



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

September 11, 2018

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 August 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the August 2018 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 August 2018 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 any additional information.

Respectfully submitted,

***George H. Simmons Jr/E***

George H. Simmons Jr.

Enclosure

cc: Christopher LeBlanc, USC

George H. Simmons Jr.  
Manager - Regulatory Services

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Hampton, NH 03842

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Emergency Response Times

NU New Hampshire work orders from 8/1/2018 to 8/31/2018

Total orders in sample: 57

Orders responded to in < 30 minutes for Regular Hours: 33 (58% 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		
8/1/2018	9:02:33 AM	5 CENTRAL AVE	PORTSMOUTH	NH	David Perreault	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	05201800055285001		0	11	8/1/2018 9:02	8/1/2018 9:03	8/1/2018 9:06	8/1/2018 9:15	8/1/2018	11:13:18 AM	118	12	Regular Hours	< 30 minutes
8/1/2018	9:49:35 AM	7 WELLSWEEP CIR	ROCHESTER	NH	Kevin Clifford	William Jones	1147 - 0	GAS LEAK OUTSIDE	05201800055299501		0	21	8/1/2018 9:50	8/1/2018 9:54	8/1/2018 9:56	8/1/2018 10:16	8/1/2018	12:07:46 PM	111	26	Regular Hours	< 30 minutes
8/1/2018	1:46:46 PM	222 PLEASANT ST REAR	PORTSMOUTH	NH	Robert Pettigrew	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000555045001		0	7	8/1/2018 13:47	8/1/2018 13:47	8/1/2018 13:48	8/1/2018 13:55	8/1/2018	3:34:20 PM	99	8	Regular Hours	< 30 minutes
8/2/2018	11:46:41 AM	639 MAPLEWOOD AVE	PORTSMOUTH	NH	Jeffrey Croteau	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	052018000557604001		0	12	8/2/2018 11:46	8/2/2018 11:47	8/2/2018 11:49	8/2/2018 12:00	8/2/2018	1:42:10 PM	102	13	Regular Hours	< 30 minutes
8/3/2018	1:32:45 PM	32 MAIN ST UNIT 6	DURHAM	NH	Kevin Clifford	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	052018000556254001		0	21	8/3/2018 13:33	8/3/2018 13:36	8/3/2018 13:37	8/3/2018 13:58	8/3/2018	3:05:20 PM	88	25	Regular Hours	< 30 minutes
8/3/2018	2:27:19 PM	11 BLAKE LN	HAMPTON	NH	Lance Keely	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000556364001		4	9	8/3/2018 14:32	8/3/2018 14:33	8/3/2018 14:35	8/3/2018 14:42	8/3/2018	4:07:18 PM	84	15	Regular Hours	< 30 minutes
8/3/2018	3:33:42 PM	50 STRATFORD AVE SIDE WOOD	DURHAM	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000552863001		0	15	8/3/2018 15:33	8/3/2018 15:36	8/3/2018 15:37	8/3/2018 15:52	8/3/2018	5:54:24 PM	122	18	Regular Hours	< 30 minutes
8/8/2018	10:26:17 AM	289 PORTSMOUTH AVE FL 2	SEABROOK	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000558448001		0	16	8/8/2018 10:26	8/8/2018 10:30	8/8/2018 10:31	8/8/2018 10:47	8/8/2018	12:40:48 PM	112	21	Regular Hours	< 30 minutes
8/9/2018	12:51:18 PM	109 KINGS HWY	HAMPTON	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000559693001		1	23	8/9/2018 12:52	8/9/2018 12:52	8/9/2018 12:58	8/9/2018 13:15	8/9/2018	3:08:16 PM	110	24	Regular Hours	< 30 minutes
