

Emergency Response Times
 NU New Hampshire work orders from 11/01/2016 to 11/30/2016
 Total orders in sample: 75

Orders responded to in < 30 minutes: 47 (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	Reponse Category	
11/1/2016	7:18:46 AM	311 MARCY ST	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0677107N	0	12	11/1/2016 7:19	11/1/2016 7:20	11/1/2016 7:20	11/1/2016 7:33	11/1/2016 7:52:48 AM	19	14	Regular Hours	< 30 minutes
11/1/2016	7:53:45 AM	311 MARCY ST	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0677110N	0	0	11/1/2016 7:54	11/1/2016 7:55	11/1/2016 7:55	11/1/2016 7:55	11/1/2016 8:36:15 AM	40	1	Regular Hours	< 30 minutes
11/1/2016	9:05:38 AM	2454 LAFAYETTE RD	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0677131N	0	3	11/1/2016 9:05	11/1/2016 9:06	11/1/2016 9:07	11/1/2016 9:10	11/1/2016 11:25:16 AM	134	4	Regular Hours	< 30 minutes
11/1/2016	9:16:53 AM	11 PLAYHOUSE CIR	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0677139N	0	10	11/1/2016 9:17	11/1/2016 9:22	11/1/2016 9:25	11/1/2016 9:32	11/1/2016 10:27:59 AM	55	15	Regular Hours	< 30 minutes
11/1/2016	11:54:38 AM	461 MIDDLE ST Apt. 1	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0677185N	0	9	11/1/2016 11:55	11/1/2016 11:58	11/1/2016 11:59	11/1/2016 12:08	11/1/2016 2:07:55 PM	119	13	Regular Hours	< 30 minutes
11/1/2016	1:11:45 PM	40 HIGHLAND AVE	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0677199N	0	10	11/1/2016 13:12	11/1/2016 13:28	11/1/2016 13:31	11/1/2016 13:38	11/1/2016 2:50:35 PM	71	26	Regular Hours	< 30 minutes
11/1/2016	1:24:02 PM	49 MAIN ST Apt. 103 Pst. STE	DURHAM	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0677205N	0	18	11/1/2016 13:24	11/1/2016 13:23	11/1/2016 13:23	11/1/2016 13:41	11/1/2016 2:02:07 PM	20	17	Regular Hours	< 30 minutes
11/1/2016	2:49:45 PM	3 MIRONA RD	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0677225N	1	10	11/1/2016 14:50	11/1/2016 14:52	11/1/2016 14:54	11/1/2016 15:02	11/1/2016 4:34:03 PM	91	12	Regular Hours	< 30 minutes
11/3/2016	12:23:04 PM	25 B ST	HAMPTON	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0677439N	1	8	11/3/2016 12:24	11/3/2016 12:32	11/3/2016 12:33	11/3/2016 12:41	11/3/2016 1:59:16 PM	77	18	Regular Hours	< 30 minutes
11/4/2016	7:58:27 AM	12 ELM ST	PLAISTOW	NH	Anthony Beck	David Martinage	9100	LEAK OUTSIDE	WF0677494N	0	12	11/4/2016 7:58	11/4/2016 7:59	11/4/2016 8:05	11/4/2016 8:12	11/4/2016 9:48:01 AM	95	13	Regular Hours	< 30 minutes
11/4/2016	8:44:46 AM	461 OCEAN BLVD Apt. 13 Pst. 8	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0677509N	0	5	11/4/2016 8:45	11/4/2016 8:56	11/4/2016 8:57	11/4/2016 9:02	11/4/2016 10:17:12 AM	74	17	Regular Hours	< 30 minutes
11/4/2016	11:09:09 AM	81 WATER ST Apt. OFFC1	EXETER	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0677584N	0	23	11/4/2016 11:09	11/4/2016 11:14	11/4/2016 11:18	11/4/2016 11:37	11/4/2016 12:10:36 PM	32	28	Regular Hours	< 30 minutes
11/4/2016	11:51:31 AM	12 COPPER BEECH RD	SALEM	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0677593N	0	7	11/4/2016 11:52	11/4/2016 11:58	11/4/2016 11:59	11/4/2016 12:06	11/4/2016 1:09:07 PM	62	14	Regular Hours	< 30 minutes
