



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

January 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 December 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the December 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 December 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 5 of the Report.

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

6 Liberty Lane West  
Hampton, NH 03842

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Order #	Time	Address	City	State	Officer	Dispatcher	Task Code	Task Desc	Work Order	Municipal Ordinance	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
12/23/2018	8:39:25 AM	117 ELM CT	PORTSMOUTH	NH	Robert Pedregon	Michael Tails	1147-0	GAS LEAK OUTSIDE	05201800097226201		0	19	12/23/2018 8:39	12/23/2018 8:41	12/23/2018 8:42	12/23/2018 8:51	12/23/2018	11:08:24 AM	136	12	Regular Hours	< 30 minutes
12/23/2018	8:55:01 AM	14 SOUTH WATSON LN	DOVER	NH	David Pernaute	David Maritanga	1147-0	GAS LEAK OUTSIDE	052018000087264001		0	6	12/23/2018 8:55	12/23/2018 9:01	12/23/2018 9:01	12/23/2018 9:07	12/23/2018	11:25:42 AM	138	12	Regular Hours	< 30 minutes
12/23/2018	10:15:51 AM	191 EXETER RD	HAMPTON	NH	Kevin Clifford	Maritanga	1147-0	GAS LEAK OUTSIDE	052018000087254001		0	0	12/23/2018 10:16	12/23/2018 10:37	12/23/2018 10:37	12/23/2018 10:37	12/23/2018	11:48:26 AM	70	21	Regular Hours	< 30 minutes
12/23/2018	12:36:50 PM	120 NEWTON RD 6D	PLAISTOW	NH	Daniel LaFortune	Michael Tails	1147-0	GAS LEAK OUTSIDE	0520180000873875001		2	26	12/23/2018 12:38	12/23/2018 12:38	12/23/2018 12:41	12/23/2018 13:05	12/23/2018	2:46:25 PM	101	28	Regular Hours	< 30 minutes
12/25/2018	7:25:18 AM	1 OVERLOOK DR BLDG 850	ATKINSON	NH	Kurt House	Michael Tails	1147-0	GAS LEAK OUTSIDE	052018000087817001		1	0	12/25/2018 7:12	12/25/2018 7:23	12/25/2018 7:24	12/25/2018 7:24	12/25/2018	7:58:44 AM	34	13	Regular Hours	< 30 minutes
12/26/2018	9:31:17 AM	18 TURGEON LN	SOMERSWORTH	NH	Robert Pedregon	David Maritanga	1146-0	GAS LEAK INSIDE	052018000087819001		0	16	12/26/2018 9:31	12/26/2018 9:31	12/26/2018 9:32	12/26/2018 9:47	12/26/2018	10:18:24 AM	30	16	Regular Hours	< 30 minutes
12/27/2018	10:17:28 AM	430 ELGIN ST	PORTSMOUTH	NH	Robert Pedregon	Michael Tails	1147-0	GAS LEAK OUTSIDE	052018000084854001		0	8	12/27/2018 10:18	12/27/2018 10:18	12/27/2018 10:18	12/27/2018 10:26	12/27/2018	11:59:03 AM	92	8	Regular Hours	< 30 minutes
12/11/2018	10:10:07 AM	179 LAFAYETTE RD 7	SEABROOK	NH	Daniel LaFortune	Michael Tails	1146-0	GAS LEAK INSIDE	0520180000891828001		0	0	12/11/2018 10:10	12/11/2018 10:16	12/11/2018 10:16	12/11/2018 10:16	12/11/2018	10:30:42 AM	14	6	Regular Hours	< 30 minutes
12/12/2018	1:43:22 PM	1 KENTVILLE TER UP	HAMPTON	NH	Daniel LaFortune	Michael Tails	1146-0	GAS LEAK INSIDE	052018000088418001		0	16	12/12/2018 13:43	12/12/2018 13:43	12/12/2018 13:48	12/12/2018 13:59	12/12/2018	2:49:31 PM	49	16	Regular Hours	< 30 minutes
12/13/2018	8:15:41 AM	207 MAIN ST 4	PLAISTOW	NH	Anthony Beck	Lynne Copp	1147-0	GAS LEAK OUTSIDE	052018000089139001		0	10	12/13/2018 8:16	12/13/2018 8:16	12/13/2018 8:21	12/13/2018 8:25	12/13/2018	9:14:53 AM	76	10	Regular Hours	< 30 minutes
12/13/2018	10:01:43 AM	15 BENTLEY LANE 2	EXETER	NH	Jeffrey Cotsau	Lynne Copp	1146-0	GAS LEAK INSIDE	052018000089095001		0	29	12/13/2018 10:03	12/13/2018 10:03	12/13/2018 10:03	12/13/2018 10:23	12/13/2018	10:50:08 AM	26	21	Regular Hours	< 30 minutes
12/13/2018	2:23:31 PM	14 UNION ST	EXETER	NH	Jeffrey Cotsau	Lynne Copp	1147-0	GAS LEAK OUTSIDE	0520180000901988001		0	4	12/13/2018 14:24	12/13/2018 14:26	12/13/2018 14:28	12/13/2018 14:31	12/13/2018	3:43:13 PM	72	7	Regular Hours	< 30 minutes
12/14/2018	8:57:16 AM	19 INDEPENDENCE DR	DOVER	NH	David Pernaute	David Maritanga	1147-0	GAS LEAK OUTSIDE	0520180000903156001		0	9	12/14/2018 8:57	12/14/2018 8:58	12/14/2018 8:58	12/14/2018 9:08	12/14/2018	11:11:38 AM	123	11	Regular Hours	< 30 minutes
12/14/2018	10:14:30 AM	254 NEW MARKET ST	NEWINGTON	NH	Jonathan Colyer	Maritanga	1147-0	GAS LEAK OUTSIDE	0520180000903185001		1	0	12/14/2018 10:15	12/14/2018 10:14	12/14/2018 10:14	12/14/2018 10:14	12/14/2018	12:01:10 PM	106	0	Regular Hours	< 30 minutes
12/14/2018	3:04:21 PM	106 BROOK ST MAINT	ROCHESTER	NH	David Pernaute	Lynne Copp	1147-0	GAS LEAK OUTSIDE	0520180000904125001		1	25	12/14/2018 15:06	12/14/2018 15:07	12/14/2018 15:12	12/14/2018 15:32	12/14/2018	4:07:55 PM	35	28	Regular Hours	< 30 minutes
