours	< 30 minutes
10/7/2016	11:36:15 AM	0 TROUBLE CALL	EXETER	NH	Daniel LaFortune	William Jones	9100 LEAK OUTSIDE	WF0674237N	0	11	10/7/2016 11:36	10/7/2016 11:40	10/7/2016 11:41	10/7/2016 11:51	10/7/2016 1:36:33 PM	104	15	Regular Hours	< 30 minutes
10/10/2016	11:26:44 AM	69 FRANKLIN ST	ROCHESTER	NH	David Emerton	Michael Talis	9100 LEAK OUTSIDE	WF0674362N	0	0	10/10/2016 11:27	10/10/2016 11:34	10/10/2016 11:34	10/10/2016 11:34	10/10/2016 12:23:39 PM	49	7	Regular Hours	< 30 minutes
10/11/2016	7:36:07 AM	5 HEATON ST Apt. FL 2	ROCHESTER	NH	David Perreault	Lynne Copp	9000 LEAK INSIDE	WF0674455N	0	15	10/11/2016 7:36	10/11/2016 7:42	10/11/2016 7:42	10/11/2016 7:57	10/11/2016 8:41:11 AM	43	21	Regular Hours	< 30 minutes
10/11/2016	9:21:02 AM	19 PROSPECT ST	EXETER	NH	David Emerton	William Jones	5000 GAS LEAKS - SERVICE	WF0674492N	0	7	10/11/2016 9:21	10/11/2016 9:25	10/11/2016 9:26	10/11/2016 9:32	10/11/2016 10:03:59 AM	31	11	Regular Hours	< 30 minutes
10/11/2016	10:09:51 AM	23 STACEY AVE	SEABROOK	NH	Daniel LaFortune	Lynne Copp	9000 LEAK INSIDE	WF0674519N	2	13	10/11/2016 10:12	10/11/2016 10:21	10/11/2016 10:21	10/11/2016 10:35	10/11/2016 11:00:33 AM	24	25	Regular Hours	< 30 minutes
10/11/2016	12:52:24 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100 LEAK OUTSIDE	WF0674618N	0	12	10/11/2016 12:53	10/11/2016 13:00	10/11/2016 13:00	10/11/2016 13:13	10/11/2016 2:33:33 PM	80	20	Regular Hours	< 30 minutes
10/11/2016	2:09:07 PM	0 TROUBLE CALL	ROCHESTER	NH	Lance Keely	Lynne Copp	9100 LEAK OUTSIDE	WF0674642N	0	5	10/11/2016 14:09	10/11/2016 14:10	10/11/2016 14:10	10/11/2016 14:15	10/11/2016 4:37:37 PM	142	5	Regular Hours	< 30 minutes
10/12/2016	12:06:51 PM	11 J ST Pst. 1 FL	HAMPTON	NH	Daniel LaFortune	William Jones	9100 LEAK OUTSIDE	WF0674800N	1	15	10/12/2016 12:07	10/12/2016 12:12	10/12/2016 12:14	10/12/2016 12:27	10/12/2016 1:51:27 PM	83	20	Regular Hours	< 30 minutes
10/13/2016	9:13:13 AM	183 INTERNATIONAL DR	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000 LEAK INSIDE	WF0674913N	0	16	10/13/2016 9:13	10/13/2016 9:16	10/13/2016 9:18	10/13/2016 9:33	10/13/2016 10:31:02 AM	57	20	Regular Hours	< 30 minutes
10/13/2016	11:39:47 AM	4 INDUSTRIAL DR Apt. 21 & Pst. 22	EXETER	NH	Daniel LaFortune	Lynne Copp	9000 LEAK INSIDE	WF0674957N	0	10	10/13/2016 11:40	10/13/2016 11:46	10/13/2016 11:52	10/13/2016 11:57	10/13/2016 12:26:29 PM	29	17	Regular Hours	< 30 minutes
10/14/2016	11:07:31 AM	11 MERRILLIND DR	HAMPTON	NH	Daniel LaFortune	William Jones	9100 LEAK OUTSIDE	WF0675087N	0	11	10/14/2016 11:08	10/14/2016 11:12	10/14/2016 11:15	10/14/2016 11:24	10/14/2016 12:45:20 PM	80	16	Regular Hours	< 30 minutes
10/14/2016	11:24:38 AM	144 KINGS HWY Apt. DN	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9100 LEAK OUTSIDE	WF0675088N	0	7	10/14/2016 11:24	10/14/2016 11:28	10/14/2016 11:28	10/14/2016 11:36	10/14/2016 1:40:56 PM	124	11	Regular Hours	< 30 minutes