8/9/2018	3:32:08 PM	26 BROAD ST	ROCHESTER	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000559563001		0	14	8/9/2018 15:32	8/9/2018 15:35	8/9/2018 15:36	8/9/2018 15:49	8/9/2018	4:27:35 PM	38	17	Regular Hours	< 30 minutes
8/9/2018	8:38:23 AM	278 LAFAYETTE RD #4	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000570878001		0	11	8/9/2018 8:38	8/9/2018 8:41	8/9/2018 8:43	8/9/2018 8:53	8/9/2018	9:50:26 AM	57	14	Regular Hours	< 30 minutes
8/9/2018	11:41:36 AM	25 ADAMS AVE	ROCHESTER	NH	David Perreault	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	052018000557764001		0	28	8/9/2018 11:41	8/9/2018 11:42	8/9/2018 11:42	8/9/2018 12:10	8/9/2018	1:49:51 PM	99	28	Regular Hours	< 30 minutes
8/9/2018	2:21:49 PM	24 SUZANNE DR	PORTSMOUTH	NH	Kevin Clifford	David Martinage	1146 - 0	GAS LEAK INSIDE	052018000574819001		0	12	8/9/2018 14:21	8/9/2018 14:24	8/9/2018 14:24	8/9/2018 14:36	8/9/2018	3:27:48 PM	51	14	Regular Hours	< 30 minutes
8/10/2018	2:08:40 PM	12 EAGLES NEST RDG	SALEM	NH	Troy Kimball	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000557785001		0	6	8/10/2018 14:09	8/10/2018 14:10	8/10/2018 14:11	8/10/2018 14:17	8/10/2018	3:23:14 PM	65	8	Regular Hours	< 30 minutes
8/14/2018	8:43:07 AM	43 WOODLAND GRN	ROCHESTER	NH	David Perreault	Michael Talis	1146 - 0	GAS LEAK INSIDE	052018000583437001		0	1	8/14/2018 9:43	8/14/2018 9:44	8/14/2018 9:45	8/14/2018 9:46	8/14/2018	12:20:27 PM	154	3	Regular Hours	< 30 minutes
8/14/2018	1:16:40 PM	30 FOX RUN RD	NEWINGTON	NH	Jeffrey Croteau	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000584305001		0	14	8/14/2018 13:16	8/14/2018 13:17	8/14/2018 13:21	8/14/2018 13:32	8/14/2018	3:46:41 PM	134	15	Regular Hours	< 30 minutes
8/15/2018	9:58:11 AM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	Robert Pettigrew	Michael Talis	9100 - 0	T.C GAS LEAK OUTSIDE	052018000586413001		0	13	8/15/2018 9:58	8/15/2018 9:58	8/15/2018 10:01	8/15/2018 10:12	8/15/2018	12:18:07 PM	125	14	Regular Hours	< 30 minutes
8/15/2018	10:58:20 AM	20 BAKER ST FL 2	DOVER	NH	David Perreault	David Martinage	1147 - 0	GAS LEAK OUTSIDE	052018000586561001		0	20	8/15/2018 10:58	8/15/2018 11:04	8/15/2018 11:05	8/15/2018 11:24	8/15/2018	1:45:50 PM	141	26	Regular Hours	< 30 minutes
8/16/2018	11:01:02 AM	700 CENTRAL ST HOUSE BLDG 1	SALEM	NH	Anthony Beck	David Martinage	1147 - 0	GAS LEAK OUTSIDE	052018000586700001		0	23	8/16/2018 11:01	8/16/2018 11:03	8/16/2018 11:06	8/16/2018 11:27	8/16/2018	1:18:20 PM	111	26	Regular Hours	< 30 minutes
8/17/2018	11:54:40 AM	12 BRUCE ST	HAMPTON	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052018000592276001		0	9	8/17/2018 11:54	8/17/2018 11:56	8/17/2018 11:56	8/17/2018 12:05	8/17/2018	1:13:08 PM	67	11	Regular Hours	< 30 minutes
8/17/2018	11:56:22 AM	18 MONROE ST	PORTSMOUTH	NH	John Wiley	David Martinage	1146 - 0	GAS LEAK INSIDE	052018000592279001		0	7	8/17/2018 11:56	8/17/2018 11:57	8/17/2018 11:57	8/17/2018 12:04	8/17/2018	12:42:29 PM	37	8	Regular Hours	< 30 minutes
