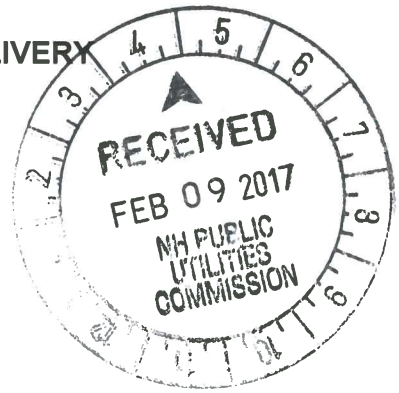
Unitil
Unitil Service Corp.

FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY



February 9, 2017

Debra Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 S. Fruit St., Suite 10
Concord, New Hampshire 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 11-196 – Emergency Response Odor Call Report ("Report") for January 2017

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. ("the Company") is the December 2016 Report in compliance with the terms of the Settlement Agreement ("Agreement") approved by the Commission in Order No. 25,390 on July 9, 2012 from Docket No. DG 11-196.

As set forth in the Agreement, this Company Report includes individual odor call response data for January 2017 as well as twelve months of accumulated historical odor call response data under the Emergency Response Standards. The accumulated monthly data for each Performance Measure is found on page 7 of the Report.

Please contact Christopher LeBlanc, at (603) 294-5166 if you need any additional information.

Respectfully submitted,

George H. Simmons Jr/E

George H. Simmons Jr.

Enclosure

cc: Thomas P. Meissner Jr., Vice President USC
Christopher LeBlanc, USC

George H. Simmons Jr.
Manager - Regulatory Services

6 Liberty Lane West
Hampton, NH 03842

Phone: 603-773-6534
Fax: 603-773-6734

simmons@unitil.com

Emergency Response Times
NU New Hampshire work orders from 01/01/2017 to 01/31/2017
Total orders in sample: 63

