



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

January 13, 2020

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 2019

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the December 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 December 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 6 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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Emergency Response Teams
 NU New Hampshire work orders from 12/1/2019 to 12/31/2019
 Total orders in sample: 78

Orders responded to in < 30 minutes for Regular Hours: 54 (69% 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	
12/2/2019	2:46:20 PM	12 HAMPTON MDWS	NH	Troy Kimball	David Martigne	1146 - 0	GAS LEAK INSIDE	0520190000845183001		0	9	12/2/2019 14:46	12/2/2019 14:46	12/2/2019 14:40	12/2/2019 14:55	12/2/2019	3:30:46 PM	34	9	Regular Hours	< 30 minutes
12/3/2019	9:41:29 AM	508 SPRINGBROOK CIR	HAMPTON	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000846698001		0	14	12/3/2019 9:42	12/3/2019 9:40	12/3/2019 9:40	12/3/2019 9:54	12/3/2019	10:31:24 AM	37	12	Regular Hours	< 30 minutes
12/4/2019	7:44:15 AM	56 RUTLAND ST	DOVER	Daniel LaFortune	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000848813001		2	24	12/4/2019 7:46	12/4/2019 7:48	12/4/2019 7:50	12/4/2019 8:13	12/4/2019	10:09:40 AM	116	29	Regular Hours	< 30 minutes
12/4/2019	7:44:30 AM	10 CENTRAL AVE	DOVER	Robert Pettigrew	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000848814001		0	16	12/4/2019 7:44	12/4/2019 7:45	12/4/2019 7:45	12/4/2019 8:02	12/4/2019	10:41:23 AM	159	17	Regular Hours	< 30 minutes
12/4/2019	8:02:01 AM	17 TROUBLE CALL WAY	DOVER	Daniel LaFortune	Michael Talis	9100 - 0	TC GAS LEAK OUTSIDE	0520190000849107001		0	20	12/4/2019 8:12	12/4/2019 8:12	12/4/2019 8:12	12/4/2019 8:22	12/4/2019	9:13:20 AM	50	20	Regular Hours	< 30 minutes
12/4/2019	8:08:47 AM	180 WASHINGTON ST	DOVER	Kurt House	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000849120001		3	22	12/4/2019 8:12	12/4/2019 8:16	12/4/2019 8:16	12/4/2019 8:39	12/4/2019	9:32:08 AM	53	30	Regular Hours	< 30 minutes
12/4/2019	8:21:59 AM	33 FISHER ST	DOVER	Daniel LaFortune	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000849145001		0	1	12/4/2019 8:22	12/4/2019 8:23	12/4/2019 8:24	12/4/2019 8:25	12/4/2019	9:13:26 AM	48	3	Regular Hours	< 30 minutes
12/4/2019	8:49:28 AM	17 TROUBLE CALL WAY	DOVER	Daniel LaFortune	Michael Talis	9100 - 0	TC GAS LEAK OUTSIDE	0520190000849212001		2	1	12/4/2019 8:51	12/4/2019 8:53	12/4/2019 8:53	12/4/2019 8:55	12/4/2019	9:13:07 PM	738	5	Regular Hours	< 30 minutes
12/4/2019	10:11:28 AM	21 EPPING AVE 3COT	HAMPTON	Joseph Kearns	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520190000849482001		0	10	12/4/2019 10:11	12/4/2019 10:11	12/4/2019 10:11	12/4/2019 10:21	12/4/2019	11:05:02 AM	43	10	Regular Hours	< 30 minutes
12/4/2019	1:02:01 PM	3 RUTLAND ST A	DOVER	Robert Pettigrew	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000850484001		1	12	12/4/2019 13:03	12/4/2019 13:04	12/4/2019 13:05	12/4/2019 13:16	12/4/2019	2:07:09 PM	50	14	Regular Hours	< 30 minutes
12/4/2019	1:28:35 PM	45 TOFTREE LN	DOVER	Lance Keely	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000850654001		0	13	12/4/2019 13:29	12/4/2019 13:30	12/4/2019 13:31	12/4/2019 13:44	12/4/2019	2:58:58 PM	74	15	Regular Hours	< 30 minutes
12/4/2019	1:43:32 PM	121 WHITEHOUSE RD	SOMERSWORTH	Daniel LaFortune	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520190000850821001		0	20	12/4/2019 13:44	12/4/2019 13:48	12/4/2019 13:48	12/4/2019 14:08	12/4/2019	3:28:40 PM	79	25	Regular Hours	< 30 minutes
