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May 8, 2024

Via Electronic Report Filing

Daniel Goldner
Chairman
New Hampshire Public Utilities Commission
21 South Fruit St., Suite 10
Concord, NH 03301-2429

**Re: DG 11-040; Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty
Emergency Response – April 2024**

Dear Chairman Goldner:

Pursuant to Attachment J(1)(18)(a) of the Settlement Agreement approved by Commission Order No. 25, 370 (May 30, 2012) in Docket No. DG 11-040, enclosed for filing please find Liberty's Emergency Response report.

Please note this report has been filed via the Commission's Electronic Report Filing system. Thank you for your attention to this matter. Please do not hesitate to call if you have any questions.

Sincerely,

/s/ Tyler Culbertson

Tyler Culbertson

Attachment



New Hampshire Public Utilities Commission
Liberty Utilities - Emergency Leak Response Statistics
April 2024

April 2024

Jan-2024

to

Apr-2024

CATEGORY	0-30 Min	31-45 Min	46-60 Min	>60 min	Total		0-30 Min	31-45 Min	46-60 Min	>60 min	Total
Normal Hours	41	5	0	0	46		234	16	0	0	250
After Hours	36	5	0	1	42		182	25	5	1	213
Weekends and Holidays	21	4	0	0	25		92	9	1	0	102
Grand Total	98	14	0	1	113		508	50	6	1	565

Normal Hours

Results

GOAL

Results

0-30 Minutes	89.13%	82.00%	93.60%
0-45 Minutes	100.00%	90.00%	100.00%
0-60 Minutes	100.00%	97.00%	100.00%

After Hours

0-30 Minutes	85.71%	80.00%	85.45%
0-45 Minutes	97.62%	86.00%	97.18%
0-60 Minutes	97.62%	95.00%	99.53%

Weekends / Holidays

0-30 Minutes	84.00%	76.00%	90.20%
0-45 Minutes	100.00%	84.00%	99.02%
0-60 Minutes	100.00%	94.00%	100.00%

New Hampshire Public Utilities Commission
Liberty Utilities - Emergency Leak Response Statistics
April 2024

	Normal Hour Targets			After Hour Targets			Weekends & Holiday Targets		
Category	A1	A2	A3	B1	B2	B3	C1	C2	C3
Time band	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
Target	82.00%	90.00%	97.00%	80.00%	86.00%	95.00%	76.00%	84.00%	94.00%
	Normal Hours			After Hours			Weekends & Holidays		
April 2024	0-30 Mins	31-45 Mins	46-60 Mins	0-30 Mins	31-45 Mins	46-60 Mins	0-30 Mins	31-45 Mins	46-60 Mins
Current month #	41	5	0	36	5	0	21	4	0
	Normal Hours			After Hours			Weekends & Holidays		
Current month %	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
	89.13%	100.00%	100.00%	85.71%	97.62%	97.62%	84.00%	100.00%	100.00%
	Normal Hours			After Hours			Weekends & Holidays		
Last 3 month average	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
	93.55%	100.00%	100.00%	86.06%	97.97%	99.21%	89.07%	98.72%	100.00%
	Normal Hours			After Hours			Weekends & Holidays		
Last 12 month average	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
	92.37%	99.07%	99.20%	84.36%	95.07%	97.46%	89.86%	98.62%	100.00%
	Normal Hours			After Hours			Weekends & Holidays		
12 months	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
May-23	89.47%	100.00%	100.00%	90.32%	96.77%	100.00%	88.00%	100.00%	100.00%
June-23	91.43%	100.00%	100.00%	76.47%	94.12%	100.00%	100.00%	100.00%	100.00%
July-23	93.10%	96.55%	96.55%	89.47%	94.74%	94.74%	81.82%	100.00%	100.00%
August-23	93.65%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	96.00%	100.00%
September-23	93.98%	100.00%	100.00%	84.21%	100.00%	100.00%	92.59%	96.30%	100.00%
October-23	97.27%	100.00%	100.00%	80.49%	100.00%	100.00%	83.33%	100.00%	100.00%
November-23	83.08%	92.31%	93.85%	57.89%	70.18%	77.19%	88.37%	97.67%	100.00%
December-23	93.10%	100.00%	100.00%	90.57%	96.23%	100.00%	86.49%	97.30%	100.00%
January-24	92.77%	100.00%	100.00%	84.75%	94.92%	100.00%	94.44%	100.00%	100.00%
February-24	96.97%	100.00%	100.00%	83.58%	98.51%	100.00%	92.31%	96.15%	100.00%
March-24	94.55%	100.00%	100.00%	88.89%	97.78%	100.00%	90.91%	100.00%	100.00%
April-24	89.13%	100.00%	100.00%	85.71%	97.62%	97.62%	84.00%	100.00%	100.00%

