



FILED ELECTRONICALLY

October 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 September 2024

Dear Chairman Goldner:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the September 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 September 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 9/1/2024 to 9/30/2024
 Total orders in sample: 55

Orders responded to in < 30 minutes for Regular Hours: 40 (73% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsl	Held/Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
9/3/2024	10 13:35 AM	231 CORPORATE DR VET	PORTSMOUTH	NH	Jonathan Crook	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202400006678001		0	17	9/3/2024 10:13	9/3/2024 10:14	9/3/2024 10:20	9/3/2024 10:32	9/3/2024 11:03:33 AM	30	18	Regular Hours	< 30 minutes
9/3/2024	2 17:54 PM	25 LINCOLN ST	SOMERSWORTH	NH	Brandon Wilbur	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	05202400006687001		0	5	9/3/2024 14:18	9/3/2024 14:19	9/3/2024 14:19	9/3/2024 14:24	9/3/2024 4:00:11 PM	95	6	Regular Hours	< 30 minutes
9/4/2024	11:17:23 AM	58 STATE ST 2	PORTSMOUTH	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052024000066914001		1	2	9/4/2024 11:19	9/4/2024 11:22	9/4/2024 11:22	9/4/2024 11:25	9/4/2024 12:03:15 PM	38	7	Regular Hours	< 30 minutes
9/5/2024	7:41:47 AM	10 SCHOOL ST 2FL	ROCHESTER	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052024000067169001		1	16	9/5/2024 7:43	9/5/2024 7:44	9/5/2024 7:44	9/5/2024 8:00	9/5/2024 8:28:47 AM	27	19	Regular Hours	< 30 minutes
9/5/2024	8:35:26 AM	123 RICHARDS AVE	PORTSMOUTH	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052024000067296001		1	12	9/5/2024 8:36	9/5/2024 8:36	9/5/2024 8:37	9/5/2024 8:49	9/5/2024 9:27:10 AM	37	14	Regular Hours	< 30 minutes
9/5/2024	8:49:10 AM	88 PEMBROKE ST FL 1	SEABROOK	NH	Logan Nicolaisen	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052024000067276001		0	10	9/5/2024 9:48	9/5/2024 9:52	9/5/2024 9:54	9/5/2024 10:02	9/5/2024 10:35:55 AM	33	13	Regular Hours	< 30 minutes
9/5/2024	3:07:30 PM	150 SAGE LN LOT 20	PORTSMOUTH	NH	Scott MacNeil	Nicole Clark	1146 - 0	GAS LEAK INSIDE	052024000067448001		0	21	9/5/2024 15:09	9/5/2024 15:08	9/5/2024 15:09	9/5/2024 15:29	9/5/2024 4:00:43 PM	31	22	Regular Hours	< 30 minutes
9/6/2024	2:37:39 PM	800 BELMONT ST C	PORTSMOUTH	NH	Matthew McCarron	Claire Elam	1146 - 0	GAS LEAK INSIDE	052024000067481001		0	0	9/6/2024 14:37	9/6/2024 14:39	9/6/2024 14:39	9/6/2024 14:39	9/6/2024 3:47:56 PM	68	1	Regular Hours	< 30 minutes
9/9/2024	9:08:07 AM	17 JOHNSON AVE	HAMPTON	NH	Scott MacNeil	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	052024000068045001		1	5	9/9/2024 9:07	9/9/2024 9:09	9/9/2024 9:09	9/9/2024 9:15	9/9/2024 10:10:04 AM	54	7	Regular Hours	< 30 minutes
9/9/2024	1:31:40 PM	32 UNION ST	DOVER	NH	John Wiley	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000681807001		0	19	9/9/2024 13:32	9/9/2024 13:37	9/9/2024 13:37	9/9/2024 13:57	9/9/2024 2:50:22 PM	52	25	Regular Hours	< 30 minutes
9/11/2024	3:48:57 PM	13 SALTMARSH AVE	SEABROOK	NH	Scott MacNeil	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000691046001		0	0	9/11/2024 15:49	9/11/2024 15:56	9/11/2024 15:56	9/11/2024 16:01	9/11/2024 4:01:58 PM	5	7	Regular Hours	< 30 minutes
9/12/2024	10:55:20 AM	151 BELWYN AVE	PORTSMOUTH	NH	Matthew McCarron	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	052024000069295001		0	10	9/12/2024 10:55	9/12/2024 10:56	9/12/2024 10:57	9/12/2024 11:07	9/12/2024 12:39:50 PM	92	11	Regular Hours	< 30 minutes