12/5/2019	9:59:24 AM	25 ARTISAN WAY BLDG 2	DOVER	Robert Pettigrew	David Martigne	1146 - 0	GAS LEAK INSIDE	0520190000853306001		0	8	12/5/2019 9:59	12/5/2019 10:01	12/5/2019 10:02	12/5/2019 10:09	12/5/2019	10:54:43 AM	44	10	Regular Hours	< 30 minutes
12/6/2019	10:35:14 AM	51 LAWRENCE ST	PORTSMOUTH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000856125001		0	7	12/6/2019 10:35	12/6/2019 10:35	12/6/2019 10:40	12/6/2019 10:43	12/6/2019	11:52:01 AM	68	8	Regular Hours	< 30 minutes
12/6/2019	11:07:42 AM	223 MILL RD	HAMPTON	Joseph Kearns	David Martigne	1146 - 0	GAS LEAK INSIDE	0520190000856213001		0	7	12/6/2019 11:08	12/6/2019 11:12	12/6/2019 11:13	12/6/2019 11:20	12/6/2019	11:33:00 AM	12	12	Regular Hours	< 30 minutes
12/6/2019	11:35:26 AM	45 PINE ST	EXETER	Joseph Kearns	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000856272001		1	21	12/6/2019 11:36	12/6/2019 11:36	12/6/2019 11:37	12/6/2019 11:58	12/6/2019	12:51:43 PM	53	22	Regular Hours	< 30 minutes
12/9/2019	8:33:25 AM	251 OLD DOVER RD	ROCHESTER	John Wiley	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000858726001		0	8	12/9/2019 8:33	12/9/2019 8:34	12/9/2019 8:34	12/9/2019 8:42	12/9/2019	9:32:21 AM	49	9	Regular Hours	< 30 minutes
12/9/2019	9:06:49 AM	18 LOWELL ST	SEABROOK	Daniel LaFortune	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000859976001		0	22	12/9/2019 9:07	12/9/2019 9:07	12/9/2019 9:09	12/9/2019 9:29	12/9/2019	10:53:50 AM	84	22	Regular Hours	< 30 minutes
12/9/2019	3:20:49 PM	7 KIM LN	ROCHESTER	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000860541001		0	17	12/9/2019 15:21	12/9/2019 15:21	12/9/2019 15:22	12/9/2019 15:39	12/9/2019	4:21:15 PM	41	18	Regular Hours	< 30 minutes
12/10/2019	8:46:31 AM	80 RUTLAND ST	DOVER	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520190000861973001		0	9	12/10/2019 8:47	12/10/2019 8:48	12/10/2019 8:48	12/10/2019 8:57	12/10/2019	9:59:09 AM	61	11	Regular Hours	< 30 minutes
12/10/2019	1:29:17 PM	1 JACKSON HILL ST	PORTSMOUTH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520190000862796001		0	10	12/10/2019 13:29	12/10/2019 13:30	12/10/2019 13:30	12/10/2019 13:40	12/10/2019	2:04:08 PM	24	10	Regular Hours	< 30 minutes
12/11/2019	11:53:35 AM	19 MIDDLEBROOK RD	DOVER	Kevin Clifford	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000864795001		0	8	12/11/2019 11:54	12/11/2019 11:52	12/11/2019 11:54	12/11/2019 12:01	12/11/2019	1:36:26 PM	96	8	Regular Hours	< 30 minutes
12/12/2019	8:05:55 AM	31 MILTON RD	ROCHESTER	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520190000866341001		0	3	12/12/2019 8:05	12/12/2019 8:06	12/12/2019 8:06	12/12/2019 8:09	12/12/2019	9:11:27 AM	61	4	Regular Hours	< 30 minutes
12/12/2019	9:10:27 AM	127 OSPREY DR	PORTSMOUTH	Daniel LaFortune	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000866523001		0	13	12/12/2019 9:10	12/12/2019 9:11	12/12/2019 9:11	12/12/2019 9:24	12/12/2019	10:53:35 AM	68	14	Regular Hours	< 30 minutes
12/12/2019	11:39:14 AM	46 KINGS HWY	HAMPTON	Jeffrey Croteau	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000867041001		0	25	12/12/2019 11:39	12/12/2019 11:37	12/12/2019 11:38	12/12/2019 12:02	12/12/2019	1:31:26 PM	88	23	Regular Hours	< 30 minutes
12/12/2019	1:15:34 PM	94 STILLWATER CIR	GONIC	Robert Pettigrew	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000867258001		0	18	12/12/2019 13:15	12/12/2019 13:16	12/12/2019 13:18	12/12/2019 13:24	12/12/2019	2:46:29 PM	72	18	Regular Hours	< 30 minutes
12/12/2019	2:12:30 PM	48 COCHECO ST FL 2	DOVER	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000867479001		0	13	12/12/2019 14:12	12/12/2019 14:13	12/12/2019 14:13	12/12/2019 14:26	12/12/2019	3:29:18 PM	63	13	Regular Hours	< 30 minutes
