



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

March 9, 2016

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 February 2016

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the February 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 February 2016 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 9 of the Report.

The company’s response time exceeded the 75 minutes in 1 instance for the month of February. The explanation for this instance is shown below.

- 1) On February 14, 2016 the company responded to 1 instance over the 75 minute response time. Field Service Dispatch paged the technician at 9:52 and then was distracted by other emergency calls. Follow up call to technician did not occur until 10:43. Technician was able to respond by 11:12 resulting in a response over 75 minutes.

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

Respectfully submitted,

George H. Simmons Jr/E

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Enclosure

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