



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

December 16, 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 November 2019

Dear Director Howland:

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

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Hampton, NH 03842

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Emergency Response Times  
 NU New Hampshire work orders from 11/1/2019 to 11/30/2019  
 Total orders in sample: 74

Orders responded to in < 30 minutes for Regular Hours: 38 (51% 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	
11/1/2019	8:04:07 AM	200 MILL RD	HAZARD	NH	Daniel Lafortune	1147 - 0	GAS LEAK OUTSIDE	052019000077891001		0	16	11/1/2019 8:04	11/1/2019 8:05	11/1/2019 8:06	11/1/2019 8:21	11/1/2019	9:59:53 AM	96	17	Regular Hours	< 30 minutes
11/1/2019	8:39:34 AM	67 CHARLES ST	ROCHESTER	NH	Robert Pettigrew	1146 - 0	GAS LEAK INSIDE	052019000077951001		0	6	11/1/2019 8:40	11/1/2019 8:40	11/1/2019 8:44	11/1/2019 8:46	11/1/2019	9:36:18 AM	52	7	Regular Hours	< 30 minutes
11/1/2019	9:17:00 AM	9 THE CITY RD BLDG #8	SOMERSWORTH	NH	Joseph Kearns	1147 - 0	GAS LEAK OUTSIDE	052019000077951001		0	8	11/1/2019 9:17	11/1/2019 9:18	11/1/2019 9:20	11/1/2019 9:26	11/1/2019	11:36:18 AM	145	9	Regular Hours	< 30 minutes
11/4/2019	9:25:14 AM	42 DOVER POINT RD UNIT A	DOVER	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	0520190000784070001		0	6	11/4/2019 9:25	11/4/2019 9:27	11/4/2019 9:28	11/4/2019 9:33	11/4/2019	10:36:45 AM	33	8	Regular Hours	< 30 minutes
11/4/2019	9:45:13 AM	40 DOVER POINT RD UNIT A	DOVER	NH	Jeffrey Croteau	1147 - 0	GAS LEAK OUTSIDE	052019000078425001		0	4	11/4/2019 9:45	11/4/2019 9:45	11/4/2019 9:45	11/4/2019 10:06	11/4/2019	10:57:39 AM	50	21	Regular Hours	< 30 minutes
11/4/2019	9:45:45 AM	16 D HIGHLAND AVE D	HAZARD	NH	Lance Keely	1147 - 0	GAS LEAK OUTSIDE	052019000078425001		0	11	11/4/2019 9:46	11/4/2019 9:45	11/4/2019 9:54	11/4/2019 9:57	11/4/2019	11:26:29 AM	88	11	Regular Hours	< 30 minutes
11/4/2019	11:21:36 AM	162 OLD DOVER RD HSE	ROCHESTER	NH	Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	052019000078507001		3	19	11/4/2019 11:25	11/4/2019 11:25	11/4/2019 11:24	11/4/2019 11:45	11/4/2019	12:54:42 PM	68	24	Regular Hours	< 30 minutes
11/4/2019	12:13:33 PM	311 WINTER ST	ROCHESTER	NH	Jeffrey Croteau	1147 - 0	GAS LEAK OUTSIDE	052019000078537001		0	26	11/4/2019 12:14	11/4/2019 12:12	11/4/2019 12:13	11/4/2019 12:38	11/4/2019	1:16:10 PM	37	25	Regular Hours	< 30 minutes
11/6/2019	10:15:43 AM	33 NORTHWESTERN DR	SALEM	NH	Anthony Beck	1147 - 0	GAS LEAK INSIDE	052019000078593001		0	10	11/6/2019 10:16	11/6/2019 10:16	11/6/2019 10:18	11/6/2019 10:26	11/6/2019	11:43:52 AM	77	11	Regular Hours	< 30 minutes
11/7/2019	12:07:07 PM	195 MILL RD	HAZARD	NH	Joseph Kearns	1147 - 0	GAS LEAK OUTSIDE	052019000078958001		0	4	11/7/2019 12:07	11/7/2019 12:08	11/7/2019 12:09	11/7/2019 12:12	11/7/2019	3:05:45 PM	172	5	Regular Hours	< 30 minutes
11/7/2019	12:23:07 PM	17 JANET LN	HAZARD	NH	Kevin Clifford	1147 - 0	GAS LEAK OUTSIDE	052019000078965001		0	22	11/7/2019 12:26	11/7/2019 12:25	11/7/2019 12:28	11/7/2019 12:48	11/7/2019	1:53:05 PM	64	24	Regular Hours	< 30 minutes
11/7/2019	12:29:26 PM	53 MANCHESTER ST	SEABROOK	NH	Troy Kimball	1146 - 0	GAS LEAK INSIDE	052019000078967001		0	20	11/7/2019 12:30	11/7/2019 12:36	11/7/2019 12:37	11/7/2019 12:57	11/7/2019	1:35:26 PM	37	28	Regular Hours	< 30 minutes