Call Date	Completion Date	Problem Type	Service Order	Response Category	Response After/Regular Hours	Response Time (mins)	Call Received Time (EDT)	Call Dispatched Time (EDT)	Dispatch Time (mins)	Tech En Route Time (EDT)	Tech Arrival Time (EDT)	Travel Time (mins)	Tech Completed Time (EDT)	Job Time (mins)	Technician	Address 1	Address 2	Town
04/22/2024	04/22/2024	Gas-Emergency-Odor Outside	550000027520	0-30 min	Normal Hours	0:18:05	13:11:55	13:17:00	0:05:05	13:19:00	13:30:00	0:11:00	14:17:04	1:00:04	Jason Maio	40	A ST	HUDSON
04/22/2024	04/22/2024	Gas-Emergency-Odor Outside	550000027477	31-45 min	After Hours	0:38:50	16:57:32	17:00:00	0:02:28	17:12:14	17:36:22	0:24:08	18:40:48	1:40:48	Antwoine Alford	2	RAILROAD AVE	MERRIMACK
04/22/2024	04/22/2024	Gas-Emergency-Odor Inside	550000027513	0-30 min	After Hours	0:14:09	18:50:51	18:52:00	0:01:09	18:54:00	19:05:00	0:11:00	19:51:03	0:59:03	Antwoine Alford	27	ALBURY STONE CIR	NASHUA
04/23/2024	04/23/2024	Gas-Emergency-Odor Inside	550000027551	0-30 min	Normal Hours	0:17:51	12:51:08	12:55:00	0:03:52	12:57:00	13:08:59	0:11:59	13:45:00	0:50:00	Jason Maio	59	KINSLEY ST	NASHUA
04/23/2024	04/23/2024	Gas-Emergency-Odor Inside	550000027595	0-30 min	After Hours	0:13:23	17:08:38	17:10:00	0:01:22	17:15:55	17:22:01	0:06:06	18:45:00	1:35:00	Daniel Kerivan	73	N STATE ST	CONCORD
04/24/2024	04/24/2024	Gas-Emergency-Odor Inside	550000027629	0-30 min	Normal Hours	0:10:06	10:26:46	10:27:00	0:00:14	10:29:00	10:36:52	0:07:52	12:23:44	1:56:44	Patrick Mccarthy	3	BOWMAN LN	NASHUA
04/24/2024	04/24/2024	Gas-Emergency-Odor Outside	550000027632	0-30 min	Normal Hours	0:15:06	12:49:16	12:50:00	0:00:44	12:52:34	13:04:22	0:11:48	13:35:56	0:45:56	James Lambert	15	IRON HORSE DR	BEDFORD
04/24/2024	04/24/2024	Gas-Emergency-Fire	550000027534	0-30 min	After Hours	0:16:42	16:13:01	16:14:00	0:00:59	16:17:00	16:29:43	0:12:43	19:55:51	3:41:51	Robert Wallace	259	CENTRAL ST	MANCHESTER
04/25/2024	04/25/2024	Gas-Emergency-Odor Inside	550000027669	0-30 min	Normal Hours	0:17:07	13:56:00	13:59:00	0:03:00	14:01:00	14:13:07	0:12:07	14:45:00	0:46:00	Jason Maio	15	SWAN ST	NASHUA
04/25/2024	04/25/2024	Gas-Emergency-Odor Outside	550000027702	0-30 min	Normal Hours	0:25:33	14:32:46	14:36:00	0:03:14	14:38:00	14:58:19	0:20:19	16:45:27	2:09:27	Joseph Voveris	261	LAUREY ST	MANCHESTER
04/25/2024	04/25/2024	Gas-Emergency-Odor Outside	550000027577	0-30 min	After Hours	0:22:32	20:14:53	20:17:00	0:02:07	20:19:00	20:37:25	0:18:25	21:48:06	1:31:06	Joseph Voveris	60	GERARD DR	MANCHESTER
04/25/2024	04/26/2024	Gas-Emergency-Fire	550000027692	0-30 min	After Hours	0:30:15	23:21:32	23:25:00	0:03:28	23:27:18	23:51:47	0:24:29	0:49:54	1:24:54	Brian Lacourse	245	VILLAGE CIRCLE WAY	MANCHESTER