12/17/2018	10:17:15 AM	89 MAIN ST A	EAST KINGSTON	NH	Daniel LaFortune	Lynne Copp	1146-0	GAS LEAK INSIDE	052018000090665001		2	25	12/17/2018 10:19	12/17/2018 10:19	12/17/2018 10:20	12/17/2018 10:45	12/17/2018	11:16:50 AM	31	27	Regular Hours	< 30 minutes
12/18/2018	9:01:17 AM	42 WATER ST	EXETER	NH	Kevin Clifford	Michael Tails	1146-0	GAS LEAK INSIDE	052018000090994001		0	13	12/18/2018 9:01	12/18/2018 9:03	12/18/2018 9:03	12/18/2018 9:16	12/18/2018	10:01:25 AM	44	15	Regular Hours	< 30 minutes
12/18/2018	11:30:13 AM	87 FIFTH ST 11	DOVER	NH	Jeffrey Cotsau	Michael Tails	1146-0	GAS LEAK INSIDE	052018000091173001		1	3	12/18/2018 11:31	12/18/2018 11:32	12/18/2018 11:32	12/18/2018 11:35	12/18/2018	1:09:44 PM	94	4	Regular Hours	< 30 minutes
12/18/2018	3:08:24 PM	1 RIDGEWOOD DR	ATKINSON	NH	Anthony Beck	David Maritanga	1146-0	GAS LEAK INSIDE	0520180000910603001		0	18	12/18/2018 15:09	12/18/2018 15:08	12/18/2018 15:14	12/18/2018 15:28	12/18/2018	4:12:07 PM	45	18	Regular Hours	< 30 minutes
12/19/2018	10:10:16 AM	1550 WOODBURY AVE	PORTSMOUTH	NH	Jeffrey Cotsau	Michael Tails	1146-0	GAS LEAK INSIDE	0520180000912340001		0	15	12/19/2018 10:10	12/19/2018 10:10	12/19/2018 10:12	12/19/2018 10:21	12/19/2018	11:38:14 AM	76	11	Regular Hours	< 30 minutes
12/19/2018	3:43:48 PM	15 DELBY LN UNIT 7	DURHAM	NH	Lance Kealey	David Maritanga	1146-0	GAS LEAK INSIDE	0520180000913948001		0	10	12/19/2018 15:44	12/19/2018 15:46	12/19/2018 15:47	12/19/2018 15:56	12/19/2018	4:14:51 PM	18	12	Regular Hours	< 30 minutes
12/20/2018	7:43:23 AM	203 ASHWOOD AVE 3	HAMPTON	NH	Kevin Clifford	Lynne Copp	1147-0	GAS LEAK OUTSIDE	052018000091520001		0	24	12/20/2018 7:43	12/20/2018 7:45	12/20/2018 7:45	12/20/2018 8:09	12/20/2018	9:44:14 AM	94	26	Regular Hours	< 30 minutes
12/20/2018	11:09:53 AM	1440 GREENLAND RD	GREENLAND	NH	Jeffrey Cotsau	Michael Tails	1147-0	GAS LEAK OUTSIDE	052018000091621001		0	9	12/20/2018 11:10	12/20/2018 11:11	12/20/2018 11:12	12/20/2018 11:21	12/20/2018	11:03:53 AM	109	11	Regular Hours	< 30 minutes
12/20/2018	11:11:58 AM	19 HIGH ST 8B	SOMERSWORTH	NH	David Pernaute	Lynne Copp	1146-0	GAS LEAK INSIDE	0520180000916027001		0	0	12/20/2018 11:12	12/20/2018 11:13	12/20/2018 11:13	12/20/2018 11:13	12/20/2018	1:32:23 PM	138	1	Regular Hours	< 30 minutes
12/21/2018	12:45:46 PM	2 STERLING HILL LN APT 211	EXETER	NH	Daniel LaFortune	Lynne Copp	1146-0	GAS LEAK INSIDE	0520180000919015001		0	21	12/21/2018 12:46	12/21/2018 12:46	12/21/2018 12:47	12/21/2018 13:06	12/21/2018	1:44:29 PM	36	22	Regular Hours	< 30 minutes
12/25/2018	10:06:08 AM	16 TIFFANY RD 18	SALEM	NH	Troy Kimball	Samantha Keach	1146-0	GAS LEAK INSIDE	0520180000920574001		0	10	12/25/2018 10:07	12/25/2018 10:10	12/25/2018 10:11	12/25/2018 10:20	12/25/2018	10:45:59 AM	25	14	Regular Hours	< 30 minutes
12/26/2018	1:29:27 PM	545 PEVERLY RD RD	PORTSMOUTH	NH	Lance Kealey	William Jones	1147-0	GAS LEAK OUTSIDE	0520180000923188001		1	4	12/26/2018 13:30	12/26/2018 13:31	12/26/2018 13:32	12/26/2018 13:36	12/26/2018	3:07:08 PM	90	7	Regular Hours	< 30 minutes
12/28/2018	10:04:00 AM	151 PORTSMOUTH AVE	EXETER	NH	Daniel LaFortune	William Jones	1146-0	GAS LEAK INSIDE	052018000092886001		0	15	12/28/2018 10:04	12/28/2018 10:04	12/28/2018 10:05	12/28/2018 10:19	12/28/2018	10:43:58 AM	24	15	Regular Hours	< 30 minutes
12/28/2018	12:56:00 PM	8 BARRACKWOOD LN 6 LOT	DOVER	NH	David Pernaute	Lynne Copp	1146-0	GAS LEAK INSIDE	0520180000929501001		0	6	12/28/2018 12:58	12/28/2018 13:02	12/28/2018 13:02	12/28/2018 13:09	12/28/2018	2:05:03 PM	55	11	Regular Hours	< 30 minutes
12/29/2018	3:16:08 PM	7 STERLING HILL LN 7H	EXETER	NH	John Wiley	Maritanga	1146-0	GAS LEAK INSIDE	0520180000930033001		0	14	12/29/2018 15:16	12/29/2018 15:17	12/29/2018 15:17	12/29/2018 15:31	12/29/2018	4:30:19 PM	59	15	Regular Hours	< 30 minutes
12/29/2018	3:36:30 PM	445 OCEAN BLVD	HAMPTON	NH	Daniel LaFortune	David Maritanga	1146-0	GAS LEAK INSIDE	052018000093196001		0	20	12/29/2018 15:34	12/29/2018 15:36	12/29/2018 15:36	12/29/2018 15:56	12/29/2018	4:49:02 PM	53	20	Regular Hours	< 30 minutes
12/31/2018	11:42:49 AM	29 PELHAM RD	SALEM	NH	Anthony Beck	David Maritanga	1146-0	GAS LEAK INSIDE	0520180000932074001		0	23	12/31/2018 11:43	12/31/2018 11:48	12/31/2018 11:49	12/31/2018 12:11	12/31/2018	12:37:41 PM	28	28	Regular Hours	< 30 minutes