12/13/2019	8:17:11 AM	2 ASTERIA LANE APT 209	ROCHESTER	Kevin Clifford	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000868761001		0	21	12/13/2019 8:17	12/13/2019 8:15	12/13/2019 8:18	12/13/2019 8:37	12/13/2019	9:44:02 AM	66	20	Regular Hours	< 30 minutes
12/13/2019	12:49:47 PM	47 WOODLAND GRN	ROCHESTER	Kevin Clifford	David Martigne	1146 - 0	GAS LEAK INSIDE	0520190000869378001		0	7	12/13/2019 12:50	12/13/2019 12:49	12/13/2019 12:51	12/13/2019 12:56	12/13/2019	1:28:59 PM	32	6	Regular Hours	< 30 minutes
12/13/2019	2:39:16 PM	77 ROOSEVELT AVE	DOVER	Lance Keely	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520190000869551001		0	16	12/13/2019 14:39	12/13/2019 14:40	12/13/2019 14:43	12/13/2019 14:56	12/13/2019	4:11:52 PM	75	17	Regular Hours	< 30 minutes
12/13/2019	3:49:41 PM	770 CENTRAL AVE 6	DOVER	Lance Keely	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000869999001		3	18	12/13/2019 15:53	12/13/2019 15:53	12/13/2019 16:12	12/13/2019 16:12	12/13/2019	5:25:29 PM	73	22	Regular Hours	< 30 minutes
12/16/2019	1:45:22 PM	238 LOCUST ST	DOVER	Lance Keely	David Martigne	1146 - 0	GAS LEAK INSIDE	0520190000872961001		0	4	12/16/2019 13:45	12/16/2019 13:45	12/16/2019 13:45	12/16/2019 13:50	12/16/2019	2:05:22 PM	74	5	Regular Hours	< 30 minutes
12/16/2019	2:55:32 PM	76 OCEAN BLVD	SEABROOK	John Wiley	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000872958001		0	4	12/16/2019 14:54	12/16/2019 14:56	12/16/2019 14:56	12/16/2019 15:01	12/16/2019	4:14:37 PM	73	5	Regular Hours	< 30 minutes
12/17/2019	9:56:11 AM	31 WEARE RD	HAMPTON FALLS	Daniel LaFortune	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000874821001		0	21	12/17/2019 9:56	12/17/2019 9:56	12/17/2019 9:57	12/17/2019 10:17	12/17/2019	11:56:34 AM	99	20	Regular Hours	< 30 minutes
12/17/2019	12:14:26 PM	223 HIGH ST 1	SOMERSWORTH	Robert Pettigrew	David Martigne	1146 - 0	GAS LEAK INSIDE	0520190000875566001		0	18	12/17/2019 12:15	12/17/2019 12:16	12/17/2019 12:18	12/17/2019 12:34	12/17/2019	1:34:15 PM	60	19	Regular Hours	< 30 minutes
12/18/2019	8:29:08 AM	213 MAIN ST	DURHAM	Robert Pettigrew	David Martigne	1147 - 0	GAS LEAK OUTSIDE	0520190000877969001		0	12	12/18/2019 8:29	12/18/2019 8:32	12/18/2019 8:33	12/18/2019 8:44	12/18/2019	9:49:11 AM	64	15	Regular Hours	< 30 minutes
12/18/2019	11:45:05 AM	30 CONSTITUTION WAY	DOVER	Robert Pettigrew	David Martigne	1146 - 0	GAS LEAK INSIDE	0520190000878990001		0	13	12/18/2019 11:45	12/18/2019 11:49	12/18/2019 11:49	12/18/2019 12:02	12/18/2019	12:33:20 AM	30	17	Regular Hours	< 30 minutes
12/18/2019	11:51:04 AM	17 TROUBLE CALL WAY	DOVER	Kevin Clifford	David Martigne	9100 - 0	TC GAS LEAK OUTSIDE	0520190000879051001		0	17	12/18/2019 11:51	12/18/2019 11:50	12/18/2019 12:00	12/18/2019 12:08	12/18/2019	1:44:25 PM	96	17	Regular Hours	< 30 minutes
12/18/2019	12:39:33 PM	13 STAYSAIL WAY	PORTSMOUTH	Jeffrey Croteau	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520190000879453001		0	10	12/18/2019 12:40	12/18/2019 12:40	12/18/2019 12:42	12/18/2019 12:50	12/18/2019	1:32:52 PM	42	11	Regular Hours	< 30 minutes
12/18/2019	1:01:00 PM	338 ATLANTIC AVE	SEABROOK	Joseph Kearns	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520190000879826001		0	18	12/18/2019 13:01	12/18/2019 13:01	12/18/2019 13:02	12/18/2019 13:20	12/18/2019	2:27:32 PM	67	19	Regular Hours	< 30 minutes
12/18/2019	2:47:51 PM	5 WATSON LN	DOVER	Lance Keely	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000880217001		0	7	12/18/2019 14:48	12/18/2019 14:58	12/18/2019 14:55							