9/13/2024	11:24:08 AM	61 ACADIA LN UNIT 105	EXETER	NH	Jonathan Crook	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000696611001		1	17	9/13/2024 11:25	9/13/2024 11:25	9/13/2024 11:26	9/13/2024 11:43	9/13/2024 12:50:25 PM	67	19	Regular Hours	< 30 minutes
9/13/2024	1:07:21 PM	45 ALLEN ST 8	ROCHESTER	NH	John Wiley	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000696577001		0	6	9/13/2024 13:08	9/13/2024 13:09	9/13/2024 13:10	9/13/2024 13:16	9/13/2024 2:49:27 PM	92	9	Regular Hours	< 30 minutes
9/16/2024	1:43:00 PM	21 RALEIGH WAY	PORTSMOUTH	NH	Scott MacNeil	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000702423001		0	6	9/16/2024 13:43	9/16/2024 13:43	9/16/2024 13:43	9/16/2024 13:50	9/16/2024 2:37:19 PM	46	7	Regular Hours	< 30 minutes
9/16/2024	1:58:42 PM	38 RALEIGH WAY	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000702507001		3	17	9/16/2024 14:01	9/16/2024 14:09	9/16/2024 14:14	9/16/2024 14:26	9/16/2024 2:51:00 PM	24	28	Regular Hours	< 30 minutes
9/16/2024	2:26:45 PM	20 BROWN AVE	HAMPTON	NH	Jonathan Crook	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000702645001		0	10	9/16/2024 14:26	9/16/2024 14:27	9/16/2024 14:29	9/16/2024 14:37	9/16/2024 3:08:12 PM	30	11	Regular Hours	< 30 minutes
9/17/2024	9:54:57 AM	20 FARMINGTON RD	ROCHESTER	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000705871001		1	14	9/17/2024 9:56	9/17/2024 10:00	9/17/2024 10:00	9/17/2024 10:15	9/17/2024 11:09:52 AM	54	20	Regular Hours	< 30 minutes
9/17/2024	1:07:00 PM	1 LONGVIEW DR UNIT 203	ATKINSON	NH	Anthony Beck	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520240000706871001		1	19	9/17/2024 13:08	9/17/2024 13:08	9/17/2024 13:14	9/17/2024 13:28	9/17/2024 2:30:42 PM	62	21	Regular Hours	< 30 minutes
9/17/2024	2:42:52 PM	200 CONCORD WAY	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000707212001		1	13	9/17/2024 14:44	9/17/2024 14:46	9/17/2024 14:46	9/17/2024 15:00	9/17/2024 3:40:14 PM	40	17	Regular Hours	< 30 minutes
9/18/2024	8:17:14 AM	1 SANDPAPER LN	SEABROOK	NH	Logan Nicolaisen	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000706923001		1	18	9/18/2024 8:18	9/18/2024 8:20	9/18/2024 8:20	9/18/2024 8:39	9/18/2024 8:50:07 AM	10	22	Regular Hours	< 30 minutes
9/18/2024	12:22:03 PM	411 MIDDLE ST	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000706999001		0	8	9/18/2024 12:23	9/18/2024 12:27	9/18/2024 12:28	9/18/2024 12:36	9/18/2024 1:27:37 PM	51	14	Regular Hours	< 30 minutes
9/18/2024	3:11:56 PM	42 DUNNS BRIDGE LN	DOVER	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000710355001		0	8	9/18/2024 15:12	9/18/2024 15:14	9/18/2024 15:15	9/18/2024 15:22	9/18/2024 4:04:25 PM	41	10	Regular Hours	< 30 minutes
9/19/2024	10:54:30 AM	10 WINDING DR UNIT 203	ATKINSON	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000711933001		0	5	9/19/2024 10:55	9/19/2024 10:55	9/19/2024 10:55	9/19/2024 11:00	9/19/2024 11:44:43 AM	43	6	Regular Hours	< 30 minutes
9/19/2024	12:54:26 PM	671 WINNACUNNET RD UNIT 15	HAMPTON	NH	Logan Nicolaisen	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000713374001		0	3	9/19/2024 12:55	9/19/2024 12:56	9/19/2024 12:57	9/19/2024 13:00	9/19/2024 1:23:04 PM	23	5	Regular Hours	< 30 minutes
9/19/2024	2:14:40 PM	19 SPRING ST	PORTSMOUTH	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000714650001		1	11	9/19/2024 14:16	9/19/2024 14:16	9/19/2024 14:17	9/19/2024 14:28	9/19/2024 3:42:52 PM	74	14	Regular Hours	< 30 minutes
9/20/2024	11:03:18 AM	19 VILLAGE DR	DOVER	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000716677001		1	18	9/20/2024 11:04	9/20/2024 11:04	9/20/2024 11:04	9/20/2024 11:23	9/20/2024 11:44:05 AM	20	20	Regular Hours	< 30 minutes