11/8/2019	1:47:23 PM	85 WATER ST	EXETER	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	052019000078944001		1	8	11/8/2019 1:34	11/8/2019 1:37	11/8/2019 1:38	11/8/2019 1:56	11/8/2019	2:16:06 PM	19	8	Regular Hours	< 30 minutes
11/8/2019	2:58:52 PM	7 SUNNYBROOK DR	DOVER	NH	Kevin Clifford	1146 - 0	GAS LEAK INSIDE	052019000078983001		2	14	11/8/2019 15:01	11/8/2019 15:00	11/8/2019 15:01	11/8/2019 15:15	11/8/2019	3:44:15 PM	29	16	Regular Hours	< 30 minutes
11/11/2019	7:30:33 AM	49 PICKERING ST	PORTSMOUTH	NH	Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	0520190000800567001		0	22	11/11/2019 7:31	11/11/2019 7:37	11/11/2019 7:37	11/11/2019 8:00	11/11/2019	9:08:19 AM	67	30	Regular Hours	< 30 minutes
11/11/2019	9:18:31 AM	863 LAFAYETTE RD	SEABROOK	NH	Robert Pettigrew	1146 - 0	GAS LEAK INSIDE	052019000080062001		1	27	11/11/2019 9:19	11/11/2019 9:20	11/11/2019 9:21	11/11/2019 9:47	11/11/2019	10:15:06 AM	27	29	Regular Hours	< 30 minutes
11/11/2019	12:59:52 PM	616 PORTLAND ST UNIT 56	ROCHESTER	NH	John Wiley	1147 - 0	GAS LEAK INSIDE	0520190000800715001		0	12	11/11/2019 13:00	11/11/2019 13:02	11/11/2019 13:03	11/11/2019 13:15	11/11/2019	2:18:51 PM	63	15	Regular Hours	< 30 minutes
11/13/2019	8:13:40 AM	19 FIELDSTONE CIR LT 45	HAZARD	NH	Joseph Kearns	1146 - 0	GAS LEAK INSIDE	0520190000805702001		0	10	11/13/2019 8:14	11/13/2019 8:14	11/13/2019 8:15	11/13/2019 8:24	11/13/2019	8:42:53 AM	18	11	Regular Hours	< 30 minutes
11/14/2019	11:24:09 AM	51 NORTHWESTERN DR B	SALEM	NH	Troy Kimball	1146 - 0	GAS LEAK INSIDE	052019000081046001		0	20	11/14/2019 11:24	11/14/2019 11:27	11/14/2019 11:48	11/14/2019 11:48	11/14/2019	12:15:35 PM	27	24	Regular Hours	< 30 minutes
11/16/2019	1:29:06 PM	3 W PINE ST APT 15	PLAISTOW	NH	Anthony Beck	1146 - 0	GAS LEAK INSIDE	052019000081056001		0	18	11/16/2019 1:28	11/16/2019 1:28	11/16/2019 1:33	11/16/2019 1:47	11/16/2019	2:06:20 PM	19	19	Regular Hours	< 30 minutes
11/16/2019	3:21:24 PM	87 BLUE HERON DR	PORTSMOUTH	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	052019000082111001		0	7	11/16/2019 15:21	11/16/2019 15:20	11/16/2019 15:20	11/16/2019 15:27	11/16/2019	3:46:22 PM	16	6	Regular Hours	< 30 minutes
11/19/2019	8:47:50 AM	34 FRONT ST	EXETER	NH	Kevin Clifford	1146 - 0	GAS LEAK INSIDE	052019000082264001		0	20	11/19/2019 8:48	11/19/2019 8:47	11/19/2019 8:47	11/19/2019 9:07	11/19/2019	9:46:46 AM	40	20	Regular Hours	< 30 minutes
11/19/2019	9:43:27 AM	145 CABOT ST 1	PORTSMOUTH	NH	Anthony Beck	1146 - 0	GAS LEAK INSIDE	052019000082366001		0	2	11/19/2019 9:43	11/19/2019 9:44	11/19/2019 9:44	11/19/2019 9:46	11/19/2019	10:13:15 AM	26	3	Regular Hours	< 30 minutes
11/19/2019	10:16:26 AM	34 TIDEVIEW DR	DOVER	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	052019000082369001		1	6	11/19/2019 10:16	11/19/2019 10:16	11/19/2019 10:17	11/19/2019 10:23	11/19/2019	10:40:03 AM	16	6	Regular Hours	< 30 minutes
11/19/2019	1:08:37 PM	9 WHITTIER DR A	SEABROOK	NH	Kevin Clifford	1146 - 0	GAS LEAK INSIDE	052019000082442001		0	13	11/19/2019 13:08	11/19/2019 13:07	11/19/2019 13:08	11/19/2019 13:21	11/19/2019	2:13:43 PM	52	12	Regular Hours	< 30 minutes
11/19/2019	3:06:34 PM	163 WATER ST #5 C-5	EXETER	NH	Kevin Clifford	1146 - 0	GAS LEAK INSIDE	052019000082493001		2	26	11/19/2019 15:06	11/19/2019 15:07	11/19/2019 15:08	11/19/2019 15:33	11/19/2019	4:08:31 PM	34	27	Regular Hours	< 30 minutes
11/20/2019	9:04:23 AM	456 HIGH ST C	SOMERSWORTH	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	0520190000826551001		0	17	11/20/2019 9:05	11/20/2019 9:05	11/20/2019 9:07	11/20/2019 9:22	11/20/2019	9:59:07 AM	36	18	Regular Hours	< 30 minutes