8/20/2018	8:30:32 AM	41 PARK AVE	GREENLAND	NH	Daniel Latorune	David Martinage	1147 - 0	GAS LEAK OUTSIDE	052018000595263001		0	13	8/20/2018 8:30	8/20/2018 8:35	8/20/2018 8:36	8/20/2018 8:49	8/20/2018	10:44:54 AM	115	18	Regular Hours	< 30 minutes
8/20/2018	9:15:41 AM	42 ASH ST	DOVER	NH	Robert Pettigrew	David Martinage	1147 - 0	GAS LEAK OUTSIDE	05201800059537001		0	16	8/20/2018 9:16	8/20/2018 9:18	8/20/2018 9:19	8/20/2018 9:34	8/20/2018	10:43:33 AM	68	16	Regular Hours	< 30 minutes
8/20/2018	2:45:13 PM	19 HOHLAND AVE REAR	HAMPTON	NH	Anthony Beck	David Martinage	1146 - 0	GAS LEAK INSIDE	052018000599422001		0	22	8/20/2018 14:45	8/20/2018 14:47	8/20/2018 14:49	8/20/2018 15:10	8/20/2018	3:48:14 PM	37	25	Regular Hours	< 30 minutes
8/21/2018	3:18:27 PM	50 RIVER ST	SEABROOK	NH	John Wiley	William Jones	1146 - 0	GAS LEAK INSIDE	052018000602452001		0	2	8/21/2018 15:18	8/21/2018 15:21	8/21/2018 15:21	8/21/2018 15:23	8/21/2018	3:52:01 PM	28	5	Regular Hours	< 30 minutes
8/23/2018	8:28:40 AM	31 NORMAN RD	SEABROOK	NH	Daniel Latorune	William Jones	1146 - 0	GAS LEAK INSIDE	052018000607812001		0	17	8/23/2018 8:30	8/23/2018 8:29	8/23/2018 8:29	8/23/2018 8:47	8/23/2018	9:01:38 AM	14	17	Regular Hours	< 30 minutes
8/23/2018	9:01:43 AM	132 MIDDLE ST MASTER	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	1146 - 0	GAS LEAK INSIDE	052018000607882001		0	10	8/23/2018 9:02	8/23/2018 9:02	8/23/2018 9:03	8/23/2018 9:13	8/23/2018	9:42:53 AM	29	11	Regular Hours	< 30 minutes
8/24/2018	1:39:43 PM	2 BROOK WAY	DURHAM	NH	David Perreault	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000612786001		0	21	8/24/2018 13:39	8/24/2018 13:44	8/24/2018 13:45	8/24/2018 14:05	8/24/2018	5:03:03 PM	177	26	Regular Hours	< 30 minutes
8/27/2018	7:44:23 AM	111 PARROT AVE	PORTSMOUTH	NH	Daniel Latorune	William Jones	1147 - 0	GAS LEAK OUTSIDE	052018000614080001		0	13	8/27/2018 7:45	8/27/2018 7:44	8/27/2018 7:45	8/27/2018 7:58	8/27/2018	9:32:17 AM	93	14	Regular Hours	< 30 minutes
8/27/2018	11:40:28 AM	50 BROOKSIDE DR APT A6	EXETER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	052018000614328001		0	9	8/27/2018 11:41	8/27/2018 11:41	8/27/2018 11:41	8/27/2018 11:51	8/27/2018	12:20:33 PM	29	10	Regular Hours	< 30 minutes
8/29/2018	2:39:08 PM	51 RIDGEWOOD DR	ATKINSON	NH	Anthony Beck	William Jones	1146 - 0	GAS LEAK INSIDE	052018000642510001		0	15	8/29/2018 14:41	8/29/2018 14:41	8/29/2018 14:44	8/29/2018 14:56	8/29/2018	3:34:05 PM	37	17	Regular Hours	< 30 minutes
8/30/2018	11:21:23 AM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100 - 0	T.C GAS LEAK OUTSIDE	052018000626090001		0	14	8/30/2018 11:21	8/30/2018 11:24	8/30/2018 11:24	8/30/2018 11:38	8/30/2018	2:09:33 PM	151	16	Regular Hours	< 30 minutes
8/31/2018	2:10:17 PM	394 HIGH ST UP	SOMERSWORTH	NH	David Perreault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052018000629050001		0	12	8/31/2018 14:10	8/31/2018 14:15	8/31/2018 14:16	8/31/2018 14:28	8/31/2018	3:29:30 PM	61	17	Regular Hours	< 30 minutes

