



**FILED ELECTRONICALLY**

July 15, 2024

Daniel C. Goldner, Chair  
New Hampshire Public Utilities Commission  
21 S. Fruit St, Suite 10  
Concord, N.H. 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 11-196 – Emergency Response Odor Call Report (“Report”) for June 2024

Dear Chairman Goldner:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the June 2024 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 June 2024 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 6 of the Report.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Dan Nawazelski".

Daniel Nawazelski,  
Manager, Revenue Requirements

Enclosure

cc: Christopher LeBlanc, USC

Emergency Response Teams  
 NU New Hampshire work orders from 6/1/2024 to 6/30/2024  
 Total orders in sample: 63

Orders responded to in < 30 minutes for Regular Hours: 38 (60% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
6/3/2024	7:46:00 AM	1 PLAISTOW RD 5	PLAISTOW	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000398017001	1	15	6/3/2024 7:47	6/3/2024 7:50	6/3/2024 7:51	6/3/2024 8:05	6/3/2024	8:33:23 AM	27	19	Regular Hours	< 30 minutes
6/3/2024	8:09:28 AM	10 WINDEMERE LN	EXETER	NH	Jonathan Crook	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000398047001	1	1	6/3/2024 8:10	6/3/2024 8:12	6/3/2024 8:13	6/3/2024 8:13	6/3/2024	9:20:47 AM	66	4	Regular Hours	< 30 minutes
6/3/2024	8:29:26 AM	21 STOWECROFT DR	HAMPTON	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000398180001	1	12	6/3/2024 8:31	6/3/2024 8:31	6/3/2024 8:33	6/3/2024 8:43	6/3/2024	10:06:47 AM	82	14	Regular Hours	< 30 minutes
6/3/2024	10:44:15 AM	88 ORCHARD ST	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000402562001	0	7	6/3/2024 10:44	6/3/2024 10:45	6/3/2024 10:45	6/3/2024 10:52	6/3/2024	11:28:18 AM	36	8	Regular Hours	< 30 minutes
6/3/2024	3:12:06 PM	316 ATLANTIC AVE	SEABROOK	NH	Anthony Beck	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000404130001	1	13	6/3/2024 15:13	6/3/2024 15:15	6/3/2024 15:15	6/3/2024 15:28	6/3/2024	3:38:30 PM	10	16	Regular Hours	< 30 minutes
6/4/2024	1:45:55 PM	115 OCEAN BLVD	HAMPTON	NH	Jonathan Crook	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000410655001	0	4	6/4/2024 13:46	6/4/2024 13:49	6/4/2024 13:49	6/4/2024 13:53	6/4/2024	2:46:45 PM	52	7	Regular Hours	< 30 minutes
6/5/2024	3:55:57 PM	331 OCEAN BLVD	HAMPTON	NH	Scott MacNeil	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000415489001	1	8	6/5/2024 15:57	6/5/2024 15:57	6/5/2024 16:05	6/5/2024 16:05	6/5/2024	4:07:54 PM	2	9	Regular Hours	< 30 minutes