10/14/2016	11:46:31 AM	0 TROUBLE CALL	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9100 LEAK OUTSIDE	WF0675090N	0	0	10/14/2016 11:46	10/14/2016 11:47	10/14/2016 11:47	10/14/2016 11:47	10/14/2016 3:23:51 PM	215	1	Regular Hours	< 30 minutes
10/14/2016	1:57:31 PM	7 WITCH ISLAND WAY	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9000 LEAK INSIDE	WF0675166N	0	0	10/14/2016 13:57	10/14/2016 13:58	10/14/2016 13:58	10/14/2016 13:58	10/14/2016 3:32:05 PM	33	0	Regular Hours	< 30 minutes
10/14/2016	2:14:36 PM	150 MIRONA RD	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100 LEAK OUTSIDE	WF0675173N	1	8	10/14/2016 14:15	10/14/2016 14:18	10/14/2016 14:19	10/14/2016 14:26	10/14/2016 3:43:21 PM	76	12	Regular Hours	< 30 minutes
10/17/2016	9:33:14 AM	149 CASS ST	PORTSMOUTH	NH	David Perreault	Lynne Copp	9000 LEAK INSIDE	WF0675284N	0	7	10/17/2016 9:33	10/17/2016 9:39	10/17/2016 9:40	10/17/2016 9:46	10/17/2016 10:32:46 AM	46	13	Regular Hours	< 30 minutes
10/17/2016	9:44:26 AM	9 MARDEN WAY	DURHAM	NH	Kevin Clifford	David Martingage	5000 GAS LEAKS - SERVICE	WF0675289N	0	12	10/17/2016 9:45	10/17/2016 9:49	10/17/2016 9:49	10/17/2016 10:02	10/17/2016 11:56:10 AM	114	17	Regular Hours	< 30 minutes
10/17/2016	10:46:51 AM	2 PEARL ST	DOVER	NH	Jeffrey Croteau	David Martingage	9000 LEAK INSIDE	WF0675308N	1	19	10/17/2016 10:48	10/17/2016 10:49	10/17/2016 10:52	10/17/2016 11:09	10/17/2016 11:26:29 AM	17	22	Regular Hours	< 30 minutes
10/18/2016	9:46:01 AM	10 GRANITE ST	ROCHESTER	NH	David Perreault	Lynne Copp	9100 LEAK OUTSIDE	WF0675494N	0	19	10/18/2016 9:46	10/18/2016 9:51	10/18/2016 9:51	10/18/2016 10:10	10/18/2016 12:21:11 PM	130	24	Regular Hours	< 30 minutes

10/18/2016	2:05:52 PM	1275 MAPLEWOOD AVE Apt. 13	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0675587N	0	9	10/18/2016 14:06	10/18/2016 14:14	10/18/2016 14:14	10/18/2016 14:23	10/18/2016	3:30:01 PM	66	18	Regular Hours	< 30 minutes
10/18/2016	2:59:40 PM	3 WILLOW LN	HAMPTON	NH	Lance Keely	William Jones	9100	LEAK OUTSIDE	WF0675607N	2	24	10/18/2016 15:02	10/18/2016 15:02	10/18/2016 15:08	10/18/2016 15:27	10/18/2016	4:40:52 PM	73	27	Regular Hours	< 30 minutes
10/18/2016	3:40:50 PM	612 SPRINGBROOK CIR	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0675614N	0	7	10/18/2016 15:41	10/18/2016 15:52	10/18/2016 15:53	10/18/2016 16:00	10/18/2016	4:38:25 PM	38	19	Regular Hours	< 30 minutes
10/19/2016	11:28:02 AM	40 CONCORD WAY	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0675692N	0	11	10/19/2016 11:28	10/19/2016 11:33	10/19/2016 11:34	10/19/2016 11:44	10/19/2016	1:13:03 PM	88	16	Regular Hours	< 30 minutes
10/20/2016	9:47:21 AM	99 OSPREY DR	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0675790N	0	6	10/20/2016 9:47	10/20/2016 9:50	10/20/2016 9:52	10/20/2016 9:57	10/20/2016	10:52:50 AM	55	9	Regular Hours	< 30 minutes