Emergency Response Times

NU New Hampshire work orders from 8/1/2018 to 8/31/2018

Total orders in sample: 57

**Orders responded to in < 30 minutes for After Hours: 7 (12% 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	
8/3/2018	7:23:38 PM 143 DANIEL ST	PORTSMOUTH	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000563272001		1	25	8/3/2018 19:24	8/3/2018 19:25	8/3/2018 19:25	8/3/2018 19:51	8/3/2018	8:20:48 PM	29	27	After Hours	< 30 minutes
8/9/2018	6:42:33 PM 69 WINTER ST FL 1	EXETER	NH	Lance Keely	William Jones	1146 - 0	GAS LEAK INSIDE	0520180000576239001		0	22	8/9/2018 18:42	8/9/2018 18:43	8/9/2018 18:43	8/9/2018 19:06	8/9/2018	7:50:19 PM	44	23	After Hours	< 30 minutes
8/13/2018	6:18:13 PM 7 BALSAM CT	ATKINSON	NH	Kurt House	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000582151001		0	8	8/13/2018 18:18	8/13/2018 18:35	8/13/2018 18:35	8/13/2018 18:43	8/13/2018	7:05:36 PM	22	25	After Hours	< 30 minutes
8/20/2018	4:18:51 PM 80 HIGH ST	SOMERSWORTH	NH	John Wiley	David Martinege	1147 - 0	GAS LEAK OUTSIDE	0520180000599635001		0	18	8/20/2018 16:19	8/20/2018 16:19	8/20/2018 16:20	8/20/2018 16:38	8/20/2018	5:41:37 PM	63	19	After Hours	< 30 minutes
8/22/2018	5:35:09 PM 216 SPRINGBROOK CIR	PORTSMOUTH	NH	Lance Keely	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000607067001		0	25	8/22/2018 17:35	8/22/2018 17:36	8/22/2018 17:38	8/22/2018 18:01	8/22/2018	6:35:08 PM	33	26	After Hours	< 30 minutes
8/23/2018	6:32:18 PM 125 AVIATION AVE 3 RIG	PORTSMOUTH	NH	John Wiley	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000610478001		0	19	8/23/2018 18:32	8/23/2018 18:33	8/23/2018 18:33	8/23/2018 18:52	8/23/2018	8:06:16 PM	73	20	After Hours	< 30 minutes
8/24/2018	4:45:00 PM 51 ISLINGTON ST UNIT 201	PORTSMOUTH	NH	Anthony Beck	David Martinege	1146 - 0	GAS LEAK INSIDE	0520180000613209001		0	24	8/24/2018 16:45	8/24/2018 16:47	8/24/2018 16:47	8/24/2018 17:12	8/24/2018	5:31:26 PM	19	27	After Hours	< 30 minutes