9/20/2024	11:09:51 AM	40 CONCORD WAY	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000716845001		1	1	9/20/2024 11:09	9/20/2024 11:21	9/20/2024 11:22	9/20/2024 11:22	9/20/2024 1:23:39 PM	121	2	Regular Hours	< 30 minutes
9/20/2024	11:49:11 AM	32 UNION ST	DOVER	NH	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000716884001		0	18	9/20/2024 11:49	9/20/2024 11:52	9/20/2024 11:52	9/20/2024 12:10	9/20/2024 2:34:29 PM	144	21	Regular Hours	< 30 minutes
9/23/2024	7:36:21 AM	ROCKINGHAM PARK BLVD CENTRAL FOOD COURT	SALEM	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000718399001		0	27	9/23/2024 7:36	9/23/2024 7:39	9/23/2024 7:40	9/23/2024 8:06	9/23/2024 12:32:13 PM	265	30	Regular Hours	< 30 minutes
9/24/2024	9:30:55 AM	53 TANNER ST	PORTSMOUTH	NH	Matthew McCarron	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000720599001		0	10	9/24/2024 9:31	9/24/2024 9:31	9/24/2024 9:32	9/24/2024 9:42	9/24/2024 10:10:21 AM	27	11	Regular Hours	< 30 minutes
9/24/2024	10:40:58 AM	18 RENAISSANCE CIR	SALEM	NH	Alexander Aro	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000725367001		0	13	9/24/2024 10:41	9/24/2024 10:45	9/24/2024 10:45	9/24/2024 10:59	9/24/2024 11:48:30 AM	49	18	Regular Hours	< 30 minutes
9/24/2024	12:06:02 PM	9 WATER ST UNIT 1	EXETER	NH	Logan Nicolaisen	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	052024000072780001		0	18	9/24/2024 12:06	9/24/2024 12:07	9/24/2024 12:08	9/24/2024 12:26	9/24/2024 1:16:05 PM	49	20	Regular Hours	< 30 minutes
9/25/2024	9:15:04 AM	47 SOUTH ST B	SOMERSWORTH	NH	Brandon Wilbur	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000727806001		0	16	9/25/2024 9:15	9/25/2024 9:16	9/25/2024 9:16	9/25/2024 9:32	9/25/2024 10:03:07 AM	40	17	Regular Hours	< 30 minutes
9/25/2024	11:13:09 AM	62 ORCHARD ST	PORTSMOUTH	NH	Scott MacNeil	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052024000072831001		0	16	9/25/2024 11:13	9/25/2024 11:13	9/25/2024 11:14	9/25/2024 11:30	9/25/2024 1:05:43 PM	95	17	Regular Hours	< 30 minutes
9/25/2024	11:56:18 AM	111 WILLARD AVE	PORTSMOUTH	NH	Scott MacNeil	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000728515001		0	2	9/25/2024 11:56	9/25/2024 11:56	9/25/2024 11:57	9/25/2024 11:59	9/25/2024 1:20:12 PM	80	3	Regular Hours	< 30 minutes
9/26/2024	1:30:52 PM	30 CHARTER ST 6	EXETER	NH	Alexander Aro	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000732573001		1	22	9/26/2024 13:32	9/26/2024 13:32	9/26/2024 13:32	9/26/2024 1:54	9/26/2024 2:34:40 PM	39	24	Regular Hours	< 30 minutes
9/27/2024	3:40:58 PM	39 INDUSTRIAL WAY	SALEM	NH	Troy Kimball	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000735555001		0	16	9/27/2024 16:41	9/27/2024 16:43	9/27/2024 16:44	9/27/2024 16:02	9/27/2024 4:52:50 PM	50	21	Regular Hours	< 30 minutes
9/30/2024	10:59:47 AM	28 GLADE PATH	HAMPTON	NH	Jonathan Crook	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000741294001		1	9	9/30/2024 11:01	9/30/2024 11:01	9/30/2024 11:02	9/30/2024 11:11	9/30/2024 12:21:47 PM	70	11	Regular Hours	< 30 minutes
9/30/2024	1:30:33 PM	23 CULLEN WAY	EXETER	NH	Jonathan Crook	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000741955001		0	21	9/30/2024 13:31	9/30/2024 13:38	9/30/2024 13:38	9/30/2024 13:59	9/30/2024 3:00:19 PM	61	28	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 8 (15% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsl	Held/Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
9/6/2024	4:50:41 PM	20 FARMINGTON RD	ROCHESTER	NH	Kevin Ruel	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	052												