Orders responded to in < 30 minutes: 37 (59% 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
1/3/2017 10:06:09 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0682121N	4	9	1/3/2017 10:10	1/3/2017 10:10	1/3/2017 10:10	1/3/2017 10:20	1/3/2017 11:43:43 AM	83	14	Regular Hours	< 30 minutes
1/6/2017 8:17:49 AM	4 BARON RD	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0682386N	0	3	1/6/2017 8:18	1/6/2017 8:24	1/6/2017 8:25	1/6/2017 8:27	1/6/2017 9:48:18 AM	80	9	Regular Hours	< 30 minutes
1/9/2017 9:38:16 AM	198 ISLINGTON ST Apt. 4 Pst. UNIT	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0682528N	0	4	1/9/2017 9:38	1/9/2017 9:45	1/9/2017 9:45	1/9/2017 9:49	1/9/2017 10:52:08 AM	62	11	Regular Hours	< 30 minutes
1/9/2017 12:09:54 PM	9 WHIPPLE CT	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0682570N	0	11	1/9/2017 12:10	1/9/2017 12:16	1/9/2017 12:22	1/9/2017 12:28	1/9/2017 12:52:54 PM	24	18	Regular Hours	< 30 minutes
1/9/2017 2:53:42 PM	35 BARTLETT AVE	SOMERSWORTH	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0682609N	0	11	1/9/2017 14:54	1/9/2017 14:55	1/9/2017 14:55	1/9/2017 15:06	1/9/2017 3:25:23 PM	18	12	Regular Hours	< 30 minutes
1/9/2017 3:27:54 PM	31 EXETER FARMS RD	EXETER	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0682615N	0	14	1/9/2017 15:28	1/9/2017 15:34	1/9/2017 15:36	1/9/2017 15:48	1/9/2017 4:13:23 PM	24	21	Regular Hours	< 30 minutes
1/9/2017 3:35:26 PM	11 HIGHLAND ST	DOVER	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0682618N	0	6	1/9/2017 15:36	1/9/2017 15:36	1/9/2017 15:36	1/9/2017 15:43	1/9/2017 4:04:50 PM	21	7	Regular Hours	< 30 minutes
1/9/2017 3:54:07 PM	8 HIGH ST	ROCHESTER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0682624N	0	15	1/9/2017 15:55	1/9/2017 15:57	1/9/2017 15:58	1/9/2017 16:12	1/9/2017 4:53:09 PM	40	18	Regular Hours	< 30 minutes
1/10/2017 8:11:50 AM	0 TROUBLE CALL	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0682651N	0	19	1/10/2017 8:12	1/10/2017 8:18	1/10/2017 8:22	1/10/2017 8:38	1/10/2017 9:49:36 AM	71	26	Regular Hours	< 30 minutes
1/10/2017 8:33:47 AM	19 CHARLES ST Apt. A	ROCHESTER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0682654N	0	23	1/10/2017 8:34	1/10/2017 8:36	1/10/2017 8:38	1/10/2017 8:59	1/10/2017 10:42:43 AM	103	25	Regular Hours	< 30 minutes
1/10/2017 10:38:07 AM	660 CENTRAL AVE Apt. #202	DOVER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0682669N	2	18	1/10/2017 10:40	1/10/2017 10:42	1/10/2017 10:43	1/10/2017 11:00	1/10/2017 1:04:46 PM	124	22	Regular Hours	< 30 minutes
1/10/2017 11:26:26 AM	1 LANCELOT CT Pst. 1	SALEM	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0682677N	0	19	1/10/2017 11:26	1/10/2017 11:27	1/10/2017 11:28	1/10/2017 11:46	1/10/2017 1:06:39 PM	79	20	Regular Hours	< 30 minutes
1/10/2017 12:17:32 PM	70 HERITAGE AVE Apt. 3	PORTSMOUTH	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0682687N	0	3	1/10/2017 12:18	1/10/2017 12:21	1/10/2017 12:21	1/10/2017 12:25	1/10/2017 12:57:41 PM	32	7	Regular Hours	< 30 minutes
1/10/2017 2:54:41 PM	40 DOVER ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0682706N	0	11	1/10/2017 14:55	1/10/2017 14:58	1/10/2017 14:59	1/10/2017 15:10	1/10/2017 3:56:29 PM	45	15	Regular Hours	< 30 minutes
1/11/2017 8:34:05 AM	105 WOODLAND GRN	ROCHESTER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0682733N	0	21	1/11/2017 8:34	1/11/2017 8:42	1/11/2017 8:42	1/11/2017 9:03	1/11/2017 10:55:40 AM	112	29	Regular Hours	< 30 minutes
1/11/2017 9:36:57 AM	1 WASHINGTON ST	DOVER	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0682748N	0	16	1/11/2017 9:37	1/11/2017 9:40	1/11/2017 9:41	1/11/2017 9:57	1/11/2017 10:29:13 AM	31	20	Regular Hours	< 30 minutes
1/11/2017 2:19:10 PM	0 TROUBLE CALL	PLAISTOW	NH	Anthony Beck	David Martinage	9100	LEAK OUTSIDE	WF0682789N	0	14	1/11/2017 14:19	1/11/2017 14:19	1/11/2017 14:21	1/11/2017 14:34	1/11/2017 6:35:25 PM	241	14	Regular Hours	< 30 minutes
1/12/2017 8:50:56 AM	90 WAKEFIELD ST	ROCHESTER	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0682836N	0	11	1/12/2017 8:51	1/12/2017 8:53	1/12/2017 8:54	1/12/2017 9:05	1/12/2017 10:43:45 AM	98	14	Regular Hours	< 30 minutes
1/12/2017 2:45:03 PM	11 SCHOOL ST Apt. OL Pst. SCHO	ROCHESTER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0682887N	0	11	1/12/2017 14:45	1/12/2017 14:46	1/12/2017 14:46	1/12/2017 14:57	1/12/2017 3:22:29 PM	25	12	Regular Hours	< 30 minutes
1/16/2017 9:29:54 AM	74 WOODLAND GRN	ROCHESTER	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0683000N	0	6	1/16/2017 9:30	1/16/2017 9:36	1/16/2017 9:36	1/16/2017 9:42	1/16/2017 11:15:26 AM	92	12	Regular Hours	< 30 minutes
1/16/2017 11:06:58 AM	11 KING ST Pst. APT 3	ROCHESTER	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0683011N	2	13	1/16/2017 11:09	1/16/2017 11:12	1/16/2017 11:17	1/16/2017 11:26	1/16/2017 11:44:05 AM	17	19	Regular Hours	< 30 minutes
1/17/2017 9:02:06 AM	1 RAYNES AVE	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0683078N	0	10	1/17/2017 9:02	1/17/2017 9:06	1/17/2017 9:07	1/17/2017 9:16	1/17/2017 10:32:44 AM	76	14	Regular Hours	< 30 minutes
1/18/2017 10:55:43 AM	5 CONSTITUTION WAY	DOVER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0683175N	0	19	1/18/2017 10:56	1/18/2017 10:58	1/18/2017 10:59	1/18/2017 11:18	1/18/2017 11:46:28 AM	28	22	Regular Hours	< 30 minutes