11/20/2019	11:42:22 AM	3 WENTWORTH TER	DOVER	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	052019000082722001		0	25	11/20/2019 11:42	11/20/2019 11:41	11/20/2019 11:44	11/20/2019 12:07	11/20/2019	12:44:33 PM	37	24	Regular Hours	< 30 minutes
11/21/2019	12:02:57 PM	70 N BROADWAY 2ND FL FRONT	SALEM	NH	Anthony Beck	1146 - 0	GAS LEAK OUTSIDE	052019000082868001		0	24	11/21/2019 12:03	11/21/2019 12:03	11/21/2019 12:06	11/21/2019 12:28	11/21/2019	1:46:33 PM	78	25	Regular Hours	< 30 minutes
11/22/2019	10:57:31 AM	36 REDDINGTON LN D	HAZARD	NH	Joseph Kearns	1147 - 0	GAS LEAK OUTSIDE	052019000083108001		0	13	11/22/2019 10:58	11/22/2019 10:58	11/22/2019 10:59	11/22/2019 11:11	11/22/2019	12:27:50 PM	76	14	Regular Hours	< 30 minutes
11/22/2019	3:05:05 PM	3 DANIEL CT	ROCHESTER	NH	Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	052019000083274001		0	13	11/22/2019 15:05	11/22/2019 15:06	11/22/2019 15:07	11/22/2019 15:20	11/22/2019	5:20:18 PM	119	15	Regular Hours	< 30 minutes
11/25/2019	7:51:37 AM	129 PORTSMOUTH AVE BLDG A OSRAM SYLVANIA	EXETER	NH	Daniel Lafortune	1147 - 0	GAS LEAK OUTSIDE	052019000083420001		0	6	11/25/2019 7:52	11/25/2019 7:52	11/25/2019 7:53	11/25/2019 7:58	11/25/2019	9:40:49 AM	102	6	Regular Hours	< 30 minutes
11/25/2019	11:15:21 AM	12 LANGDON AVE	EXETER	NH	Joseph Kearns	1146 - 0	GAS LEAK INSIDE	052019000083524001		0	5	11/25/2019 11:15	11/25/2019 11:15	11/25/2019 11:16	11/25/2019 11:20	11/25/2019	1:01:58 PM	41	5	Regular Hours	< 30 minutes
11/25/2019	1:08:12 PM	105 TOWLE FARM RD BRWRV	HAZARD	NH	Joseph Kearns	1146 - 0	GAS LEAK INSIDE	052019000083564001		0	17	11/25/2019 1:09	11/25/2019 11:08	11/25/2019 13:10	11/25/2019 13:26	11/25/2019	2:02:06 PM	35	18	Regular Hours	< 30 minutes
11/26/2019	2:45:29 PM	83 AUGUSTA WAY	DOVER	NH	John Wiley	1147 - 0	GAS LEAK OUTSIDE	052019000083892001		0	21	11/26/2019 14:46	11/26/2019 14:49	11/26/2019 14:49	11/26/2019 15:10	11/26/2019	4:05:47 PM	55	24	Regular Hours	< 30 minutes
11/27/2019	2:09:33 PM	15 CULVER ST UNIT 7/B	PLAISTOW	NH	Joseph Kearns	1146 - 0	GAS LEAK INSIDE	052019000084144001		0	28	11/27/2019 14:10	11/27/2019 14:10	11/27/2019 14:13	11/27/2019 14:39	11/27/2019	3:15:20 PM	36	29	Regular Hours	< 30 minutes
11/29/2019	10:03:53 AM	1275 MAPLEWOOD AVE 32	PORTSMOUTH	NH	Joseph Kearns	1147 - 0	GAS LEAK OUTSIDE	052019000084152001		0	28	11/29/2019 10:04	11/29/2019 10:03	11/29/2019 10:05	11/29/2019 10:32	11/29/2019	11:16:15 AM	45	28	Regular Hours	< 30 minutes
11/29/2019	11:42:43 AM	81 ACADIA LN UNIT 409	EXETER	NH	Anthony Beck	1146 - 0	GAS LEAK INSIDE	052019000084153001		0	15	11/29/2019 11:43	11/29/2019 11:44	11/29/2019 11:44	11/29/2019 11:59	11/29/2019	12:27:02 PM	27	16	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 11 (15% 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	
11/1/2019	4:37:28 PM	50 FOX RUN RD G008	NEWINGTON	NH	Kevin Clifford	1147 - 0	GAS LEAK OUTSIDE	0520190000782170001		1	11	11/1/2019 16:38	11/1/2019 16:38	11/1/2019 16:39	11/1/2019 16:50	11/1/2019	5:44:15 PM	54	12	After Hours	< 30 minutes
11/1/2019	8:07:52 PM	500 CENTRAL ST HOUSE, BLDG 3	SALEM	NH	Kurt House	1147 - 0	GAS LEAK OUTSIDE	052019000078249001		0	22	11/1/2019 20:08	11/1/2019 20:14	11/1/2019 20:14	11/1/2019 20:36	11/1/2019	9:27:34 PM	51	28	After Hours	< 30 minutes
11/4/2019	7:53:04 PM	493 COLONIAL DR	PORTSMOUTH																		