Order #	Time	Address	City	State	Officer	Dispatcher	Task Code	Task Desc	Work Order	Municipal Ordinance	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
12/23/2018	6:34:54 AM	99 BOW ST 8H	PORTSMOUTH	NH	Connor Arsenault	Michael Tails	1146-0	GAS LEAK INSIDE	0520180000871411001		0	15	12/23/2018 6:35	12/23/2018 6:37	12/23/2018 6:38	12/23/2018 6:50	12/23/2018	7:40:33 AM	50	15	After Hours	< 30 minutes
12/24/2018	5:57:39 PM	1500 LAFAYETTE RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	1147-0	GAS LEAK OUTSIDE	0520180000878617001		0	3	12/24/2018 17:58	12/24/2018 18:04	12/24/2018 18:04	12/24/2018 18:07	12/24/2018	7:23:30 PM	76	9	After Hours	< 30 minutes
12/27/2018	10:03:27 PM	1 KEAWAYDN DR	SALEM	NH	Anthony Beck	Lynne Copp	1146-0	GAS LEAK INSIDE	052018000087817001		0	22	12/27/2018 22:04	12/27/2018 22:09	12/27/2018 22:09	12/27/2018 22:31	12/27/2018	11:44:26 PM	72	28	After Hours	< 30 minutes
12/13/2018	10:54:59 PM	91 GROVE ST	DOVER	NH	Kevin Clifford	Scott Lacourse	1147-0	GAS LEAK OUTSIDE	05201800008262001		0	16	12/13/2018 22:55	12/13/2018 23:04	12/13/2018 23:04	12/13/2018 23:20	12/13/2018	12:22:37 AM	61	25	After Hours	< 30 minutes
12/14/2018	4:46:57 PM	111 CHEURCH ST	CONCORD	NH	Lance Kealey	Lynne Copp	1146-0	GAS LEAK INSIDE	0520180000904274001		0	7	12/14/2018 16:47	12/14/2018 16:48	12/14/2018 16:48	12/14/2018 16:55	12/14/2018	5:19:21 PM	23	8	After Hours	< 30 minutes
12/17/2018	3:35:44 PM	10 COLONIAL CIR	HAMPTON	NH	John Wiley	Maritanga	1146-0	GAS LEAK INSIDE	05201800009032001		0	15	12/17/2018 16:37	12/17/2018 16:38	12/17/2018 16:38	12/17/2018 16:53	12/17/2018	7:12:59 PM	19	16	After Hours	< 30 minutes
12/19/2018	4:18:09 PM	2875 LAFAYETTE RD	PORTSMOUTH	NH	John Wiley	David Maritanga	1147-0	GAS LEAK OUTSIDE	052018000091402001		0	17	12/19/2018 16:18	12/19/2018 16:19	12/19/2018 16:19	12/19/2018 16:38	12/19/2018	5:52:55 PM	76	18	After Hours	< 30 minutes
12/2																						

