



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

November 15, 2019

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 October 2019

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the October 2019 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 October 2019 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

Phone: 603-773-6534
Fax: 603-773-6734

simmons@unitil.com

Emergency Response Times

NU New Hampshire work orders from 10/1/2019 to 10/31/2019

Total orders in sample: 68

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	
10/17/2019	7:06:32 PM 104 EPPING RD	EXETER	NH	Robert Pettigrew	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520190000738612001		1	31	10/17/2019 19:07	10/17/2019 19:13	10/17/2019 19:13	10/17/2019 19:44	10/17/2019	8:43:02 PM	58	38	After Hours	31-45 Minutes
10/23/2019	4:48:53 PM 5 LANCELOT CT 5	SALEM	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520190000755775001		0	25	10/23/2019 16:49	10/23/2019 16:54	10/23/2019 16:55	10/23/2019 17:19	10/23/2019	6:48:02 PM	28	31	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 2 (3% of total records returned.)																					
10/5/2019	11:02:12 AM 20 PARTRIDGE GREEN WAY	ROCHESTER	NH	Kevin Ruel	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520190000706077001		0	25	10/5/2019 11:02	10/5/2019 11:08	10/5/2019 11:09	10/5/2019 11:33	10/5/2019	1:27:05 PM	113	31	Weekend/Holiday Hours	31-45 Minutes
10/6/2019	6:51:28 PM 198 S MAIN ST	SEABROOK	NH	Jeffrey Crotesau	Scott Lacoukure	1146 - 0	GAS LEAK INSIDE	0520190000706196001		1	35	10/6/2019 18:52	10/6/2019 18:55	10/6/2019 18:55	10/6/2019 19:31	10/6/2019	7:49:13 PM	17	39	Weekend/Holiday Hours	31-45 Minutes
Orders responded to in 46-60 Minutes for Regular Hours: 0 (0% of total records returned.)																					
Orders responded to in 46-60 Minutes for After Hours: 0 (0% of total records returned.)																					
Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 0 (0% of total records returned.)																					
Orders responded to in 61-75 Minutes for Regular Hours: 0 (0% of total records returned.)																					
Orders responded to in 61-75 Minutes for After Hours: 0 (0% of total records returned.)																					
Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (0% of total records returned.)																					
Orders responded to in > 75 Minutes for Regular Hours: 0 (0% of total records returned.)																					
Orders responded to in > 75 Minutes for After Hours: 0 (0% of total records returned.)																					
Orders responded to in > 75 Minutes for Weekend/Holiday Hours: 0 (0% of total records returned.)																					

Emergency Response Times
 NU New Hampshire work orders from 10/1/2019 to 10/31/2019
 Total orders in sample: 68

Oct-19

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	28	41%	15	22	56%	15	5	28%	15	1	9%
30	31	87%	30	14	92%	30	9	78%	30	8	82%
45	9	100%	45	3	100%	45	4	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	68		Total	39		Total	18		Total	11	

Sep-19

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	29	54%	15	21	57%	15	3	30%	15	5	71%
30	21	93%	30	14	95%	30	6	90%	30	1	86%
45	4	100%	45	2	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	54		Total	37		Total	10		Total	7	

Aug-19

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	16	41%	15	11	55%	15	4	31%	15	1	17%
30	16	82%	30	7	90%	30	6	77%	30	3	67%
45	7	100%	45	2	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	39		Total	20		Total	13		Total	6	

Jul-19

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	20	34%	15	18	49%	15	2	13%	15	0	0%
30	31	88%	30	18	97%	30	10	80%	30	3	50%
45	6	98%	45	1	100%	45	3	100%	45	2	83%
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%
Total	58		Total	37		Total	15		Total	6	

Emergency Response Times
 NU New Hampshire work orders from 10/1/2019 to 10/31/2019
 Total orders in sample: 68

Jun-19

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	19	53%	15	14	61%	15	3	50%	15	2	29%
30	13	89%	30	7	91%	30	3	100%	30	3	71%
45	4	100%	45	2	100%	45	0	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	36		Total	23		Total	6		Total	7	

May-19

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	43%	15	24	55%	15	3	23%	15	0	0%
30	26	84%	30	18	95%	30	7	77%	30	1	17%
45	9	98%	45	2	100%	45	3	100%	45	4	83%
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%
Total	63		Total	44		Total	13		Total	6	

Apr-19

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	39%	15	21	55%	15	2	13%	15	1	13%
30	29	87%	30	15	95%	30	8	67%	30	6	88%
45	8	100%	45	2	100%	45	5	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	61		Total	38		Total	15		Total	8	

Mar-19

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	33	47%	15	29	64%	15	2	15%	15	2	17%
30	33	94%	30	16	100%	30	10	92%	30	7	75%
45	4	100%	45	0	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	70		Total	45		Total	13		Total	12	

Emergency Response Times
 NU New Hampshire work orders from 10/1/2019 to 10/31/2019
 Total orders in sample: 68

Feb-19

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati
15	24	41%	15	20	61%	15	1	6%	15	3	38%
30	29	91%	30	11	94%	30	13	82%	30	5	100%
45	5	100%	45	2	100%	45	3	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	58		Total	33		Total	17		Total	8	

Jan-19

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati
15	26	35%	15	21	43%	15	5	33%	15	0	0%
30	42	92%	30	25	94%	30	9	93%	30	8	80%
45	5	99%	45	3	100%	45	1	100%	45	1	90%
60	0	99%	60	0	100%	60	0	100%	60	0	90%
75	0	99%	75	0	100%	75	0	100%	75	0	90%
75+	1	100%	75+	0	100%	75+	0	100%	75+	1	100%
Total	74		Total	49		Total	15		Total	10	

Dec-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati
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%
Total	64		Total	34		Total	16		Total	14	

Nov-18

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati
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%
Total	80		Total	50		Total	16		Total	14	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati	Bin	Frequenc	Cumulati
15	304	42%	15	243	54%	15	38	23%	15	23	21%
30	338	89%	30	181	94%	30	96	80%	30	61	77%
45	77	99%	45	25	100%	45	31	99%	45	21	96%
60	5	100%	60	0	100%	60	2	100%	60	3	99%
75	0	100%	75	0	100%	75	0	100%	75	0	99%
75+	1	100%	75+	0	100%	75+	0	100%	75+	1	100%
Total	725		Total	449		Total	167		Total	109	