11/7/2016	12:55:56 PM	14 HIGH ST	ROCHESTER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0677763N	0	24	11/7/2016 12:56	11/7/2016 12:58	11/7/2016 12:58	11/7/2016 13:22	11/7/2016 1:56:36 PM	33	26	Regular Hours	< 30 minutes
11/8/2016	11:41:53 AM	49 RIDGEWOOD DR	ATKINSON	NH	Anthony Beck	David Martinage	9100	LEAK OUTSIDE	WF0677883N	0	25	11/8/2016 11:42	11/8/2016 11:42	11/8/2016 11:59	11/8/2016 12:08	11/8/2016 1:19:02 PM	70	26	Regular Hours	< 30 minutes
11/8/2016	1:04:37 PM	8 THORWALD AVE	HAMPTON	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0677900N	1	7	11/8/2016 13:05	11/8/2016 13:07	11/8/2016 13:07	11/8/2016 13:14	11/8/2016 2:07:38 PM	52	10	Regular Hours	< 30 minutes
11/8/2016	1:27:03 PM	16 DALEY DR	DOVER	NH	Lance Keelty	David Martinage	9100	LEAK OUTSIDE	WF0677907N	0	12	11/8/2016 13:27	11/8/2016 13:29	11/8/2016 13:29	11/8/2016 13:41	11/8/2016 2:55:11 PM	73	14	Regular Hours	< 30 minutes
11/9/2016	8:22:42 AM	259 MAST RD Apt. M11	DURHAM	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0677944N	0	22	11/9/2016 8:23	11/9/2016 8:28	11/9/2016 8:28	11/9/2016 8:50	11/9/2016 10:06:01 AM	75	27	Regular Hours	< 30 minutes
11/9/2016	8:44:50 AM	803 SPRINGBROOK CIR	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0677945N	0	8	11/9/2016 8:45	11/9/2016 8:48	11/9/2016 8:49	11/9/2016 8:56	11/9/2016 9:39:30 AM	42	11	Regular Hours	< 30 minutes
11/9/2016	11:45:40 AM	10 JENKINS CT	DURHAM	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0677977N	0	23	11/9/2016 11:46	11/9/2016 11:50	11/9/2016 11:50	11/9/2016 12:14	11/9/2016 12:46:09 PM	31	28	Regular Hours	< 30 minutes
11/9/2016	11:51:02 AM	20 CHESTNUT ST Apt. N25 Pst. 3FL	EXETER	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0677978N	0	19	11/9/2016 11:51	11/9/2016 11:56	11/9/2016 11:58	11/9/2016 12:16	11/9/2016 12:59:54 PM	43	25	Regular Hours	< 30 minutes
11/14/2016	12:25:21 PM	28 DEERFIELD DR	DOVER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0678302N	0	14	11/14/2016 12:25	11/14/2016 12:30	11/14/2016 12:30	11/14/2016 12:45	11/14/2016 1:03:45 PM	18	19	Regular Hours	< 30 minutes
11/14/2016	2:29:42 PM	233 VAUGHAN ST Apt. 201 Pst. UNIT	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0678347N	0	7	11/14/2016 14:30	11/14/2016 14:34	11/14/2016 14:35	11/14/2016 14:43	11/14/2016 3:52:13 PM	70	11	Regular Hours	< 30 minutes
11/15/2016	9:33:21 AM	200 STONEWALL DR	DOVER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0678407N	0	22	11/15/2016 9:33	11/15/2016 9:37	11/15/2016 9:38	11/15/2016 10:00	11/15/2016 11:20:19 AM	80	26	Regular Hours	< 30 minutes
11/15/2016	9:34:36 AM	59 CLUFF RD Apt. 1 Pst. HSE	SALEM	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0678408N	0	5	11/15/2016 9:35	11/15/2016 9:43	11/15/2016 9:43	11/15/2016 9:48	11/15/2016 11:13:21 AM	84	14	Regular Hours	< 30 minutes
11/15/2016	11:02:57 AM	1068 OCEAN BLVD	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0678433N	0	25	11/15/2016 11:03	11/15/2016 11:04	11/15/2016 11:07	11/15/2016 11:29	11/15/2016 12:28:28 PM	58	26	Regular Hours	< 30 minutes

11/15/2016	11:34:58 AM	37 WINDSOR LN	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0678437N	0	13	11/15/2016 11:35	11/15/2016 11:35	11/15/2016 11:36	11/15/2016 11:49	11/15/2016	1:01:33 PM	72	14	Regular Hours	< 30 minutes
