

ARTICLE VI.
Gas Safety and Reliability

6.6 Emergency Response Standards: Northern will meet the following emergency response time standards for leak and odor calls received from non-Unitil personnel:

Normal hours	30 minutes	82%
After hours	30 minutes	80%
Weekends and Holidays	30 minutes	76%
Normal hours	45 minutes	90%
After hours	45 minutes	86%
Weekends and Holidays	45 minutes	84%
Normal hours	60 minutes	97%
After hours	60 minutes	95%
Weekends and Holidays	60 minutes	94%

Northern will work with Staff to develop within six months a monthly report format that would provide information regarding emergency response time, such as:

- A) call initiation date
- B) call completion date
- C) call type (reflecting cause for call, e.g. odor inside at meter, odor outside, 3rd party damage, etc.)
- D) job code or work order #
- E) classification (normal hours, after hours, weekends & holidays)
- F) category (30 minutes, 45 minutes, 60 minutes)
- G) dispatch call receive time
- H) time of dispatch
- I) time held in dispatch [H-G]
- J) emergency responder receive time
- K) on scene time
- L) travel time of emergency responder [K-J]
- M) completion time
- N) total job time [M-K]
- O) response time [I+L]
- P) dispatcher name or employee #
- Q) emergency technician responding or employee #
- R) address of location (including street #, street, town)