6/6/2024	9:18:39 AM	316 ATLANTIC AVE	SEABROOK	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000417881001	0	10	6/6/2024 9:19	6/6/2024 9:19	6/6/2024 9:19	6/6/2024 9:29	6/6/2024	10:20:14 AM	50	11	Regular Hours	< 30 minutes
6/6/2024	11:56:13 AM	15 BOW ST APT 1 REA	EXETER	NH	Jonathan Crook	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000418811001	0	2	6/6/2024 11:56	6/6/2024 11:56	6/6/2024 11:57	6/6/2024 11:59	6/6/2024	1:01:18 PM	62	3	Regular Hours	< 30 minutes
6/6/2024	1:02:42 PM	461 OCEAN BLVD A 3	HAMPTON	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000419131001	1	12	6/6/2024 13:04	6/6/2024 13:04	6/6/2024 13:07	6/6/2024 13:16	6/6/2024	1:59:31 PM	42	13	Regular Hours	< 30 minutes
6/7/2024	8:51:41 AM	236 N BROADWAY D	SALEM	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000422150001	0	27	6/7/2024 8:51	6/7/2024 8:52	6/7/2024 8:53	6/7/2024 9:19	6/7/2024	9:41:46 AM	21	28	Regular Hours	< 30 minutes
6/7/2024	9:35:16 AM	23 BRAEMOOR WOODS RD B	SALEM	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000422614001	2	13	6/7/2024 9:38	6/7/2024 9:41	6/7/2024 9:41	6/7/2024 9:54	6/7/2024	10:28:02 AM	33	19	Regular Hours	< 30 minutes
6/7/2024	2:14:07 PM	36 WINDMILL LN	HAMPTON	NH	Alexander Aro	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000423715001	11	18	6/7/2024 14:25	6/7/2024 14:25	6/7/2024 14:26	6/7/2024 14:44	6/7/2024	3:44:11 PM	59	30	Regular Hours	< 30 minutes
6/10/2024	10:55:42 AM	2859 LAFAYETTE RD	PORTSMOUTH	NH	Kevin Ruel	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000432715001	0	11	6/10/2024 10:56	6/10/2024 10:57	6/10/2024 10:59	6/10/2024 11:08	6/10/2024	12:13:32 PM	65	12	Regular Hours	< 30 minutes
6/10/2024	12:20:09 PM	13TH ST 4AP	HAMPTON	NH	Kevin Ruel	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000429536001	1	23	6/10/2024 12:22	6/10/2024 12:24	6/10/2024 12:25	6/10/2024 12:47	6/10/2024	2:51:02 PM	123	27	Regular Hours	< 30 minutes
6/11/2024	10:52:59 AM	204 N SHORE RD	HAMPTON	NH	Logan Nicolaisen	Amanda Lafertiere	1147 - 0	GAS LEAK OUTSIDE	0520240000433817001	0	10	6/11/2024 10:53	6/11/2024 10:53	6/11/2024 10:54	6/11/2024 11:03	6/11/2024	11:54:42 AM	50	10	Regular Hours	< 30 minutes
6/11/2024	12:19:18 PM	191 OCEAN BLVD	HAMPTON	NH	Logan Nicolaisen	Amanda Lafertiere	1146 - 0	GAS LEAK INSIDE	0520240000434323001	0	4	6/11/2024 12:20	6/11/2024 12:20	6/11/2024 12:22	6/11/2024 12:24	6/11/2024	12:48:43 PM	23	5	Regular Hours	< 30 minutes
6/11/2024	1:44:02 PM	8 BLAKE LN	HAMPTON	NH	Scott MacNeil	Amanda Lafertiere	1146 - 0	GAS LEAK INSIDE	05202400004375001	0	4	6/11/2024 13:44	6/11/2024 13:45	6/11/2024 13:45	6/11/2024 13:49	6/11/2024	2:08:43 PM	18	5	Regular Hours	< 30 minutes