11/16/2016	9:26:24 AM	97 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0678553N	0	10	11/16/2016 9:26	11/16/2016 9:30	11/16/2016 9:31	11/16/2016 9:41	11/16/2016	11:09:00 AM	87	15	Regular Hours	< 30 minutes
11/16/2016	1:07:54 PM	700 PEVERLY HILL RD	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0678597N	0	7	11/16/2016 13:08	11/16/2016 13:15	11/16/2016 13:17	11/16/2016 13:23	11/16/2016	3:47:35 PM	144	15	Regular Hours	< 30 minutes
11/17/2016	9:04:37 AM	39 PARK ST Apt. A Pst. APT	DOVER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0678663N	1	21	11/17/2016 9:05	11/17/2016 9:13	11/17/2016 9:14	11/17/2016 9:35	11/17/2016	10:02:35 AM	26	30	Regular Hours	< 30 minutes
11/17/2016	9:11:56 AM	933 ISLINGTON ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0678665N	3	12	11/17/2016 9:15	11/17/2016 9:19	11/17/2016 9:20	11/17/2016 9:32	11/17/2016	11:00:33 AM	87	20	Regular Hours	< 30 minutes
11/17/2016	1:00:26 PM	581 LAFAYETTE RD	PORTSMOUTH	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0678695N	0	6	11/17/2016 13:00	11/17/2016 13:01	11/17/2016 13:01	11/17/2016 13:07	11/17/2016	2:55:40 PM	108	6	Regular Hours	< 30 minutes
11/18/2016	10:56:18 AM	0 TROUBLE CALL	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0678759N	0	13	11/18/2016 10:56	11/18/2016 10:59	11/18/2016 11:13	11/18/2016 11:13	11/18/2016	11:27:15 AM	13	17	Regular Hours	< 30 minutes
11/21/2016	9:22:22 AM	4 HAMPSHIRE AVE Pst. A	DURHAM	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0678849N	0	23	11/21/2016 9:22	11/21/2016 9:25	11/21/2016 9:26	11/21/2016 9:49	11/21/2016	11:20:17 AM	91	26	Regular Hours	< 30 minutes
11/21/2016	10:44:40 AM	90 ISLAND PATH Pst. B	HAMPTON	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0678886N	1	15	11/21/2016 10:45	11/21/2016 10:46	11/21/2016 10:48	11/21/2016 11:02	11/21/2016	11:41:48 AM	39	18	Regular Hours	< 30 minutes
11/21/2016	1:07:05 PM	36 BELKNAP ST Apt. B	DOVER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0678927N	0	5	11/21/2016 13:07	11/21/2016 13:11	11/21/2016 13:12	11/21/2016 13:17	11/21/2016	2:00:27 PM	43	10	Regular Hours	< 30 minutes
11/22/2016	12:53:10 PM	4 STONEBRIDGE DR Apt. 4 Pst. 1	PLAISTOW	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0679028N	0	9	11/22/2016 12:53	11/22/2016 12:53	11/22/2016 12:55	11/22/2016 13:02	11/22/2016	1:46:09 PM	43	9	Regular Hours	< 30 minutes
11/22/2016	1:39:40 PM	55 PINEHURST RD	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0679036N	0	0	11/22/2016 13:40	11/22/2016 13:47	11/22/2016 13:48	11/22/2016 13:48	11/22/2016	2:48:51 PM	60	8	Regular Hours	< 30 minutes
11/23/2016	7:13:47 AM	7 SCOTT RD Pst. C	HAMPTON	NH	Daniel Lafortune	Michael Talis	9000	LEAK INSIDE	WF0679078N	0	18	11/23/2016 7:14	11/23/2016 7:19	11/23/2016 7:19	11/23/2016 7:37	11/23/2016	8:02:31 AM	24	24	Regular Hours	< 30 minutes
11/23/2016	7:23:15 AM	21 HAMPTON RD Apt. 2 Pst. 3	EXETER	NH	Anthony Beck	Michael Talis	9100	LEAK OUTSIDE	WF0679079N	2	18	11/23/2016 7:25	11/23/2016 7:30	11/23/2016 7:32	11/23/2016 7:49	11/23/2016	9:08:52 AM	79	25	Regular Hours	< 30 minutes
11/23/2016	10:49:00 AM	121 SHATTUCK WAY Pst. 9	NEWINGTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0679127N	1	11	11/23/2016 10:50	11/23/2016 10:51	11/23/2016 10:51	11/23/2016 11:02	11/23/2016	11:40:17 AM	38	13	Regular Hours	< 30 minutes