Emergency Response Times
 NU New Hampshire work orders from 9/1/2024 to 9/30/2024
 Total orders in sample: 55

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 5 (9% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsl	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
9/8/2024	11:56:57 AM	26 SPRUCE ST	EXETER	NH	Jonathan Crook	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000678397001		1	22	9/8/2024 11:58	9/8/2024 12:03	9/8/2024 12:03	9/8/2024 12:25	9/8/2024	1:26:32 PM	61	28	Weekend/Holiday Hours	< 30 minutes
9/8/2024	5:15:34 PM	181 FRONT ST 1	EXETER	NH	Jonathan Crook	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000678467001		1	25	9/8/2024 17:16	9/8/2024 17:17	9/8/2024 17:21	9/8/2024 17:42	9/8/2024	6:07:22 PM	24	26	Weekend/Holiday Hours	< 30 minutes
9/14/2024	7:31:38 AM	1 KANE ST	PORTSMOUTH	NH	Logan Nicolaisen	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0520240000697659001		1	18	9/14/2024 7:32	9/14/2024 7:33	9/14/2024 7:39	9/14/2024 7:52	9/14/2024	8:18:01 AM	25	20	Weekend/Holiday Hours	< 30 minutes
9/15/2024	6:55:57 PM	23 EVERETT ST UNIT 3	DOVER	NH	Lance Keelby	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000697915001		0	7	9/15/2024 18:56	9/15/2024 19:02	9/15/2024 19:02	9/15/2024 19:09	9/15/2024	7:30:06 PM	20	13	Weekend/Holiday Hours	< 30 minutes
9/21/2024	12:19:51 AM	5 PARTRIDGE GREEN WAY 4 HOUSE	ROCHESTER	NH	Robert Pettigrew	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520240000717920001		1	0	9/21/2024 0:21	9/21/2024 0:24	9/21/2024 0:24	9/21/2024 0:24	9/21/2024	12:50:19 AM	25	4	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes for Regular Hours: 1 (2% of total records returned.)																						
9/27/2024	2:08:07 PM	20 SHERMAN ST	GONIC	NH	Kevin Rust	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000735188001		0	23	9/27/2024 14:08	9/27/2024 14:17	9/27/2024 14:19	9/27/2024 14:40	9/27/2024	2:54:26 PM	14	32	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 0 (% of total records returned.)																						
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)																						
9/8/2024	3:20:21 PM	81 SPINNAKER WAY	PORTSMOUTH	NH	Jonathan Crook	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000678435001		1	32	9/8/2024 15:21	9/8/2024 15:26	9/8/2024 15:26	9/8/2024 15:59	9/8/2024	5:21:01 PM	81	38	Weekend/Holiday Hours	31-45 Minutes
Orders responded to in 46-60 Minutes for Regular Hours: 0 (% of total records returned.)																						
Orders responded to in 46-60 Minutes for After Hours: 0 (% of total records returned.)																						
Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																						
Orders responded to in 61-75 Minutes for Regular Hours: 0 (% of total records returned.)																						
Orders responded to in 61-75 Minutes for After Hours: 0 (% of total records returned.)																						
Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																						
Orders responded to in > 75 Minutes for Regular Hours: 0 (% of total records returned.)																						
Orders responded to in > 75 Minutes for After Hours: 0 (% of total records returned.)																						
Orders responded to in > 75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																						