**Orders responded to in < 30 minutes for Weekend/Holiday Hours: 11 (19% 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	
8/4/2018	8:32:18 AM 1460 GREENLAND RD	GREENLAND	NH	Connor Arsenault	Rene Bortolozzi	1147 - 0	GAS LEAK OUTSIDE	0520180000583403001		0	14	8/4/2018 8:32	8/4/2018 8:34	8/4/2018 8:38	8/4/2018 8:49	8/4/2018	11:21:02 AM	151	17	Weekend/Holiday Hours	< 30 minutes
8/4/2018	4:54:39 PM 71 WASHINGTON ST	ROCHESTER	NH	Connor Arsenault	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520180000583596001		0	14	8/4/2018 16:55	8/4/2018 16:55	8/4/2018 16:55	8/4/2018 17:10	8/4/2018	5:27:44 PM	17	15	Weekend/Holiday Hours	< 30 minutes
8/4/2018	5:45:11 PM 26 ASHWORTH AVE	HAMPTON	NH	Connor Arsenault	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000583700001		0	20	8/4/2018 17:45	8/4/2018 17:45	8/4/2018 17:46	8/4/2018 18:05	8/4/2018	7:02:20 PM	56	20	Weekend/Holiday Hours	< 30 minutes
8/12/2018	1:16:22 PM 237 MILL RD	HAMPTON	NH	Connor Arsenault	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520180000578887001		1	7	8/12/2018 13:18	8/12/2018 13:25	8/12/2018 13:26	8/12/2018 13:33	8/12/2018	1:51:02 PM	17	16	Weekend/Holiday Hours	< 30 minutes
8/12/2018	5:00:18 PM 3 DODGE ST	ROCHESTER	NH	Kevin Ruel	Rene Bortolozzi	1147 - 0	GAS LEAK OUTSIDE	0520180000578909001		0	19	8/12/2018 17:00	8/12/2018 17:09	8/12/2018 17:10	8/12/2018 17:29	8/12/2018	6:25:11 PM	55	29	Weekend/Holiday Hours	< 30 minutes
8/19/2018	9:44:27 AM 227 PARK ST	PORTSMOUTH	NH	Robert Pettigrew	Rene Bortolozzi	1146 - 0	GAS LEAK INSIDE	0520180000594183001		0	7	8/19/2018 9:45	8/19/2018 9:45	8/19/2018 9:46	8/19/2018 9:53	8/19/2018	10:20:47 AM	27	8	Weekend/Holiday Hours	< 30 minutes
8/25/2018	10:32:07 AM 70 HERITAGE AVE B	PORTSMOUTH	NH	Robert Pettigrew	Rene Bortolozzi	1147 - 0	GAS LEAK OUTSIDE	0520180000613568001		0	12	8/25/2018 10:32	8/25/2018 10:33	8/25/2018 10:34	8/25/2018 10:45	8/25/2018	12:20:04 PM	94	13	Weekend/Holiday Hours	< 30 minutes
8/25/2018	4:31:15 PM 81 TROUBLE CALL WAY	PORTSMOUTH	NH	Lance Keely	Scott Lacouture	9100 - 0	T/C GAS LEAK OUTSIDE	0520180000613781001		1	13	8/25/2018 16:32	8/25/2018 16:37	8/25/2018 16:38	8/25/2018 16:51	8/25/2018	6:04:10 PM	72	20	Weekend/Holiday Hours	< 30 minutes
8/25/2018	8:48:10 PM 47 SILVER BROOK RD	SALEM	NH	Troy Kimball	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520180000613808001		1	19	8/25/2018 20:49	8/25/2018 20:56	8/25/2018 20:57	8/25/2018 21:16	8/25/2018	9:52:43 PM	36	28	Weekend/Holiday Hours	< 30 minutes
8/26/2018	11:29:50 AM 26 MAPLE ST	DOVER	NH	Lance Keely	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520180000613880001		2	8	8/26/2018 11:31	8/26/2018 11:40	8/26/2018 11:40	8/26/2018 11:48	8/26/2018	1:15:57 PM	87	19	Weekend/Holiday Hours	< 30 minutes
8/26/2018	3:20:43 PM 2 BROOK WAY	DURHAM	NH	Lance Keely	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520180000613906001		0	16	8/26/2018 15:21	8/26/2018 15:23	8/26/2018 15:23	8/26/2018 15:39	8/26/2018	4:29:12 PM	49	18	Weekend/Holiday Hours	< 30 minutes