11/28/2016	2:14:40 PM	59 RIDGEWOOD DR	ATKINSON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0679335N	0	12	11/28/2016 14:15	11/28/2016 14:20	11/28/2016 14:21	11/28/2016 14:32	11/28/2016	3:12:25 PM	39	17	Regular Hours	< 30 minutes
11/28/2016	3:26:16 PM	913 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0679352N	1	19	11/28/2016 15:28	11/28/2016 15:31	11/28/2016 15:32	11/28/2016 15:51	11/28/2016	4:24:03 PM	32	24	Regular Hours	< 30 minutes
11/29/2016	8:15:58 AM	0 TROUBLE CALL	DOVER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0679389N	0	27	11/29/2016 8:16	11/29/2016 8:19	11/29/2016 8:22	11/29/2016 8:46	11/29/2016	10:12:17 AM	85	30	Regular Hours	< 30 minutes
11/29/2016	8:19:39 AM	155 HAMPTON MDWS Pst. POOL	HAMPTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0679390N	0	6	11/29/2016 8:20	11/29/2016 8:23	11/29/2016 8:24	11/29/2016 8:30	11/29/2016	9:41:44 AM	71	10	Regular Hours	< 30 minutes
11/29/2016	12:45:09 PM	15 TUCKER LN	HAMPTON	NH	Daniel Lafortune	David Martinage	5000	GAS LEAKS - SERVICE	WF0679441N	0	9	11/29/2016 12:45	11/29/2016 12:50	11/29/2016 12:54	11/29/2016 13:00	11/29/2016	1:19:11 PM	18	15	Regular Hours	< 30 minutes
11/30/2016	1:39:08 PM	40 OLD DOVER RD	NEWINGTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0679579N	0	4	11/30/2016 13:39	11/30/2016 13:42	11/30/2016 13:42	11/30/2016 13:47	11/30/2016	3:07:01 PM	79	7	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 5 (7% of total) for After Hours:																					
11/2/2016	8:09:29 PM	150 MIRONA RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0677374N	0	27	11/2/2016 20:09	11/2/2016 20:10	11/2/2016 20:10	11/2/2016 20:37	11/2/2016	9:19:22 PM	41	28	After Hours	< 30 minutes
11/8/2016	4:18:50 PM	104 MCKINLEY RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0677930N	1	2	11/8/2016 16:19	11/8/2016 16:18	11/8/2016 16:18	11/8/2016 16:20	11/8/2016	4:38:01 PM	17	1	After Hours	< 30 minutes
11/9/2016	8:48:30 PM	241 MIDDLE ST Apt. FL 4	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0678050N	1	6	11/9/2016 20:49	11/9/2016 20:49	11/9/2016 20:49	11/9/2016 20:56	11/9/2016	9:20:13 PM	24	7	After Hours	< 30 minutes
11/14/2016	7:10:11 PM	10 WESTRIDGE DR	HAMPTON	NH	Lance Keelty	David Martinage	9000	LEAK INSIDE	WF0678383N	0	13	11/14/2016 19:10	11/14/2016 19:13	11/14/2016 19:14	11/14/2016 19:27	11/14/2016	7:43:15 PM	16	16	After Hours	< 30 minutes
11/16/2016	4:55:59 PM	48 WINTER ST Apt. UP Pst. APT 2	EXETER	NH	Lance Keelty	David Martinage	9100	LEAK OUTSIDE	WF0678642N	0	18	11/16/2016 16:56	11/16/2016 16:56	11/16/2016 16:57	11/16/2016 17:15	11/16/2016	6:28:01 PM	72	19	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 12 (16% of total) for Weekend/Holiday Hours:																					
11/6/2016	5:44:14 PM	355 MAIN ST Apt. 6	SOMERSWORTH	NH	David Perreault	Ryan Tardif	9000	LEAK INSIDE	WF0677666N	0	13	11/6/2016 17:44	11/6/2016 17:50	11/6/2016 17:50	11/6/2016 18:03	11/6/2016	7:09:55 PM	66	19	Weekend/Holiday	< 30 minutes

11/11/2016	12:21:46 PM	36 NEW YORK ST	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0678161N	0	12	11/11/2016 12:22	11/11/2016 12:32	11/11/2016 12:32	11/11/2016 12:44	11/11/2016	1:00:32 PM	15	22	Weekend/Holiday	< 30 minutes