10/20/2016	10:52:48 AM	26 BRENTWOOD RD	EXETER	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0675809N	0	21	10/20/2016 10:53	10/20/2016 10:57	10/20/2016 10:58	10/20/2016 11:19	10/20/2016	12:38:56 PM	79	26	Regular Hours	< 30 minutes
10/20/2016	12:43:33 AM	116 SPINNAKER WAY	EXETER	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0675840N	0	3	10/20/2016 12:43	10/20/2016 12:48	10/20/2016 12:48	10/20/2016 11:52	10/20/2016	1:58:53 PM	66	8	Regular Hours	< 30 minutes
10/21/2016	8:31:55 AM	4 STERLING HILL LN Apt. 424	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0675898N	0	11	10/21/2016 8:32	10/21/2016 8:34	10/21/2016 8:36	10/21/2016 8:45	10/21/2016	9:40:36 AM	54	13	Regular Hours	< 30 minutes
10/21/2016	9:35:41 AM	34 FOLLY MILL RD Apt. NEW Pst. FRONT	EXETER	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0675910N	1	21	10/21/2016 9:36	10/21/2016 9:40	10/21/2016 9:43	10/21/2016 10:02	10/21/2016	11:11:25 AM	69	26	Regular Hours	< 30 minutes
10/21/2016	10:03:12 AM	5 MILL PLZ Pst. C	SEABROOK	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0675915N	0	20	10/21/2016 10:03	10/21/2016 10:05	10/21/2016 10:07	10/21/2016 10:25	10/21/2016	12:09:40 PM	103	22	Regular Hours	< 30 minutes
10/21/2016	11:24:32 AM	5 TROUBLE CALL	DURHAM	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0675946N	0	9	10/21/2016 11:24	10/21/2016 11:29	10/21/2016 11:30	10/21/2016 11:38	10/21/2016	1:55:22 PM	136	14	Regular Hours	< 30 minutes
10/21/2016	1:15:30 PM	26 CABOT ST	EXETER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0675975N	0	18	10/21/2016 13:16	10/21/2016 13:16	10/21/2016 13:17	10/21/2016 13:35	10/21/2016	2:09:49 PM	34	19	Regular Hours	< 30 minutes
10/21/2016	1:48:26 PM	40 CAMPTON ST	PORTSMOUTH	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0675988N	0	10	10/21/2016 13:48	10/21/2016 13:50	10/21/2016 13:51	10/21/2016 14:01	10/21/2016	2:32:36 PM	31	13	Regular Hours	< 30 minutes
10/24/2016	12:14:32 PM	2299 WOODBURY AVE Pst. 5	HAMPTON	NH	Daniel Lafortune	Michael Talis	9100	LEAK OUTSIDE	WF0676145N	0	3	10/24/2016 12:14	10/24/2016 12:22	10/24/2016 12:23	10/24/2016 12:26	10/24/2016	1:59:38 PM	93	11	Regular Hours	< 30 minutes
10/24/2016	12:20:40 PM	2799 WOODBURY AVE Pst. 5	NEWINGTON	NH	David Emerton	Michael Talis	9000	LEAK INSIDE	WF0676153N	0	11	10/24/2016 12:21	10/24/2016 12:25	10/24/2016 12:25	10/24/2016 12:36	10/24/2016	2:07:42 PM	90	16	Regular Hours	< 30 minutes
10/24/2016	3:57:17 PM	294 HIGH ST Apt. B	DOVER	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0676209N	0	4	10/24/2016 15:57	10/24/2016 15:58	10/24/2016 15:58	10/24/2016 16:02	10/24/2016	4:40:32 PM	37	5	Regular Hours	< 30 minutes
10/25/2016	11:57:11 AM	275 OCEAN BLVD Apt. 101 Pst. UNIT	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0676350N	0	6	10/25/2016 11:57	10/25/2016 12:02	10/25/2016 12:04	10/25/2016 12:09	10/25/2016	12:35:31 PM	26	12	Regular Hours	< 30 minutes