Emergency Response Times
 NU New Hampshire work orders from 12/1/2019 to 12/31/2019
 Total orders in sample: 78

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 3 (4% 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	
12/1/2019	3:56:37 PM	191 MAIN ST	SALEM	NH	Kurt House	1146 - 0	GAS LEAK INSIDE	0520190000841760001		1	15	12/1/2019 15:57	12/1/2019 16:07	12/1/2019 16:07	12/1/2019 16:22	12/1/2019	4:56:31 PM	33	26	Weekend/Holiday Hours	< 30 minutes
12/8/2019	12:55:52 PM	248 ASHLAND ST	SEABROOK	NH	Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	0520190000857770001		1	15	12/8/2019 12:57	12/8/2019 12:57	12/8/2019 12:58	12/8/2019 13:13	12/8/2019	2:46:28 PM	93	17	Weekend/Holiday Hours	< 30 minutes
12/21/2019	4:33:41 PM	12 DEER CREEK RUN 11 LOT	SOMERSWORTH	NH	Kevin Clifford	1146 - 0	GAS LEAK INSIDE	0520190000885711001		2	22	12/21/2019 16:36	12/21/2019 16:36	12/21/2019 16:39	12/21/2019 16:59	12/21/2019	5:18:31 PM	19	25	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes for Regular Hours: 2 (3% of total records returned.)																					
12/4/2019	8:10:31 AM	44 ELM ST	DOVER	NH	Kevin Ruel	1147 - 0	GAS LEAK OUTSIDE	0520190000849128001		1	29	12/4/2019 8:12	12/4/2019 8:14	12/4/2019 8:15	12/4/2019 8:44	12/4/2019	10:35:41 AM	111	33	Regular Hours	31-45 Minutes
12/27/2019	3:31:57 PM	23 S BROADWAY COMMON	SALEM	NH	Anthony Beck	1146 - 0	GAS LEAK INSIDE	0520190000895241001		0	26	12/27/2019 15:32	12/27/2019 15:36	12/27/2019 15:38	12/27/2019 16:03	12/27/2019	4:43:30 PM	40	31	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 3 (4% of total records returned.)																					
12/11/2019	9:26:53 PM	24 TROUBLE CALL WAY	EXETER	NH	Jeffrey Croteau	9100 - 0	TC GAS LEAK OUTSIDE	0520190000865799001		0	39	12/11/2019 21:27	12/11/2019 21:25	12/11/2019 21:26	12/11/2019 22:05	12/12/2019	12:34:20 AM	149	38	After Hours	31-45 Minutes
12/12/2019	7:31:02 PM	9 PLAISTOW RD NTB 11A	PLAISTOW	NH	Joseph Kearns	1147 - 0	GAS LEAK OUTSIDE	0520190000868092001		0	26	12/12/2019 19:31	12/12/2019 19:35	12/12/2019 19:36	12/12/2019 20:02	12/12/2019	9:22:50 PM	80	31	After Hours	31-45 Minutes
12/13/2019	6:30:03 AM	253 DRAKESIDE RD UNIT 1	HAMPTON	NH	Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	0520190000868145001		1	26	12/13/2019 6:31	12/13/2019 6:40	12/13/2019 6:40	12/13/2019 7:07	12/13/2019	8:13:08 AM	65	37	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (1% of total records returned.)																					
12/22/2019	11:13:45 AM	5 STERLING HILL LN 545	EXETER	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	0520190000885742001		1	30	12/22/2019 11:14	12/22/2019 11:15	12/22/2019 11:16	12/22/2019 11:45	12/22/2019	12:37:17 PM	51	32	Weekend/Holiday Hours	31-45 Minutes
Orders responded to in 46-60 Minutes for Regular Hours: 0 (% of total records returned.)																					
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: 0 (% of total records returned.)																					
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 12/1/2019 to 12/31/2019