11/11/2016	4:34:55 PM	10 PLEASANT ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0678162N	0	17	11/11/2016 16:35	11/11/2016 16:41	11/11/2016 16:42	11/11/2016 16:59	11/11/2016	5:32:58 PM	33	24	Weekend/Holiday	< 30 minutes
11/12/2016	7:58:20 AM	60 LAFAYETTE RD	PORTSMOUTH	NH	David Emerton	Ryan Tardif	9000	LEAK INSIDE	WF0678163N	0	7	11/12/2016 7:59	11/12/2016 8:03	11/12/2016 8:03	11/12/2016 8:11	11/12/2016	8:51:53 AM	40	12	Weekend/Holiday	< 30 minutes
11/12/2016	2:23:46 PM	54 SILVER BROOK RD	SALEM	NH	Ryan Kelleher	Ryan Tardif	5000	GAS LEAKS - SERVICE	WF0678182N	0	12	11/12/2016 14:24	11/12/2016 14:30	11/12/2016 14:32	11/12/2016 14:43	11/12/2016	3:08:44 PM	25	19	Weekend/Holiday	< 30 minutes
11/12/2016	7:21:31 PM	0 TROUBLE CALL	SALEM	NH	Ryan Kelleher	Scott Lacouture	9100	LEAK OUTSIDE	WF0678191N	0	7	11/12/2016 19:22	11/12/2016 19:30	11/12/2016 19:31	11/12/2016 19:38	11/12/2016	9:04:27 PM	86	16	Weekend/Holiday	< 30 minutes
11/20/2016	1:29:05 PM	11 O ST	HAMPTON	NH	Lance Keelty	Samantha Keach	9100	LEAK OUTSIDE	WF0678816N	1	10	11/20/2016 13:30	11/20/2016 13:30	11/20/2016 13:31	11/20/2016 13:41	11/20/2016	3:28:08 PM	106	12	Weekend/Holiday	< 30 minutes
11/24/2016	10:03:23 PM	88 BLUE HERON DR	PORTSMOUTH	NH	Lance Keelty	Jason Brooks	9000	LEAK INSIDE	WF0679182N	1	15	11/24/2016 22:04	11/24/2016 22:08	11/24/2016 22:09	11/24/2016 22:24	11/24/2016	10:53:10 PM	28	21	Weekend/Holiday	< 30 minutes
11/25/2016	9:44:21 AM	197 MILL RD	HAMPTON	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0679185N	1	12	11/25/2016 9:45	11/25/2016 9:50	11/25/2016 9:51	11/25/2016 10:03	11/25/2016	10:18:36 AM	15	18	Weekend/Holiday	< 30 minutes
11/26/2016	2:54:32 PM	UNIT	SALEM	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WF0679199N	0	13	11/26/2016 14:54	11/26/2016 15:01	11/26/2016 15:02	11/26/2016 15:15	11/26/2016	3:57:31 PM	41	21	Weekend/Holiday	< 30 minutes
11/26/2016	6:06:43 PM	65 WIBIRD ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0679201N	0	21	11/26/2016 18:07	11/26/2016 18:12	11/26/2016 18:12	11/26/2016 18:34	11/26/2016	7:28:22 PM	54	27	Weekend/Holiday	< 30 minutes
11/27/2016	10:32:20 AM	283 PLEASANT ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0679211N	0	22	11/27/2016 10:32	11/27/2016 10:36	11/27/2016 10:37	11/27/2016 10:59	11/27/2016	11:24:20 AM	24	27	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (3% 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		
11/2/2016	3:31:37 PM	228 WILLARD AVE	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0677357N	0	34	11/2/2016 15:32	11/2/2016 15:32	11/2/2016 15:33	11/2/2016 16:07	11/2/2016	5:02:38 PM	55	35	Regular Hours	31-45 minutes
11/4/2016	2:34:57 PM	280 N MAIN ST	ROCHESTER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0677625N	0	39	11/4/2016 14:35	11/4/2016 14:33	11/4/2016 14:36	11/4/2016 15:13	11/4/2016	3:40:35 PM	27	38	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 4 (5% of total) for After Hours:																					
11/3/2016	5:36:30 AM	18 LAFAYETTE RD Apt. 5	NORTH HAMPTON	NH	Jeffrey Croteau	Rene Bordeleau	9100	LEAK OUTSIDE	WF0677376N	1	34	11/3/2016 5:38	11/3/2016 5:46	11/3/2016 5:46	11/3/2016 6:20	11/3/2016	8:10:18 AM	109	43	After Hours	31-45 minutes