6/12/2024	1:41:51 PM	65 CAROLYN AVE	SEABROOK	NH	Scott MacNeil	Amanda Lafertiere	1147 - 0	GAS LEAK OUTSIDE	0520240000440579001	1	18	6/12/2024 13:43	6/12/2024 13:43	6/12/2024 13:43	6/12/2024 14:01	6/12/2024	3:38:54 PM	97	19	Regular Hours	< 30 minutes
6/13/2024	10:50:31 AM	16 CLIFF AVE	HAMPTON	NH	Matthew McCarron	Amanda Lafertiere	1146 - 0	GAS LEAK INSIDE	0520240000443243001	1	14	6/13/2024 10:51	6/13/2024 10:52	6/13/2024 10:52	6/13/2024 11:06	6/13/2024	12:15:21 PM	68	16	Regular Hours	< 30 minutes
6/13/2024	11:45:14 AM	53 COCHECO ST	DOVER	NH	Kevin Ruel	Amanda Lafertiere	1147 - 0	GAS LEAK OUTSIDE	0520240000443410001	1	20	6/13/2024 11:46	6/13/2024 11:46	6/13/2024 11:48	6/13/2024 12:06	6/13/2024	1:05:49 PM	58	21	Regular Hours	< 30 minutes
6/14/2024	12:03:58 PM	607 OCEAN BLVD 1	HAMPTON	NH	Jonathan Crook	Amanda Lafertiere	1146 - 0	GAS LEAK INSIDE	0520240000448145001	0	16	6/14/2024 12:04	6/14/2024 12:06	6/14/2024 12:08	6/14/2024 12:23	6/14/2024	12:46:16 PM	23	19	Regular Hours	< 30 minutes
6/18/2024	10:41:38 AM	81 FRONT ST	EXETER	NH	Alexander Aro	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000460553001	0	27	6/18/2024 10:41	6/18/2024 10:42	6/18/2024 10:42	6/18/2024 11:09	6/18/2024	12:18:09 PM	68	27	Regular Hours	< 30 minutes
6/19/2024	8:57:24 AM	23 BRAEMOOR WOODS RD B	DURHAM	NH	Lance Keilty	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000463882001	0	8	6/19/2024 8:58	6/19/2024 9:06	6/19/2024 9:06	6/19/2024 9:14	6/19/2024	9:29:17 AM	14	17	Regular Hours	< 30 minutes
6/20/2024	7:19:53 AM	105 MARCY ST	PORTSMOUTH	NH	Anthony Beck	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000464263001	5	15	6/20/2024 7:25	6/20/2024 7:27	6/20/2024 7:27	6/20/2024 7:42	6/20/2024	8:37:08 AM	54	22	Regular Hours	< 30 minutes
6/20/2024	8:55:55 AM	13 SUNNYBROOKE DR	DOVER	NH	Alexander Aro	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000465114001	6	6	6/20/2024 8:56	6/20/2024 8:57	6/20/2024 8:57	6/20/2024 9:03	6/20/2024	9:36:52 AM	33	7	Regular Hours	< 30 minutes
6/20/2024	10:26:09 AM	83 MOORING DR	HAMPTON	NH	Anthony Beck	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000466023001	1	9	6/20/2024 10:27	6/20/2024 10:28	6/20/2024 10:28	6/20/2024 10:37	6/20/2024	10:55:46 AM	18	11	Regular Hours	< 30 minutes
6/20/2024	10:38:33 AM	216 BARTLETT ST	PORTSMOUTH	NH	Jonathan Crook	Jessica Ober	1146 - 0	GAS LEAK OUTSIDE	0520240000466092001	0	14	6/20/2024 10:39	6/20/2024 10:39	6/20/2024 10:40	6/20/2024 10:53	6/20/2024	11:55:25 AM	61	15	Regular Hours	< 30 minutes