04/26/2024	04/26/2024	Gas-Emergency-Odor Inside	550000027761	0-30 min	Normal Hours	0:08:11	13:06:49	13:07:00	0:00:11	13:09:44	13:15:00	0:05:16	13:37:00	0:30:00	Michael Lacourse	3	CATHERINE ST	NASHUA
04/26/2024	04/26/2024	Gas-Emergency-Odor Inside	550000027696	0-30 min	Normal Hours	0:12:44	13:33:06	13:37:00	0:03:54	13:42:26	13:45:50	0:03:24	14:56:00	1:19:00	Thomas Burns	128	MAMMOTH RD	HOOKSETT
04/26/2024	04/26/2024	Gas-Emergency-Odor Inside	550000027763	0-30 min	Normal Hours	0:23:07	13:59:36	14:03:00	0:03:24	14:05:00	14:22:43	0:17:43	15:16:07	1:13:07	Jason Maio	27	ALBURY STONE CIR	NASHUA
04/26/2024	04/26/2024	Gas-Emergency-Odor Inside	550000027724	0-30 min	Normal Hours	0:10:30	14:02:30	14:05:00	0:02:30	14:07:00	14:13:00	0:06:00	15:08:33	1:03:33	Cameron Moore	9	EDSON ST	NASHUA
04/26/2024	04/26/2024	Gas-Emergency-Odor Inside	550000027782	0-30 min	After Hours	0:14:31	16:40:09	16:43:00	0:02:51	16:45:00	16:54:40	0:09:40	17:45:17	1:02:17	Justin Parham	1600	BODWELL RD	MANCHESTER
04/26/2024	04/26/2024	Gas-Emergency-Odor Outside	550000027784	0-30 min	After Hours	0:20:25	17:59:43	18:00:00	0:00:17	18:02:50	18:20:08	0:17:18	18:23:38	0:23:38	Cameron Moore	32	SUMMER ST	NASHUA
04/27/2024	04/27/2024	Gas-Emergency-Fire	550000027804	0-30 min	Weekends and Holidays	0:03:01	7:22:59	7:23:00	0:00:01	7:25:00	7:26:00	0:01:00	10:30:00	3:07:00	Patrick Mccarthy	26	CROSS ST	NASHUA
04/27/2024	04/27/2024	Gas-Emergency-Odor Inside	550000027789	0-30 min	Weekends and Holidays	0:16:22	13:41:38	13:43:00	0:01:22	13:46:00	13:58:00	0:12:00	14:33:14	0:50:14	Cameron Moore	1	GILBOA LN	NASHUA
04/27/2024	04/27/2024	Gas-Emergency-Odor Outside	550000027727	0-30 min	Weekends and Holidays	0:17:23	18:02:37	18:03:00	0:00:23	18:04:36	18:20:00	0:15:24	18:49:52	0:46:52	Cameron Moore	31	LUND DR	HUDSON
04/27/2024	04/27/2024	Gas-Emergency-Odor Outside	550000027810	0-30 min	Weekends and Holidays	0:16:19	17:47:41	17:48:00	0:00:19	17:51:09	18:04:00	0:12:51	18:42:41	0:54:41	Peter Flannery	226	LIBERTY DR	PEMBROKE
04/28/2024	04/28/2024	Gas-Emergency-Odor Inside	550000027797	0-30 min	Weekends and Holidays	0:10:19	10:39:41	10:40:00	0:00:19	10:42:00	10:50:00	0:08:00	12:00:00	1:20:00	Matt Gebhardt	11	CAMBRIDGE RD	NASHUA
04/28/2024	04/28/2024	Gas-Emergency-Odor Inside	550000027749	0-30 min	Weekends and Holidays	0:26:56	13:21:35	13:22:00	0:00:25	13:28:55	13:48:31	0:19:36	14:18:00	0:56:00	James Lambert	103	FALCON CREST WAY	MANCHESTER
04/29/2024	04/29/2024	Gas-Emergency-Odor Inside	550000027826	0-30 min	Normal Hours	0:23:18	09:28:31	09:33:00	0:04:29	09:36:53	09:51:49	0:14:56	10:52:35	1:19:35	John Loder	7	TIMBERLINE DR	TILTON