**Orders responded to in 31-45 Minutes for Regular Hours: 3 (5% 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	
8/24/2018	7:30:19 AM 90 STRAFFORD AVE SIDE WOOD	DURHAM	NH	David Perreault	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000610594001		7	27	8/24/2018 7:37	8/24/2018 7:43	8/24/2018 7:44	8/24/2018 8:11	8/24/2018	12:21:37 PM	250	40	Regular Hours	31-45 Minutes
8/27/2018	2:13:25 PM 881 LAFAYETTE RD G H	HAMPTON	NH	David Perreault	Lynne Copp	1146 - 0	GAS LEAK OUTSIDE	0520180000610740001		0	0	8/27/2018 14:13	8/27/2018 14:45	8/27/2018 14:45	8/27/2018 14:45	8/27/2018	3:03:13 PM	17	32	Regular Hours	31-45 Minutes
8/29/2018	10:24:13 AM 30 SPINNAKER WAY HSE FLD	PORTSMOUTH	NH	Robert Pettigrew	William Jones	1147 - 0	GAS LEAK OUTSIDE	0520180000623372001		0	26	8/29/2018 10:24	8/29/2018 10:28	8/29/2018 10:40	8/29/2018 10:55	8/29/2018	1:09:50 PM	134	31	Regular Hours	31-45 Minutes

**Orders responded to in 31-45 Minutes for After Hours: 1 (2% 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	
8/27/2018	6:05:08 PM 164 BLUE HERON DR	PORTSMOUTH	NH	David Perreault	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000617496001		0	32	8/27/2018 18:05	8/27/2018 18:05	8/27/2018 18:08	8/27/2018 18:38	8/27/2018	7:10:30 PM	32	33	After Hours	31-45 Minutes

**Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (2% 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	
8/11/2018	12:47:56 PM 12 EAGLES NEST RDG	SALEM	NH	Kurt House	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520180000578703001		0	22	8/11/2018 12:48	8/11/2018 12:57	8/11/2018 12:57	8/11/2018 13:19	8/11/2018	2:35:41 PM	76	31	Weekend/Holiday Hours	31-45 Minutes

**Orders responded to in 46-60 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
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**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
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**Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 1 (2% 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	
8/4/2018	6:12:30 PM 169 OCEAN BLVD	HAMPTON	NH	Connor Arsenault	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520180000583590001		2	5	8/4/2018 18:15	8/4/2018 18:56	8/4/2018 19:02	8/4/2018 19:02	8/4/2018	7:58:43 PM	56	49	Weekend/Holiday Hours	46-60 Minutes

**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
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**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
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**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
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**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
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**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
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**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
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Emergency Response Times

NU New Hampshire work orders from 8/1/2018 to 8/31/2018

Total orders in sample: 57

**Aug-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	33%	15	16	44%	15	0	0%	15	3	23%
30	32	89%	30	17	92%	30	7	88%	30	8	85%
45	5	98%	45	3	100%	45	1	100%	45	1	92%
60	1	100%	60	0	100%	60	0	100%	60	1	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>36</b>		<b>Total</b>	<b>8</b>		<b>Total</b>	<b>13</b>	

**Jul-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	45%	15	11	46%	15	7	50%	15	5	38%
30	22	88%	30	13	100%	30	5	86%	30	4	69%
45	5	98%	45	0	100%	45	1	93%	45	4	100%
60	1	100%	60	0	100%	60	1	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>51</b>		<b>Total</b>	<b>24</b>		<b>Total</b>	<b>14</b>		<b>Total</b>	<b>13</b>	

**Jun-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	12	20%	15	8	23%	15	3	25%	15	1	8%
30	36	80%	30	21	83%	30	8	92%	30	7	62%
45	11	98%	45	5	97%	45	1	100%	45	5	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>60</b>		<b>Total</b>	<b>35</b>		<b>Total</b>	<b>12</b>		<b>Total</b>	<b>13</b>	