6/20/2024	3:25:22 PM	36 RIVER AVE 2 CO TGS	HAMPTON	NH	Scott MacNeil	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000467148001	0	16	6/20/2024 15:26	6/20/2024 15:26	6/20/2024 15:26	6/20/2024 15:42	6/20/2024	4:22:24 PM	39	17	Regular Hours	< 30 minutes
6/24/2024	12:28:48 PM	120 NEWTON RD 8D	PLAISTOW	NH	Anthony Beck	Amanda Lafertiere	1146 - 0	GAS LEAK INSIDE	0520240000475178001	0	9	6/24/2024 12:29	6/24/2024 12:33	6/24/2024 12:34	6/24/2024 12:42	6/24/2024	1:01:10 PM	18	14	Regular Hours	< 30 minutes
6/25/2024	12:42:17 PM	127 WILLARD AVE	PORTSMOUTH	NH	Logan Nicolaisen	Amanda Lafertiere	1147 - 0	GAS LEAK OUTSIDE	0520240000479561001	0	0	6/25/2024 12:42	6/25/2024 13:04	6/25/2024 13:04	6/25/2024 13:04	6/25/2024	3:08:21 PM	123	22	Regular Hours	< 30 minutes
6/26/2024	8:36:30 AM	2010 LAFAYETTE RD	PORTSMOUTH	NH	Alexander Aro	Amanda Lafertiere	1147 - 0	GAS LEAK OUTSIDE	0520240000482295001	0	19	6/26/2024 8:37	6/26/2024 8:37	6/26/2024 8:37	6/26/2024 8:57	6/26/2024	10:56:42 AM	119	20	Regular Hours	< 30 minutes
6/26/2024	8:48:07 AM	1590 LAFAYETTE RD	PORTSMOUTH	NH	Jonathan Crook	Amanda Lafertiere	1147 - 0	GAS LEAK OUTSIDE	0520240000482360001	0	7	6/26/2024 8:48	6/26/2024 8:52	6/26/2024 8:52	6/26/2024 9:09	6/26/2024	10:29:37 AM	89	12	Regular Hours	< 30 minutes
6/26/2024	1:56:34 PM	12 MIM LN	ROCHESTER	NH	Kevin Ruel	Amanda Lafertiere	1147 - 0	GAS LEAK OUTSIDE	0520240000483679001	0	7	6/26/2024 13:57	6/26/2024 13:57	6/26/2024 13:59	6/26/2024 14:04	6/26/2024	3:12:52 PM	67	8	Regular Hours	< 30 minutes
6/27/2024	8:49:39 AM	11 SECOND ST PUB	DOVER	NH	Kevin Ruel	Amanda Lafertiere	1146 - 0	GAS LEAK INSIDE	0520240000485046001	0	10	6/27/2024 8:50	6/27/2024 8:53	6/27/2024 8:55	6/27/2024 9:04	6/27/2024	9:29:43 AM	25	14	Regular Hours	< 30 minutes
6/27/2024	10:08:33 AM	11 RIVERVIEW TER	HAMPTON	NH	Logan Nicolaisen	Amanda Lafertiere	1146 - 0	GAS LEAK INSIDE	0520240000485965001	0	4	6/27/2024 10:08	6/27/2024 10:09	6/27/2024 10:09	6/27/2024 10:14	6/27/2024	10:41:16 AM	26	5	Regular Hours	< 30 minutes
6/27/2024	1:28:20 PM	32 RIDGEWOOD DR	ATKINSON	NH	Anthony Beck	Amanda Lafertiere	1147 - 0	GAS LEAK OUTSIDE	0520240000486710001	0	18	6/27/2024 13:29	6/27/2024 13:29	6/27/2024 13:34	6/27/2024 13:47	6/27/2024	2:57:27 PM	69	19	Regular Hours	< 30 minutes
6/27/2024	3:48:13 PM	7 NASHUA ST	SEABROOK	NH	Scott MacNeil	Amanda Lafertiere	1146 - 0	GAS LEAK INSIDE	0520240000487264001	0	21	6/27/2024 15:49	6/27/2024 15:49	6/27/2024 15:49	6/27/2024 16:11	6/27/2024	4:50:58 PM	39	22	Regular Hours	< 30 minutes