11/4/2016	4:19:51 PM	12 TIFFANY RD	SALEM	NH	Kurt House	Lynne Copp	9000	LEAK INSIDE	WF0677639N	0	27	11/4/2016 16:20	11/4/2016 16:25	11/4/2016 16:26	11/4/2016 16:53	11/4/2016	5:12:29 PM	19	33	After Hours	31-45 minutes
11/16/2016	5:48:12 PM	180 DRAKESIDE RD Apt. 4 Pst. UNIT	HAMPTON	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0678646N	1	26	11/16/2016 17:49	11/16/2016 17:52	11/16/2016 17:55	11/16/2016 18:19	11/16/2016	7:08:58 PM	49	31	After Hours	31-45 minutes
11/30/2016	3:10:19 AM	300 WOODBURY AVE	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	9100	LEAK OUTSIDE	WF0679492N	1	30	11/30/2016 3:11	11/30/2016 3:13	11/30/2016 3:15	11/30/2016 3:44	11/30/2016	9:05:30 AM	321	33	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 5 (7% of total) for Weekend/Holiday Hours:																					
11/6/2016	3:38:05 PM	18 INDUSTRIAL DR	EXETER	NH	Daniel Lafortune	Rene Bordeleau	9000	LEAK INSIDE	WF0677665N	0	17	11/6/2016 15:38	11/6/2016 16:01	11/6/2016 16:01	11/6/2016 16:19	11/6/2016	4:46:04 PM	26	41	Weekend/Holiday	31-45 minutes
11/12/2016	5:55:09 PM	40 FRONT ST Apt. FL 2	EXETER	NH	Kevin Clifford	Ryan Tardif	9100	LEAK OUTSIDE	WF0678190N	1	26	11/12/2016 17:56	11/12/2016 18:02	11/12/2016 18:04	11/12/2016 18:28	11/12/2016	7:14:11 PM	45	33	Weekend/Holiday	31-45 minutes
11/19/2016	4:44:39 PM	164 FRONT ST	EXETER	NH	Lance Keilty	Samantha Keach	9000	LEAK INSIDE	WF0678814N	0	30	11/19/2016 16:45	11/19/2016 16:47	11/19/2016 16:47	11/19/2016 17:18	11/19/2016	5:53:56 PM	35	33	Weekend/Holiday	31-45 minutes
11/25/2016	12:54:41 AM	152 OCEAN DR Apt. LOWR	SEABROOK	NH	Lance Keilty	Jason Brooks	9000	LEAK INSIDE	WF0679183N	1	28	11/25/2016 0:56	11/25/2016 0:57	11/25/2016 0:58	11/25/2016 1:25	11/25/2016	1:45:43 AM	19	31	Weekend/Holiday	31-45 minutes
11/27/2016	6:08:59 PM	145 SOUTH RD	KENSINGTON	NH	Troy Kimball	Ryan Tardif	5000	GAS LEAKS - SERVICE	WF0679213N	0	23	11/27/2016 18:09	11/27/2016 18:16	11/27/2016 18:17	11/27/2016 18:40	11/27/2016	7:00:21 PM	19	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	Response Category
Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
Orders responded to in 61-75 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in > 75 minutes: 0 (0% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
Orders responded to in > 75 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in > 75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			

Summary for 11/01/2016 to 11/30/2016

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	37%	15	24	49%	15	2	22%	15	2	12%
30	36	85%	30	23	96%	30	3	56%	30	10	71%
45	11	100%	45	2	100%	45	4	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	75		Total	49		Total	9		Total	17	

Nov-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	37%	15	24	49%	15	2	22%	15	2	12%
30	36	85%	30	23	96%	30	3	56%	30	10	71%
45	11	100%	45	2	100%	45	4	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	75		Total	49		Total	9		Total	17	

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	

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	255	44%	15	61	31%	15	22	15%
30	441	85%	30	279	93%	30	93	79%	30	69	63%
45	122	98%	45	37	99%	45	37	97%	45	48	96%
60	11	100%	60	2	100%	60	5	100%	60	4	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	915		Total	574		Total	196		Total	145	