Total orders in sample: 78

Dec-19

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	33	42%	15	30	54%	15	3	17%	15	0	0%
30	39	92%	30	24	96%	30	12	83%	30	3	75%
45	6	100%	45	2	100%	45	3	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	78		Total	56		Total	18		Total	4	

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%
Total	74		Total	39		Total	15		Total	20	

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%
Total	68		Total	39		Total	18		Total	11	

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%
Total	54		Total	37		Total	10		Total	7	

Emergency Response Times

NU New Hampshire work orders from 12/1/2019 to 12/31/2019

Total orders in sample: 78

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%
Total	39		Total	20		Total	13		Total	6	

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%
Total	58		Total	37		Total	15		Total	6	

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%
Total	36		Total	23		Total	6		Total	7	

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%
Total	63		Total	44		Total	13		Total	6	

Emergency Response Times

NU New Hampshire work orders from 12/1/2019 to 12/31/2019

Total orders in sample: 78

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%
Total	61		Total	38		Total	15		Total	8	

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%
Total	70		Total	45		Total	13		Total	12	

Feb-19

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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	

Emergency Response Times

NU New Hampshire work orders from 12/1/2019 to 12/31/2019

Total orders in sample: 78

Jan-19

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	304	41%	15	248	54%	15	35	21%	15	21	20%
30	347	89%	30	190	95%	30	102	82%	30	55	72%
45	79	100%	45	22	100%	45	31	100%	45	26	97%
60	2	100%	60	0	100%	60	0	100%	60	2	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	733		Total	460		Total	168		Total	105	