  

Orders responded to in < 30 minutes for After Hours: 17 (27% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
6/5/2024	5:16:16 PM	316 ATLANTIC AVE	SEABROOK	NH	Alexander Aro	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000415854001	2	9	6/5/2024 17:19	6/5/2024 17:20	6/5/2024 17:20	6/5/2024 17:30	6/5/2024	6:22:03 PM	51	14	After Hours	< 30 minutes
6/6/2024	1:08:12 AM	2 BROOK RD	SALEM	NH	Logan Nicolaisen	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520240000416529001	1	22	6/6/2024 1:09	6/6/2024 1:12	6/6/2024 1:13	6/6/2024 1:35	6/6/2024	2:03:59 AM	28	27	After Hours	< 30 minutes
6/6/2024	8:58:56 PM	8 ISLAND PATH GERT REAR	HAMPTON	NH																	

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 4 (6% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
6/1/2024	7:51:25 PM	159 WEARE RD	SEABROOK	NH	Alexander Aro	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000397716001		0	6	6/1/2024 19:51	6/1/2024 19:52	6/1/2024 19:53	6/1/2024 19:59	6/1/2024 8:22:10 PM	22	8	Weekend/Holiday Hours	< 30 minutes
6/22/2024	1:29:28 PM	179 ORCHARD ST	PORTSMOUTH	NH	Scott MacNeil	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000472118001		1	25	6/22/2024 13:30	6/22/2024 13:31	6/22/2024 13:31	6/22/2024 13:57	6/22/2024 2:17:25 PM	20	27	Weekend/Holiday Hours	< 30 minutes
6/29/2024	11:08:06 AM	19 TROUBLE CALL WAY	DURHAM	NH	Logan Nicolaisen	Claire Elam	9100 - 0	TC GAS LEAK OUTSIDE	0520240000490674001		4	16	6/29/2024 11:13	6/29/2024 11:13	6/29/2024 11:24	6/29/2024 11:29	6/29/2024 12:03:11 PM	33	21	Weekend/Holiday Hours	< 30 minutes
6/29/2024	3:38:46 PM	111 MIDDLE ST	PORTSMOUTH	NH	Alexander Aro	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000490734001		1	17	6/29/2024 15:40	6/29/2024 15:42	6/29/2024 15:42	6/29/2024 16:00	6/29/2024 5:08:49 PM	68	21	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes for Regular Hours: 1 (2% of total records returned.)																					
6/19/2024	4:26:20 PM	2 BLAKE LN	HAMPTON	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000464007001		1	29	6/19/2024 14:27	6/19/2024 14:28	6/19/2024 14:29	6/19/2024 14:57	6/19/2024 3:15:59 PM	18	31	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 1 (2% of total records returned.)																					
6/5/2024	5:08:15 PM	161 FRONT ST 2FL	EXETER	NH	Scott MacNeil	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000415794001		2	41	6/5/2024 17:10	6/5/2024 17:10	6/5/2024 17:11	6/5/2024 17:52	6/5/2024 6:51:24 PM	59	44	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)																					
6/15/2024	4:46:22 PM	14 ATLANTIC AVE	HAMPTON	NH	Jonathan Crook	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000443995501		0	31	6/15/2024 16:46	6/15/2024 16:53	6/15/2024 16:54	6/15/2024 17:25	6/15/2024 6:26:54 PM	61	38	Weekend/Holiday Hours	31-45 Minutes
Orders responded to in 46-60 Minutes for Regular Hours: 1 (2% of total records returned.)																					
6/3/2024	2:26:28 PM	144 MAIN ST D & E	PLAISTOW	NH	Jonathan Crook	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000403938001		0	42	6/3/2024 14:27	6/3/2024 14:29	6/3/2024 14:30	6/3/2024 15:12	6/3/2024 3:52:22 PM	39	46	Regular Hours	46-60 Minutes
Orders responded to in 46-60 Minutes for After Hours: 0 (% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Weekend/Holiday Hours: 0 (% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Regular Hours: 0 (% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for After Hours: 0 (% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Weekend/Holiday Hours: 0 (% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Regular Hours: 0 (% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for After Hours: 0 (% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	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 for Weekend/Holiday Hours: 0 (% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	

Emergency Response Times

NU New Hampshire work orders from 6/1/2024 to 6/30/2024

Total orders in sample: 63

**Jun-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	38%	15	20	50%	15	3	17%	15	1	20%
30	35	94%	30	18	95%	30	14	94%	30	3	80%
45	3	98%	45	1	98%	45	1	100%	45	1	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%
<b>Total</b>	<b>63</b>		<b>Total</b>	<b>40</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>5</b>	

**May-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	51%	15	20	56%	15	1	17%	15	6	55%
30	21	91%	30	15	97%	30	4	83%	30	2	73%
45	5	100%	45	1	100%	45	1	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%
<b>Total</b>	<b>53</b>		<b>Total</b>	<b>36</b>		<b>Total</b>	<b>6</b>		<b>Total</b>	<b>11</b>	

**Apr-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	18	30%	15	15	45%	15	1	8%	15	2	14%
30	37	92%	30	16	94%	30	10	85%	30	11	93%
45	5	100%	45	2	100%	45	2	100%	45	1	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%
<b>Total</b>	<b>60</b>		<b>Total</b>	<b>33</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>14</b>	

