



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

October 8, 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 September 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the September 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 September 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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Emergency Response Times

NU New Hampshire work orders from 9/1/2018 to 9/30/2018

Total orders in sample: 90

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	Reponse Category	
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: 2 (2% of total records returned.)																					
9/30/2018	11:08:20 AM	72 MOORING DR	HAMPTON	NH	Jeffrey Croteau	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520180000694599001		0	38	9/30/2018 11:08	9/30/2018 11:16	9/30/2018 11:17	9/30/2018 11:55	9/30/2018 1:19:43 PM	84	46	Weekend/Holiday Hours	46-60 Minutes
9/30/2018	6:06:57 PM	2 RIVERWOODS DR	EXETER	NH	Jeffrey Croteau	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	0520180000694633001		0	43	9/30/2018 18:07	9/30/2018 18:17	9/30/2018 18:17	9/30/2018 19:00	9/30/2018 8:03:41 PM	63	53	Weekend/Holiday Hours	46-60 Minutes
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 9/1/2018 to 9/30/2018  
 Total orders in sample: 90

**Sep-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative	Bin	Frequency	Cumulative	Bin	Frequency	Cumulative	Bin	Frequency	Cumulative
15	35	39%	15	17	50%	15	10	56%	15	8	21%
30	38	81%	30	16	97%	30	4	78%	30	18	68%
45	15	98%	45	1	100%	45	4	100%	45	10	95%
60	2	100%	60	0	100%	60	0	100%	60	2	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>90</b>		<b>Total</b>	<b>34</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>38</b>	

**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>	

**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>	

Emergency Response Times

NU New Hampshire work orders from 9/1/2018 to 9/30/2018

Total orders in sample: 90

**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>	

**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>	

Emergency Response Times

NU New Hampshire work orders from 9/1/2018 to 9/30/2018

Total orders in sample: 90

**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>	

**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>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative	Bin	Frequency	Cumulative	Bin	Frequency	Cumulative	Bin	Frequency	Cumulative
15	294	36%	15	192	43%	15	60	31%	15	42	24%
30	405	86%	30	220	93%	30	95	80%	30	90	74%
45	103	98%	45	30	100%	45	32	97%	45	41	97%
60	12	100%	60	2	100%	60	5	99%	60	5	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>815</b>		<b>Total</b>	<b>444</b>		<b>Total</b>	<b>193</b>		<b>Total</b>	<b>178</b>	