Emergency Response Times  
 NU New Hampshire work orders from 11/1/2019 to 11/30/2019  
 Total orders in sample: 74

Orders responded to in 31-45 Minutes for Regular Hours: 1 (1% 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		
11/11/2019	9:45:20 AM	37 SEAVEW AVE	HAMPTON	NH	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520190000800657001		7	31	11/11/2019 9:52	11/11/2019 9:54	11/11/2019 10:15	11/11/2019 10:25	11/11/2019	11:37:45 AM	72	40	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 4 (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		
11/16/2019	4:43:35 PM	5 NATHANIEL WAY	EXETER	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000794457001		0	30	11/16/2019 16:43	11/16/2019 16:51	11/16/2019 16:51	11/16/2019 17:21	11/16/2019	6:31:30 PM	69	38	After Hours	31-45 Minutes
11/11/2019	6:53:02 PM	274 LINCOLN AVE	PORTSMOUTH	NH	Robert Pettigrew	Ryan Tariff	1147 - 0	GAS LEAK OUTSIDE	0520190000800765001		2	21	11/11/2019 18:55	11/11/2019 19:02	11/11/2019 19:03	11/11/2019 19:24	11/11/2019	8:54:11 PM	89	31	After Hours	31-45 Minutes
11/13/2019	8:58:14 PM	120 OCEAN DR	SEABROOK	NH	Robert Pettigrew	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520190000807832001		0	33	11/13/2019 20:59	11/13/2019 21:06	11/13/2019 21:19	11/13/2019 21:40	11/13/2019	10:55:49 PM	75	42	After Hours	31-45 Minutes
11/22/2019	5:27:39 PM	36 LANGDON ST	PORTSMOUTH	NH	Anthony Beck	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520190000833066001		0	30	11/22/2019 17:28	11/22/2019 17:28	11/22/2019 17:28	11/22/2019 17:58	11/22/2019	7:16:54 PM	78	31	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 7 (9% 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		
11/2/2019	6:16:15 AM	153 PORTLAND AVE	DOVER	NH	Kevin Ruel	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520190000782366001		1	20	11/2/2019 6:17	11/2/2019 6:31	11/2/2019 6:32	11/2/2019 6:52	11/2/2019	7:06:34 AM	14	35	Weekend/Holiday Hours	31-45 Minutes
11/2/2019	6:11:02 PM	401 LAFAYETTE RD	HAMPTON	NH	Daniel Lafortune	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520190000782553001		2	25	11/2/2019 18:13	11/2/2019 18:18	11/2/2019 18:20	11/2/2019 18:44	11/2/2019	7:08:27 PM	24	33	Weekend/Holiday Hours	31-45 Minutes
11/3/2019	12:03:19 PM	131 EPPING RD	EXETER	NH	Daniel Lafortune	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520190000782601001		1	27	11/3/2019 12:04	11/3/2019 12:07	11/3/2019 12:08	11/3/2019 12:35	11/3/2019	2:25:06 PM	109	32	Weekend/Holiday Hours	31-45 Minutes
11/10/2019	9:56:43 AM	14 EMERSON RD	DURHAM	NH	John Wiley	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520190000800472001		1	19	11/10/2019 9:58	11/10/2019 10:12	11/10/2019 10:12	11/10/2019 10:31	11/10/2019	12:00:46 PM	88	35	Weekend/Holiday Hours	31-45 Minutes
11/10/2019	11:54:27 AM	20 PORTSMOUTH AVE	STRATHAM	NH	Robert Pettigrew	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520190000800485001		1	27	11/10/2019 11:55	11/10/2019 12:01	11/10/2019 12:01	11/10/2019 12:28	11/10/2019	1:22:34 PM	54	33	Weekend/Holiday Hours	31-45 Minutes
11/23/2019	3:31:07 PM	179 RTE 107 1 ANDY MB	SEABROOK	NH	Jeffrey Croteau	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	052019000083329001		3	26	11/23/2019 15:34	11/23/2019 15:35	11/23/2019 15:36	11/23/2019 16:02	11/23/2019	4:51:42 PM	49	31	Weekend/Holiday Hours	31-45 Minutes
11/24/2019	1:45:30 PM	3 KERSHAW AVE B	HAMPTON	NH	Jeffrey Croteau	Jakub Rucinski	1147 - 0	GAS LEAK OUTSIDE	0520190000833378001		1	32	11/24/2019 13:46	11/24/2019 13:50	11/24/2019 13:50	11/24/2019 14:22	11/24/2019	4:15:07 PM	112	37	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		
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		
Orders responded to in 46-60 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		
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		
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		
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		
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		
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		
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		