Emergency Response Times

NU New Hampshire work orders from 6/1/2024 to 6/30/2024

Total orders in sample: 63

**Mar-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	39%	15	18	58%	15	4	22%	15	0	0%
30	30	91%	30	12	97%	30	12	89%	30	6	75%
45	5	100%	45	1	100%	45	2	100%	45	2	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%
<b>Total</b>	<b>57</b>		<b>Total</b>	<b>31</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>8</b>	

**Feb-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	40%	15	23	52%	15	3	19%	15	1	13%
30	38	96%	30	20	98%	30	11	88%	30	7	100%
45	3	100%	45	1	100%	45	2	100%	45	0	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%
<b>Total</b>	<b>68</b>		<b>Total</b>	<b>44</b>		<b>Total</b>	<b>16</b>		<b>Total</b>	<b>8</b>	

**Jan-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	44%	15	18	43%	15	8	42%	15	5	50%
30	33	90%	30	22	95%	30	9	89%	30	2	70%
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%
<b>Total</b>	<b>71</b>		<b>Total</b>	<b>42</b>		<b>Total</b>	<b>19</b>		<b>Total</b>	<b>10</b>	

Emergency Response Times

NU New Hampshire work orders from 6/1/2024 to 6/30/2024

Total orders in sample: 63

**Dec-23**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	36%	15	23	53%	15	3	14%	15	0	0%
30	37	86%	30	20	100%	30	14	81%	30	3	33%
45	10	100%	45	0	100%	45	4	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%
<b>Total</b>	<b>73</b>		<b>Total</b>	<b>43</b>		<b>Total</b>	<b>21</b>		<b>Total</b>	<b>9</b>	

**Nov-23**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	31%	15	23	41%	15	1	7%	15	1	9%
30	50	93%	30	29	93%	30	12	93%	30	9	91%
45	6	100%	45	4	100%	45	1	100%	45	1	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%
<b>Total</b>	<b>81</b>		<b>Total</b>	<b>56</b>		<b>Total</b>	<b>14</b>		<b>Total</b>	<b>11</b>	

**Oct-23**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	30	39%	15	26	52%	15	2	15%	15	2	15%
30	42	95%	30	23	98%	30	9	85%	30	10	92%
45	4	100%	45	1	100%	45	2	100%	45	1	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%
<b>Total</b>	<b>76</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>13</b>	

Emergency Response Times

NU New Hampshire work orders from 6/1/2024 to 6/30/2024

Total orders in sample: 63

**Sep-23**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	37%	15	14	50%	15	2	11%	15	5	50%
30	34	96%	30	14	100%	30	15	89%	30	5	100%
45	2	100%	45	0	100%	45	2	100%	45	0	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%
<b>Total</b>	<b>57</b>		<b>Total</b>	<b>28</b>		<b>Total</b>	<b>19</b>		<b>Total</b>	<b>10</b>	

**Aug-23**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	34%	15	20	40%	15	0	0%	15	4	40%
30	40	90%	30	25	90%	30	11	100%	30	4	80%
45	7	100%	45	5	100%	45	0	100%	45	2	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%
<b>Total</b>	<b>71</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>11</b>		<b>Total</b>	<b>10</b>	

**Jul-23**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	13	34%	15	10	48%	15	2	18%	15	1	17%
30	21	89%	30	10	95%	30	7	82%	30	4	83%
45	4	100%	45	1	100%	45	2	100%	45	1	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%
<b>Total</b>	<b>38</b>		<b>Total</b>	<b>21</b>		<b>Total</b>	<b>11</b>		<b>Total</b>	<b>6</b>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	288	38%	15	230	49%	15	30	17%	15	28	24%
30	418	92%	30	224	96%	30	128	88%	30	66	82%
45	61	100%	45	19	100%	45	21	100%	45	21	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%
<b>Total</b>	<b>768</b>		<b>Total</b>	<b>474</b>		<b>Total</b>	<b>179</b>		<b>Total</b>	<b>115</b>	