10/25/2016	2:18:43 PM	159 KINGS HWY	HAMPTON	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0676389N	0	5	10/25/2016 14:19	10/25/2016 14:20	10/25/2016 14:20	10/25/2016 14:26	10/25/2016	3:25:37 PM	59	7	Regular Hours	< 30 minutes
10/26/2016	8:40:29 AM	274 CENTRAL AVE Pst. 1	DOVER	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0676474N	0	7	10/26/2016 8:41	10/26/2016 8:48	10/26/2016 8:49	10/26/2016 8:56	10/26/2016	9:27:36 AM	31	15	Regular Hours	< 30 minutes
10/26/2016	9:48:16 AM	31 REDINGTON LNDG	DOVER	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0676488N	11	12	10/26/2016 10:00	10/26/2016 10:05	10/26/2016 10:06	10/26/2016 10:18	10/26/2016	11:22:12 AM	63	30	Regular Hours	< 30 minutes
10/26/2016	10:58:38 AM	93 PLAISTOW RD Apt. 1	HAMPTON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0676505N	0	9	10/26/2016 10:59	10/26/2016 11:03	10/26/2016 11:04	10/26/2016 11:13	10/26/2016	11:37:16 AM	23	14	Regular Hours	< 30 minutes
10/27/2016	2:49:28 PM	1275 MAPLEWOOD AVE Apt. 33	PLAISTOW	NH	Anthony Beck	David Martinage	9000	LEAK INSIDE	WF0676717N	0	8	10/27/2016 14:49	10/27/2016 14:51	10/27/2016 14:51	10/27/2016 14:59	10/27/2016	3:19:22 PM	119	9	Regular Hours	< 30 minutes
10/27/2016	3:10:58 PM	127 HAMPTON MDWS	PORTSMOUTH	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0676723N	0	9	10/27/2016 15:11	10/27/2016 15:15	10/27/2016 15:17	10/27/2016 15:25	10/27/2016	5:16:02 PM	110	14	Regular Hours	< 30 minutes
10/27/2016	3:14:17 PM	19 N ST	HAMPTON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0676724N	0	20	10/27/2016 15:14	10/27/2016 15:19	10/27/2016 15:23	10/27/2016 15:40	10/27/2016	4:12:33 PM	32	26	Regular Hours	< 30 minutes
10/28/2016	10:35:17 AM	138 MAPLEWOOD AVE	HAMPTON	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0676779N	1	3	10/28/2016 10:36	10/28/2016 10:37	10/28/2016 10:38	10/28/2016 10:40	10/28/2016	11:11:49 AM	30	5	Regular Hours	< 30 minutes
10/31/2016	1:11:17 PM		PORTSMOUTH	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0677020N	0	11	10/31/2016 13:11	10/31/2016 13:17	10/31/2016 13:18	10/31/2016 13:29	10/31/2016	2:52:01 PM	82	18	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 12 (13% of total) for After Hours:																					
10/4/2016	6:13-16 PM	35 WINDSOR LN	EXETER	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0673846N	0	21	10/4/2016 18:13	10/4/2016 18:16	10/4/2016 18:16	10/4/2016 18:38	10/4/2016	7:30:51 PM	52	24	After Hours	< 30 minutes
10/4/2016	8:13-54 PM	21 HARDING ST	ROCHESTER	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0673854N	0	18	10/4/2016 20:14	10/4/2016 20:15	10/4/2016 20:16	10/4/2016 20:34	10/4/2016	9:27:42 PM	53	20	After Hours	< 30 minutes
10/13/2016	5:36-24 PM	259 MAST RD Apt. M11	DURHAM	NH	Lance Keately	Jason Brooks	9100	LEAK OUTSIDE	WF0675030N	0	17	10/13/2016 17:37	10/13/2016 17:39	10/13/2016 17:39	10/13/2016 17:56	10/13/2016	7:20:44 PM	84	20	After Hours	< 30 minutes