Emergency Response Times
 NU New Hampshire work orders from 9/1/2024 to 9/30/2024
 Total orders in sample: 55

Sep-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
15	24	44%	15	20	49%	15	2	25%	15	2	33%
30	29	96%	30	20	98%	30	6	100%	30	3	83%
45	2	100%	45	1	100%	45	0	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%
Total	55		Total	41		Total	8		Total	6	

Aug-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
15	15	31%	15	13	48%	15	2	13%	15	0	0%
30	27	88%	30	13	96%	30	10	80%	30	4	67%
45	6	100%	45	1	100%	45	3	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%
Total	48		Total	27		Total	15		Total	6	

Jul-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
15	14	30%	15	12	44%	15	2	13%	15	0	0%
30	29	93%	30	15	100%	30	12	93%	30	2	50%
45	3	100%	45	0	100%	45	1	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%
Total	46		Total	27		Total	15		Total	4	

Emergency Response Times
 NU New Hampshire work orders from 9/1/2024 to 9/30/2024
 Total orders in sample: 55

Jun-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
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%
Total	63		Total	40		Total	18		Total	5	

May-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
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%
Total	53		Total	36		Total	6		Total	11	

Apr-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
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%
Total	60		Total	33		Total	13		Total	14	

Emergency Response Times
 NU New Hampshire work orders from 9/1/2024 to 9/30/2024
 Total orders in sample: 55

Mar-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
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%
Total	57		Total	31		Total	18		Total	8	

Feb-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
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%
Total	68		Total	44		Total	16		Total	8	

Jan-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>	<i>Bin</i>	<i>Frequenc</i>	<i>Cumulati</i>
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%
Total	71		Total	42		Total	19		Total	10	

Emergency Response Times
 NU New Hampshire work orders from 9/1/2024 to 9/30/2024
 Total orders in sample: 55

Dec-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %
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%
Total	73		Total	43		Total	21		Total	9	

Nov-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %
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%
Total	81		Total	56		Total	14		Total	11	

Oct-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %
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%
Total	76		Total	50		Total	13		Total	13	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %	Bin	Frequenc y	Cumulati ve %
15	283	38%	15	231	49%	15	32	18%	15	20	19%
30	408	92%	30	223	97%	30	123	88%	30	62	78%
45	59	100%	45	15	100%	45	21	100%	45	23	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	751		Total	470		Total	176		Total	105	