1/18/2017	12:36:24 PM	30 WINTER ST	ROCHESTER	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0683186N	0	21	1/18/2017 12:36	1/18/2017 12:39	1/18/2017 12:39	1/18/2017 13:00	1/18/2017	1:21:04 PM	20	24	Regular Hours	< 30 minutes
1/18/2017	12:41:31 PM	134 NEWTON RD Apt. 8 Pst. UNIT	PLAISTOW	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0683187N	0	14	1/18/2017 12:42	1/18/2017 12:43	1/18/2017 12:46	1/18/2017 12:58	1/18/2017	1:26:18 PM	28	16	Regular Hours	< 30 minutes
1/20/2017	12:06:17 PM	200 MCDONOUGH ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0683314N	1	4	1/20/2017 12:07	1/20/2017 12:11	1/20/2017 12:12	1/20/2017 12:15	1/20/2017	1:24:05 PM	68	9	Regular Hours	< 30 minutes
1/20/2017	1:45:00 PM	2 BIRCH RD Apt. LEFT	HAMPTON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0683324N	0	13	1/20/2017 13:45	1/20/2017 13:45	1/20/2017 13:50	1/20/2017 13:58	1/20/2017	3:27:38 PM	88	13	Regular Hours	< 30 minutes
1/20/2017	3:04:35 PM	57 NIMBLE HILL RD	NEWINGTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0683336N	0	10	1/20/2017 15:05	1/20/2017 15:14	1/20/2017 15:14	1/20/2017 15:24	1/20/2017	5:07:41 PM	103	20	Regular Hours	< 30 minutes
1/23/2017	8:46:39 AM	45 GOSLING RD	NEWINGTON	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0683380N	0	11	1/23/2017 8:47	1/23/2017 8:50	1/23/2017 8:51	1/23/2017 9:02	1/23/2017	11:01:08 AM	118	16	Regular Hours	< 30 minutes
1/24/2017	7:06:17 AM	29 COCHECO AVE	EAST ROCHESTER	NH	David Perreault	Michael Talis	9000	LEAK INSIDE	WF0683475N	0	18	1/24/2017 7:06	1/24/2017 7:07	1/24/2017 7:07	1/24/2017 7:25	1/24/2017	8:00:40 AM	34	19	Regular Hours	< 30 minutes
1/25/2017	1:02:50 PM	605 OCEAN BLVD Apt. 2 FL	HAMPTON	NH	Lance Keelty	David Martinage	9000	LEAK INSIDE	WF0683610N	0	21	1/25/2017 13:03	1/25/2017 13:06	1/25/2017 13:06	1/25/2017 13:27	1/25/2017	1:55:01 PM	27	24	Regular Hours	< 30 minutes
1/26/2017	7:42:04 AM	4 PAGE LN Apt. B	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0683675N	0	9	1/26/2017 7:42	1/26/2017 7:43	1/26/2017 7:44	1/26/2017 7:53	1/26/2017	9:10:56 AM	77	11	Regular Hours	< 30 minutes
1/26/2017	10:16:21 AM	23 PLEASANT VALLEY RD	DOVER	NH	Lance Keelty	David Martinage	9000	LEAK INSIDE	WF0683697N	0	4	1/26/2017 10:16	1/26/2017 10:20	1/26/2017 10:20	1/26/2017 10:25	1/26/2017	10:42:08 AM	17	8	Regular Hours	< 30 minutes
1/26/2017	1:02:26 PM	199 CONSTITUTION AVE Pst. 1	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0683710N	0	6	1/26/2017 13:02	1/26/2017 13:04	1/26/2017 13:05	1/26/2017 13:11	1/26/2017	2:33:58 PM	82	9	Regular Hours	< 30 minutes
1/27/2017	12:28:31 PM	8 N ST	HAMPTON	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0683806N	0	18	1/27/2017 12:29	1/27/2017 12:32	1/27/2017 12:33	1/27/2017 12:51	1/27/2017	1:41:31 PM	49	23	Regular Hours	< 30 minutes
1/30/2017	9:42:50 AM	35 THIRD ST	DOVER	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0683911N	0	6	1/30/2017 9:43	1/30/2017 9:46	1/30/2017 9:49	1/30/2017 9:53	1/30/2017	10:30:19 AM	36	10	Regular Hours	< 30 minutes
1/31/2017	7:46:32 AM	70 HERITAGE AVE Apt. 3	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0684020N	0	4	1/31/2017 7:47	1/31/2017 7:48	1/31/2017 7:48	1/31/2017 7:52	1/31/2017	8:24:34 AM	31	6	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 6 (10% of total) for After Hours:																					
1/4/2017	9:08:38 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0682311N	0	23	1/4/2017 21:09	1/4/2017 21:12	1/4/2017 21:13	1/4/2017 21:36	1/4/2017	10:28:37 PM	52	27	After Hours	< 30 minutes
1/9/2017	7:58:54 PM	0 TROUBLE CALL	HAMPTON	NH	Kurt House	William Jones	9100	LEAK OUTSIDE	WF0682644N	1	18	1/9/2017 20:00	1/9/2017 20:02	1/9/2017 20:02	1/9/2017 20:20	1/9/2017	9:06:18 PM	45	22	After Hours	< 30 minutes
1/9/2017	9:22:30 PM	10 RUTH LN	HAMPTON	NH	Lance Keelty	William Jones	9100	LEAK OUTSIDE	WF0682645N	1	24	1/9/2017 21:23	1/9/2017 21:28	1/9/2017 21:28	1/9/2017 21:52	1/9/2017	10:50:59 PM	58	29	After Hours	< 30 minutes
1/11/2017	6:01:25 PM	28 CHANDLER AVE Apt. 6	PLAISTOW	NH	Ryan Kelleher	William Jones	9000	LEAK INSIDE	WF0682815N	1	9	1/11/2017 18:02	1/11/2017 18:10	1/11/2017 18:13	1/11/2017 18:20	1/11/2017	6:53:07 PM	32	18	After Hours	< 30 minutes