10/14/2016	6:08:11 PM	50 BROOKSIDE DR Apt. H2 Pst. APT	EXETER	NH	Anthony Beck	David Martinage	5000	GAS LEAKS - SERVICE	WF0675210N	0	16	10/14/2016 18:08	10/14/2016 18:10	10/14/2016 18:11	10/14/2016 18:26	10/14/2016	6:47:22 PM	20	18	After Hours	< 30 minutes
10/17/2016	8:44:04 PM	16 RIVERWALK	HAMPTON	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0675452N	0	20	10/17/2016 20:44	10/17/2016 20:49	10/17/2016 20:49	10/17/2016 21:09	10/17/2016	9:48:49 PM	39	25	After Hours	< 30 minutes
10/17/2016	8:56:33 PM	4 TROUBLE CALL	ROCHESTER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0675453N	1	19	10/17/2016 20:57	10/17/2016 20:57	10/17/2016 20:57	10/17/2016 21:16	10/17/2016	9:47:19 PM	30	20	After Hours	< 30 minutes
10/19/2016	7:47:24 PM	51 NEW YORK ST Apt. FL 2	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0675764N	0	2	10/19/2016 19:48	10/19/2016 19:47	10/19/2016 19:47	10/19/2016 19:50	10/19/2016	8:50:33 PM	60	2	After Hours	< 30 minutes
10/20/2016	4:12:46 PM	5 OCEAN BLVD	NORTH HAMPTON	NH	Lance Keately	William Jones	9100	LEAK OUTSIDE	WF0675879N	0	7	10/20/2016 16:13	10/20/2016 16:14	10/20/2016 16:14	10/20/2016 16:21	10/20/2016	5:22:01 PM	60	8	After Hours	< 30 minutes
10/24/2016	4:22:46 PM	24 STRING BRIDGE ST Apt. S2	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0676216N	0	28	10/24/2016 16:23	10/24/2016 16:25	10/24/2016 16:25	10/24/2016 16:53	10/24/2016	5:35:21 PM	41	30	After Hours	< 30 minutes
10/25/2016	4:59:15 PM	921 MIDDLE ST Apt. C	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0676424N	0	22	10/25/2016 16:59	10/25/2016 16:58	10/25/2016 16:59	10/25/2016 17:20	10/25/2016	5:43:25 PM	22	21	After Hours	< 30 minutes
10/26/2016	4:56:50 PM	24 STRING BRIDGE ST Apt. S2	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0676588N	2	19	10/26/2016 16:59	10/26/2016 17:00	10/26/2016 17:00	10/26/2016 17:19	10/26/2016	6:24:29 PM	64	23	After Hours	< 30 minutes
10/31/2016	4:40:32 PM	1068 OCEAN BLVD	HAMPTON	NH	Lance Keately	Lynne Copp	9000	LEAK INSIDE	WF0677086N	0	8	10/31/2016 16:41	10/31/2016 16:41	10/31/2016 16:41	10/31/2016 16:50	10/31/2016	5:35:51 PM	45	9	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 9 (10% of total) for Weekend/Holiday Hours:																					
10/1/2016	10:33:41 AM	160 WASHINGTON ST Apt. E3	ROCHESTER	NH	David Perreault	Rene Bordeleau	9000	LEAK INSIDE	WF0673397N	0	8	10/1/2016 10:34	10/1/2016 10:39	10/1/2016 10:39	10/1/2016 10:47	10/1/2016	12:11:49 PM	84	13	Weekend/Holiday	< 30 minutes
10/1/2016	12:30:13 PM	14 GILL ST	HAMPTON	NH	Anthony Beck	Rene Bordeleau	9000	LEAK INSIDE	WF0673401N	1	23	10/1/2016 12:31	10/1/2016 12:32	10/1/2016 12:33	10/1/2016 12:55	10/1/2016	1:16:17 PM	20	25	Weekend/Holiday	< 30 minutes
10/2/2016	9:08:33 AM	70 MORNING ST	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0673425N	0	17	10/2/2016 9:09	10/2/2016 9:16	10/2/2016 9:16	10/2/2016 9:33	10/2/2016	11:14:33 AM	100	25	Weekend/Holiday	< 30 minutes