04/29/2024	04/29/2024	Gas-Emergency-Odor Inside	550000027849	0-30 min	Normal Hours	0:29:16	09:52:25	10:04:00	0:11:35	10:06:00	10:21:41	0:15:41	10:55:05	0:51:05	Jason Maio	7	ALGONQUIN LN	NASHUA
04/29/2024	04/29/2024	Gas-Emergency-Odor Outside	550000027832	31-45 min	Normal Hours	0:31:37	12:14:19	12:18:00	0:03:41	12:22:03	12:45:56	0:23:53	13:43:51	1:25:51	Antwoine Alford	8	CLAIRMOOR DR	NASHUA
04/30/2024	04/30/2024	Gas-Emergency-Odor Inside	550000027960	0-30 min	Normal Hours	0:18:32	08:50:35	08:55:00	0:04:25	8:57:00	09:09:07	0:12:07	10:19:10	1:24:10	James Lambert	783	2ND ST	MANCHESTER
04/29/2024	04/29/2024	Gas-Emergency-Odor Inside	550000027836	0-30 min	After Hours	0:24:29	15:50:31	15:53:00	0:02:29	16:00:55	16:15:00	0:14:05	17:01:21	1:08:21	Antwoine Alford	7	MARSH RD	HUDSON
04/30/2024	04/30/2024	Gas-Emergency-Odor Inside	550000027940	0-30 min	After Hours	0:14:43	07:14:10	07:18:00	0:03:50	07:21:23	07:28:53	0:07:30	07:57:30	0:39:30	Paul Dampolo	10	GLORIA AVE	HUDSON
04/30/2024	04/30/2024	Gas-Emergency-Odor Outside	550000027906	0-30 min	After Hours	0:23:56	03:56:49	03:57:00	0:00:11	04:00:19	04:20:59	0:20:26	07:48:02	3:51:02	Patrick Mccarthy	15	RIVERSIDE ST	NASHUA
04/30/2024	04/30/2024	Gas-Emergency-Odor Inside	550000027941	0-30 min	Normal Hours	0:14:14	08:52:02	8:52:55	0:00:53	08:56:16	09:06:16	0:10:00	09:36:03	0:43:08	David Cates	379	AMHERST ST	NASHUA
04/30/2024	04/30/2024	Gas-Emergency-Odor Inside	550000027929	0-30 min	Normal Hours	0:13:51	8:56:24	8:57:00	0:00:36	9:00:09	9:10:15	0:10:06	10:02:36	1:05:36	James Lambert	785	2ND ST	MANCHESTER
04/30/2024	04/30/2024	Gas-Emergency-Odor Inside	550000027889	0-30 min	After Hours	0:20:13	15:22:47	15:35:00	0:12:13	15:37:00	15:43:00	0:06:00	16:30:00	0:55:00	Matt Gebhardt	1	EUCLID AVE	NASHUA

Call Date	Completion Date	Problem Type	Service Call ID	Response Category	After/Regular Hours	Response Time (mins)	Call Received Time (EDT)	Call Dispatched Time (EDT)	Dispatch Time (mins)	Tech En Route Time (EDT)	Tech Arrival Time (EDT)	Tech Travel Time (mins)	Tech Completed Time (EDT)	Job Time (mins)	Technician	Service Area	Address 1	Address 2	Town	Zip	Service Description	Appt. Description	Customer Name	Resolution ID	Resolution Description	CSM Service Order No.
04/17/2024	04/17/2024	Gas-Emergency-Odor Outside	550000027292	>60 min	After Hours	1:26:00	07:12:41	08:25:00	1:12:19	08:28:02	08:38:41	0:10:39	09:00:48	0:35:48	Peter Flannery	CHS ALL NH	366	CENTRAL ST	FRANKLIN	03235-7100	Customer Emergencv	Gas-Emergency-Odor Outside	THE FRANKLIN CAFE			