1/19/2017	9:19:38 PM	112 AIRPORT DR	ROCHESTER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0683293N	0	12	1/19/2017 21:20	1/19/2017 21:27	1/19/2017 21:27	1/19/2017 21:39	1/19/2017	10:17:50 PM	38	20	After Hours	< 30 minutes
1/23/2017	4:11:15 PM	20 CHESTNUT ST Apt. N9 Pst. 1FL	EXETER	NH	Lance Keelty	Lynne Copp	9000	LEAK INSIDE	WF0683465N	0	23	1/23/2017 16:11	1/23/2017 16:11	1/23/2017 16:11	1/23/2017 16:35	1/23/2017	5:11:58 PM	36	23	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 9 (14% of total) for Weekend/Holiday Hours:																				
1/1/2017	11:48:33 AM	11 FOX HOLLOW LN	PLAISTOW	NH	Kurt House	Ryan Tardif	9100	LEAK OUTSIDE	WF0682076N	0	9	1/1/2017 11:49	1/1/2017 11:53	1/1/2017 11:54	1/1/2017 12:03	1/1/2017	1:05:39 PM	62	14	Weekend/Holiday	< 30 minutes
1/8/2017	11:17:25 AM	117 GREEN ST Apt. 4	SOMERSWORTH	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0682496N	0	22	1/8/2017 11:17	1/8/2017 11:17	1/8/2017 11:20	1/8/2017 11:40	1/8/2017	11:55:03 AM	14	22	Weekend/Holiday	< 30 minutes
1/8/2017	12:42:00 PM	6 TAMARACK DR	DOVER	NH	John Wiley	Ryan Tardif	9000	LEAK INSIDE	WF0682497N	0	20	1/8/2017 12:42	1/8/2017 12:49	1/8/2017 12:53	1/8/2017 13:10	1/8/2017	2:14:13 PM	64	28	Weekend/Holiday	< 30 minutes
1/14/2017	10:45:08 AM	235 HILLSIDE DR	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0682975N	0	19	1/14/2017 10:46	1/14/2017 10:49	1/14/2017 10:50	1/14/2017 11:08	1/14/2017	11:36:37 AM	27	23	Weekend/Holiday	< 30 minutes
1/15/2017	6:44:48 PM	16 SHORE LANE	DOVER	NH	David Emerton	Rene Bordeleau	9000	LEAK INSIDE	WF0682987N	0	16	1/15/2017 18:45	1/15/2017 18:56	1/15/2017 18:56	1/15/2017 19:12	1/15/2017	8:30:31 PM	78	27	Weekend/Holiday	< 30 minutes
1/28/2017	9:41:48 AM	42 CIELO DR	DOVER	NH	David Perreault	Scott Lacouture	9000	LEAK INSIDE	WF0683862N	1	25	1/28/2017 9:43	1/28/2017 9:44	1/28/2017 9:48	1/28/2017 10:09	1/28/2017	10:41:28 AM	31	28	Weekend/Holiday	< 30 minutes
1/28/2017	11:22:40 AM	2968 LAFAYETTE RD	PORTSMOUTH	NH	Jeffrey Croteau	Scott Lacouture	9000	LEAK INSIDE	WF0683865N	1	14	1/28/2017 11:24	1/28/2017 11:25	1/28/2017 11:27	1/28/2017 11:40	1/28/2017	11:58:32 AM	18	17	Weekend/Holiday	< 30 minutes
1/28/2017	5:14:34 PM	24 TUXBURY RD	PLAISTOW	NH	Kurt House	Scott Lacouture	9000	LEAK INSIDE	WF0683876N	1	11	1/28/2017 17:16	1/28/2017 17:23	1/28/2017 17:23	1/28/2017 17:34	1/28/2017	5:59:01 PM	24	20	Weekend/Holiday	< 30 minutes
1/29/2017	12:31:35 PM	430 PORTLAND ST	ROCHESTER	NH	David Perreault	Scott Lacouture	9100	LEAK OUTSIDE	WF0683886N	1	12	1/29/2017 12:32	1/29/2017 12:33	1/29/2017 12:34	1/29/2017 12:46	1/29/2017	2:44:58 PM	118	14	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 4 (6% 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*
1/9/2017	10:21:06 AM	2 LAUREL CT	EXETER	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0682547N	0	22	1/9/2017 10:21	1/9/2017 10:32	1/9/2017 10:34	1/9/2017 10:54	1/9/2017	11:47:23 AM	52	33	Regular Hours	31-45 minutes
1/9/2017	12:29:57 PM	46 E CONCORD ST Apt. A	DOVER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0682579N	0	20	1/9/2017 12:30	1/9/2017 12:40	1/9/2017 12:41	1/9/2017 13:01	1/9/2017	1:51:42 PM	50	31	Regular Hours	31-45 minutes
1/11/2017	8:37:46 AM	12 DEER CREEK RUN Apt. LOT Pst. 11	SOMERSWORTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0682735N	0	27	1/11/2017 8:38	1/11/2017 8:46	1/11/2017 8:46	1/11/2017 9:13	1/11/2017	10:26:51 AM	73	35	Regular Hours	31-45 minutes
1/20/2017	2:54:37 PM	23 SEAVIEW AVE	HAMPTON	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0683335N	4	30	1/20/2017 14:59	1/20/2017 15:04	1/20/2017 15:05	1/20/2017 15:35	1/20/2017	4:20:42 PM	45	40	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (5% of total) for After Hours:																				
1/6/2017	4:02:32 PM	17 SILVER BROOK RD	SALEM	NH	Ryan Kelleher	David Martinage	9000	LEAK INSIDE	WF0682462N	1	32	1/6/2017 16:03	1/6/2017 16:09	1/6/2017 16:10	1/6/2017 16:41	1/6/2017	5:07:24 PM	25	39	After Hours	31-45 minutes
1/9/2017	6:20:58 PM	520 SOUTH ST	PORTSMOUTH	NH	Kurt House	William Jones	9100	LEAK OUTSIDE	WF0682642N	0	31	1/9/2017 18:21	1/9/2017 18:22	1/9/2017 18:22	1/9/2017 18:53	1/9/2017	7:32:11 PM	39	32	After Hours	31-45 minutes
1/13/2017	9:31:38 PM	5 TOPPAN ST	HAMPTON	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0682960N	1	29	1/13/2017 21:32	1/13/2017 21:37	1/13/2017 21:37	1/13/2017 22:06	1/13/2017	10:20:09 PM	13	35	After Hours	31-45 minutes