10/9/2016	7:54:00 AM	15 EASTERN AVE	ROCHESTER	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0674322N	1	4	10/9/2016 7:55	10/9/2016 8:05	10/9/2016 8:05	10/9/2016 8:09	10/9/2016	8:31:53 AM	22	15	Weekend/Holiday	< 30 minutes
10/15/2016	3:16:41 PM	120 FRONT ST Apt. STORE	EXETER	NH	Anthony Beck	Ryan Tardif	9100	LEAK OUTSIDE	WF0675237N	0	15	10/15/2016 15:17	10/15/2016 15:17	10/15/2016 15:19	10/15/2016 15:33	10/15/2016	5:02:25 PM	89	16	Weekend/Holiday	< 30 minutes
10/15/2016	3:55:31 PM	2 ATLANTIC AVE	HAMPTON	NH	Kevin Clifford	Ryan Tardif	9000	LEAK INSIDE	WF0675242N	0	23	10/15/2016 15:55	10/15/2016 16:03	10/15/2016 16:03	10/15/2016 16:26	10/15/2016	5:01:23 PM	35	30	Weekend/Holiday	< 30 minutes
10/23/2016	6:13:32 AM	425 BROAD ST	PORTSMOUTH	NH	Jeffrey Croteau	Rene Bordeleau	9000	LEAK INSIDE	WF0676048N	1	24	10/23/2016 6:14	10/23/2016 6:18	10/23/2016 6:19	10/23/2016 6:43	10/23/2016	7:15:10 AM	32	29	Weekend/Holiday	< 30 minutes
10/23/2016	11:39:42 AM	27 SIGNAL ST	ROCHESTER	NH	Lance Keately	Rene Bordeleau	9000	LEAK INSIDE	WF0676050N	2	12	10/23/2016 11:42	10/23/2016 11:49	10/23/2016 11:49	10/23/2016 12:01	10/23/2016	12:39:04 PM	37	22	Weekend/Holiday	< 30 minutes
10/30/2016	2:46:56 PM	7 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0676905N	2	16	10/30/2016 14:49	10/30/2016 14:52	10/30/2016 14:52	10/30/2016 15:09	10/30/2016	4:26:12 PM	76	22	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		
10/7/2016	9:25:44 AM	2040 LAFAYETTE RD	PORTSMOUTH	NH	Lance Keately	Lynne Copp	9000	LEAK INSIDE	WF0674196N	13	22	10/7/2016 9:38	10/7/2016 9:40	10/7/2016 9:42	10/7/2016 10:03	10/7/2016	10:41:37 AM	38	37	Regular Hours	31-45 minutes
10/17/2016	12:37:32 PM	51 COLLINS ST Apt. A Pst. UNIT	SEABROOK	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0675383N	0	21	10/17/2016 12:38	10/17/2016 12:47	10/17/2016 12:50	10/17/2016 13:09	10/17/2016	2:58:25 PM	108	32	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (2% of total) for After Hours:																					
10/3/2016	4:30:40 PM	28 BOARS HEAD TER Pst. REAR	HAMPTON	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0673605N	1	38	10/3/2016 16:32	10/3/2016 16:34	10/3/2016 16:35	10/3/2016 17:12	10/3/2016	5:59:01 PM	46	42	After Hours	31-45 minutes
10/31/2016	5:26:08 PM	377 OCEAN BLVD Apt. 21 Pst. COTTG	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0677090N	2	32	10/31/2016 17:28	10/31/2016 17:31	10/31/2016 17:32	10/31/2016 18:04	10/31/2016	7:11:19 PM	66	38	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 7 (8% of total) for Weekend/Holiday Hours:																					
10/1/2016	5:46:40 PM	6 HUNTINGTON PL Apt. LT 3	HAMPTON	NH	Jeffrey Croteau	Rene Bordeleau	9000	LEAK INSIDE	WF0673422N	1	31	10/1/2016 17:47	10/1/2016 17:51	10/1/2016 17:52	10/1/2016 18:22	10/1/2016	6:43:36 PM	20	36	Weekend/Holiday	31-45 minutes
10/2/2016	9:57:26 AM	6 DEER CREEK RUN	SOMERSWORTH	NH	John Wiley	Ryan Tardif	9100	LEAK OUTSIDE	WF0673426N	0	21	10/2/2016 9:58	10/2/2016 10:07	10/2/2016 10:08	10/2/2016 10:28	10/2/2016	12:11:20 PM	102	31	Weekend/Holiday	31-45 minutes