Emergency Response Times  
 NU New Hampshire work orders from 11/1/2019 to 11/30/2019  
 Total orders in sample: 74

**Nov-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	34%	15	17	44%	15	2	13%	15	6	30%
30	37	84%	30	21	97%	30	9	73%	30	7	65%
45	12	100%	45	1	100%	45	4	100%	45	7	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>74</b>		<b>Total</b>	<b>39</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>20</b>	

**Oct-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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%
<b>Total</b>	<b>68</b>		<b>Total</b>	<b>39</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>11</b>	

**Sep-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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%
<b>Total</b>	<b>54</b>		<b>Total</b>	<b>37</b>		<b>Total</b>	<b>10</b>		<b>Total</b>	<b>7</b>	

**Aug-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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%
<b>Total</b>	<b>39</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>6</b>	

**Jul-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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%
<b>Total</b>	<b>58</b>		<b>Total</b>	<b>37</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>6</b>	

Emergency Response Times

NU New Hampshire work orders from 11/1/2019 to 11/30/2019

Total orders in sample: 74

**Jun-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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%
<b>Total</b>	<b>36</b>		<b>Total</b>	<b>23</b>		<b>Total</b>	<b>6</b>		<b>Total</b>	<b>7</b>	

**May-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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%
<b>Total</b>	<b>63</b>		<b>Total</b>	<b>44</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>6</b>	

**Apr-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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%
<b>Total</b>	<b>61</b>		<b>Total</b>	<b>38</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>8</b>	

**Mar-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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%
<b>Total</b>	<b>70</b>		<b>Total</b>	<b>45</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>12</b>	

Emergency Response Times  
 NU New Hampshire work orders from 11/1/2019 to 11/30/2019  
 Total orders in sample: 74

**Feb-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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%
<b>Total</b>	<b>58</b>		<b>Total</b>	<b>33</b>		<b>Total</b>	<b>17</b>		<b>Total</b>	<b>8</b>	

**Jan-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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%
<b>Total</b>	<b>74</b>		<b>Total</b>	<b>49</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>10</b>	

**Dec-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
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>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
15	299	42%	15	238	54%	15	36	22%	15	25	22%
30	334	88%	30	178	95%	30	97	80%	30	59	73%
45	82	99%	45	22	100%	45	33	100%	45	27	97%
60	3	100%	60	0	100%	60	0	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%
<b>Total</b>	<b>719</b>		<b>Total</b>	<b>438</b>		<b>Total</b>	<b>166</b>		<b>Total</b>	<b>115</b>	