Emergency Response Times

NU New Hampshire work orders from 12/1/2018 to 12/31/2018

Total orders in sample: 64

Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
<b>Orders responded to in 46-60 Minutes for After Hours: 0 (% of total records returned.)</b>																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
<b>Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)</b>																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
12/2/2018	9:52:32 PM 36 CINNAMON RIDGE RD	SOMERSWORTH	NH	Kevin Ruel	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	052018000087139001		0	27	12/2/2018 21:53	12/2/2018 22:11	12/2/2018 22:12	12/2/2018 22:39	12/2/2018 11:37:55 PM	58	46	Weekend/Holiday Hours	46-60 Minutes
<b>Orders responded to in 61-75 Minutes for Regular Hours: 0 (% of total records returned.)</b>																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
<b>Orders responded to in 61-75 Minutes for After Hours: 0 (% of total records returned.)</b>																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
<b>Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)</b>																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
<b>Orders responded to in &gt; 75 Minutes for Regular Hours: 0 (% of total records returned.)</b>																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
<b>Orders responded to in &gt; 75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)</b>																				
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	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 12/1/2018 to 12/31/2018  
 Total orders in sample: 64

Dec-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	44%	15	20	59%	15	4	25%	15	4	29%
30	26	84%	30	12	94%	30	7	69%	30	7	79%
45	9	98%	45	2	100%	45	5	100%	45	2	93%
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>64</b>		<b>Total</b>	<b>34</b>		<b>Total</b>	<b>16</b>		<b>Total</b>	<b>14</b>	

Nov-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	30	38%	15	22	44%	15	4	25%	15	4	29%
30	41	89%	30	24	92%	30	8	75%	30	9	93%
45	7	98%	45	4	100%	45	2	88%	45	1	100%
60	2	100%	60	0	100%	60	2	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>80</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>16</b>		<b>Total</b>	<b>14</b>	

Oct-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	39%	15	33	49%	15	5	25%	15	4	19%
30	62	96%	30	33	99%	30	13	90%	30	16	95%
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>108</b>		<b>Total</b>	<b>67</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>21</b>	

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

Emergency Response Times

NU New Hampshire work orders from 12/1/2018 to 12/31/2018

Total orders in sample: 64

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>	

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 12/1/2018 to 12/31/2018

Total orders in sample: 64

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>	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	311	38%	15	212	47%	15	55	28%	15	44	25%
30	403	87%	30	212	93%	30	97	78%	30	94	79%
45	96	98%	45	29	100%	45	35	96%	45	32	98%
60	13	100%	60	2	100%	60	7	100%	60	4	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>823</b>		<b>Total</b>	<b>455</b>		<b>Total</b>	<b>194</b>		<b>Total</b>	<b>174</b>	