Orders responded to in 31-45 minutes: 4 (6% of total) for Weekend/Holiday Hours:

1/1/2017	12:07:40 PM	12 PENNIMAN LN	HAMPTON	NH	Daniel Lafortune	Rene Bordeleau	9100	LEAK OUTSIDE	WF0682077N	0	26	1/1/2017 12:08	1/1/2017 12:19	1/1/2017 12:24	1/1/2017 12:46	1/1/2017	2:06:01 PM	79	38	Weekend/Holiday	31-45 minutes
1/1/2017	10:08:42 PM	273 MAPLEWOOD AVE Pst. APT 1	PORTSMOUTH	NH	Daniel Lafortune	Jason Brooks	9100	LEAK OUTSIDE	WF0682081N	0	26	1/1/2017 22:09	1/1/2017 22:26	1/1/2017 22:27	1/1/2017 22:53	1/1/2017	11:58:00 PM	64	44	Weekend/Holiday	31-45 minutes
1/2/2017	1:02:04 PM	28 PLAYHOUSE CIR	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0682085N	0	24	1/2/2017 13:02	1/2/2017 13:18	1/2/2017 13:18	1/2/2017 13:42	1/2/2017	2:52:40 PM	69	40	Weekend/Holiday	31-45 minutes
1/22/2017	9:35:01 AM	4 STONEYBROOK LN	EXETER	NH	Jeffrey Croteau	Scott Lacouture	9100	LEAK OUTSIDE	WF0683372N	1	33	1/22/2017 9:36	1/22/2017 9:41	1/22/2017 9:42	1/22/2017 10:14	1/22/2017	11:45:49 AM	91	39	Weekend/Holiday	31-45 minutes

Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:

Order Taken	*Address*	*Town*	*State*	*Serv. Tech*	*Dispatcher*	*Task Code*	*Task Desc.*	*Work Order*	*Held Time*	*Travel Time*	*Assigned*	*Accepted*	*En Route*	*On Site*	*Work Completed*	*Job Time*	*Response Time*	*Hour Class*	*Reponse Category*

Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:

Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:

Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:

Order Taken	*Address*	*Town*	*State*	*Serv. Tech*	*Dispatcher*	*Task Code*	*Task Desc.*	*Work Order*	*Held Time*	*Travel Time*	*Assigned*	*Accepted*	*En Route*	*On Site*	*Work Completed*	*Job Time*	*Response Time*	*Hour Class*	*Reponse Category*

Orders responded to in 61-75 minutes: 0 (0% of total) for After Hours:

Orders responded to in 61-75 minutes: 0 (0% of total) for Weekend/Holiday Hours:

Orders responded to in > 75 minutes: 0 (0% of total) for Regular Hours:

Order Taken	*Address*	*Town*	*State*	*Serv. Tech*	*Dispatcher*	*Task Code*	*Task Desc.*	*Work Order*	*Held Time*	*Travel Time*	*Assigned*	*Accepted*	*En Route*	*On Site*	*Work Completed*	*Job Time*	*Response Time*	*Hour Class*	*Reponse Category*

Orders responded to in > 75 minutes: 0 (0% of total) for After Hours:

Orders responded to in > 75 minutes: 0 (0% of total) for Weekend/Holiday Hours:

Summary for 01/01/2017 to 01/31/2017

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*
15	21	33%	15	19	46%	15	0	0%	15	2	15%
30	31	83%	30	18	90%	30	6	67%	30	7	69%
45	11	100%	45	4	100%	45	3	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	**63**		**Total**	**41**		**Total**	**9**		**Total**	**13**	

Jan-17

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*
15	21	33%	15	19	46%	15	0	0%	15	2	15%
30	31	83%	30	18	90%	30	6	67%	30	7	69%
45	11	100%	45	4	100%	45	3	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	**63**		**Total**	**41**		**Total**	**9**		**Total**	**13**	

Dec-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*	*Bin*	*Frequency*	*Cumulative %*
15	25	27%	15	16	31%	15	6	22%	15	3	21%
30	53	85%	30	32	94%	30	13	70%	30	8	79%
45	11	97%	45	1	96%	45	8	100%	45	2	93%
60	2	99%	60	1	98%	60	0	100%	60	1	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	**92**		**Total**	**51**		**Total**	**27**		**Total**	**14**	

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**	

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	300	35%	15	226	42%	15	52	29%	15	22	15%
30	425	85%	30	266	92%	30	89	77%	30	70	65%
45	115	98%	45	35	99%	45	37	98%	45	43	95%
60	12	100%	60	3	100%	60	4	100%	60	5	99%
75	3	100%	75	2	100%	75	0	100%	75	1	99%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	**856**		**Total**	**532**		**Total**	**182**		**Total**	**142**	