10/15/2016	9:33:47 PM	70 DUNVEEN WOODS	HAMPTON	NH	Kevin Clifford	Rene Bordeleau	9000	LEAK INSIDE	WF0675246N	1	22	10/15/2016 21:35	10/15/2016 21:42	10/15/2016 21:43	10/15/2016 22:04	10/15/2016	10:33:49 PM	28	31	Weekend/Holiday	31-45 minutes

10/16/2016	12:01:22 AM	259 MAST RD Apt. O10	DURHAM	NH	John Wiley	Rene Bordeleau	9100	LEAK OUTSIDE	WF0675247N	1	21	10/16/2016 0:02	10/16/2016 0:21	10/16/2016 0:21	10/16/2016 0:43	10/16/2016 1:59:40 AM	76	41	Weekend/Holiday	31-45 minutes
10/29/2016	9:54:56 AM	15 SAGE LN Apt. 16 BE Pst. UNIT	GREENLAND	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0676880N	0	38	10/29/2016 9:55	10/29/2016 9:56	10/29/2016 10:05	10/29/2016 10:35	10/29/2016 11:43:05 AM	68	40	Weekend/Holiday	31-45 minutes
10/29/2016	11:36:34 AM	603 OCEAN BLVD Pst. REAR	HAMPTON	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0676885N	3	16	10/29/2016 11:39	10/29/2016 11:56	10/29/2016 11:57	10/29/2016 12:13	10/29/2016 1:55:11 PM	102	36	Weekend/Holiday	31-45 minutes
10/30/2016	3:43:54 PM	348 UNION ST	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0676907N	3	24	10/30/2016 15:47	10/30/2016 15:50	10/30/2016 15:51	10/30/2016 16:15	10/30/2016 4:30:42 PM	15	31	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: 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	
10/28/2016	12:39:35 PM	38 GLEN RD	HAMPTON	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0676800N	42	18	10/28/2016 13:22	10/28/2016 13:26	10/28/2016 13:27	10/28/2016 13:45	10/28/2016 2:27:17 PM	42	65	Regular Hours	61-75 minutes

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 10/01/2016 to 10/31/2016

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	39%	15	30	51%	15	3	21%	15	2	13%
30	42	87%	30	26	95%	30	9	86%	30	7	56%
45	11	99%	45	2	98%	45	2	100%	45	7	100%
60	0	99%	60	0	98%	60	0	100%	60	0	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	89		Total	59		Total	14		Total	16	

Oct-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	39%	15	30	51%	15	3	21%	15	2	13%
30	42	87%	30	26	95%	30	9	86%	30	7	56%
45	11	99%	45	2	98%	45	2	100%	45	7	100%
60	0	99%	60	0	98%	60	0	100%	60	0	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	89		Total	59		Total	14		Total	16	

Sep-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	38%	15	19	40%	15	7	47%	15	2	18%
30	38	90%	30	26	96%	30	6	87%	30	6	73%
45	7	100%	45	2	100%	45	2	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	73		Total	47		Total	15		Total	11	

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	

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	338	37%	15	250	45%	15	64	31%	15	24	17%
30	436	85%	30	270	93%	30	98	78%	30	68	64%
45	121	98%	45	36	99%	45	41	98%	45	44	94%
60	13	100%	60	2	100%	60	5	100%	60	6	99%
75	2	100%	75	1	100%	75	0	100%	75	1	99%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	911		Total	559		Total	208		Total	144	