Emergency Response Times

NU New Hampshire work orders from 8/1/2018 to 8/31/2018

Total orders in sample: 57

**May-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	40%	15	18	44%	15	4	29%	15	3	38%
30	28	84%	30	19	90%	30	6	71%	30	3	75%
45	8	97%	45	3	98%	45	3	93%	45	2	100%
60	2	100%	60	1	100%	60	1	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>41</b>		<b>Total</b>	<b>14</b>		<b>Total</b>	<b>8</b>	

**Apr-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	17	38%	15	14	52%	15	1	14%	15	2	18%
30	22	87%	30	10	89%	30	4	71%	30	8	91%
45	6	100%	45	3	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>45</b>		<b>Total</b>	<b>27</b>		<b>Total</b>	<b>7</b>		<b>Total</b>	<b>11</b>	

**Mar-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	20	41%	15	15	63%	15	2	13%	15	3	33%
30	24	90%	30	8	96%	30	10	75%	30	6	100%
45	4	98%	45	1	100%	45	3	94%	45	0	100%
60	1	100%	60	0	100%	60	1	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>49</b>		<b>Total</b>	<b>24</b>		<b>Total</b>	<b>16</b>		<b>Total</b>	<b>9</b>	

Emergency Response Times

NU New Hampshire work orders from 8/1/2018 to 8/31/2018

Total orders in sample: 57

**Feb-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	42%	15	14	52%	15	5	29%	15	3	33%
30	23	85%	30	12	96%	30	7	71%	30	4	78%
45	7	98%	45	1	100%	45	4	94%	45	2	100%
60	1	100%	60	0	100%	60	1	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>27</b>		<b>Total</b>	<b>17</b>		<b>Total</b>	<b>9</b>	

**Jan-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	37%	15	24	43%	15	10	28%	15	4	36%
30	49	84%	30	27	91%	30	18	78%	30	4	73%
45	15	99%	45	5	100%	45	7	97%	45	3	100%
60	1	100%	60	0	100%	60	1	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>103</b>		<b>Total</b>	<b>56</b>		<b>Total</b>	<b>36</b>		<b>Total</b>	<b>11</b>	

**Dec-17**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	32%	15	15	38%	15	8	40%	15	2	11%
30	37	78%	30	20	88%	30	9	85%	30	8	53%
45	14	96%	45	5	100%	45	2	95%	45	7	89%
60	2	99%	60	0	100%	60	0	95%	60	2	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
<b>Total</b>	<b>79</b>		<b>Total</b>	<b>40</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>19</b>	

Emergency Response Times

NU New Hampshire work orders from 8/1/2018 to 8/31/2018

Total orders in sample: 57

**Nov-17**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	32%	15	18	36%	15	4	24%	15	5	29%
30	51	93%	30	31	98%	30	10	82%	30	10	88%
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%
<b>Total</b>	<b>84</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>17</b>		<b>Total</b>	<b>17</b>	

**Oct-17**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	38%	15	22	44%	15	6	43%	15	3	18%
30	43	91%	30	26	96%	30	7	93%	30	10	76%
45	7	100%	45	2	100%	45	1	100%	45	4	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>50</b>		<b>Total</b>	<b>14</b>		<b>Total</b>	<b>17</b>	

**Sep-17**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	40%	15	14	56%	15	3	33%	15	2	15%
30	24	91%	30	11	100%	30	6	100%	30	7	69%
45	4	100%	45	0	100%	45	0	100%	45	4	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>47</b>		<b>Total</b>	<b>25</b>		<b>Total</b>	<b>9</b>		<b>Total</b>	<b>13</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	278	36%	15	189	43%	15	53	29%	15	36	24%
30	391	87%	30	215	93%	30	97	82%	30	79	75%
45	92	99%	45	29	100%	45	28	97%	45	35	98%
60	10	100%	60	2	100%	60	5	99%	60	3	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
<b>Total</b>	<b>772</b>		<b>Total</b>	<b>435</b>		<b>Total</b>	<b>184</b>		<b>Total</b>	<b>153</b>	