



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

February 12, 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 January 2020

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the January 2020 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 January 2020 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 Times
 NU New Hampshire work orders from 1/1/2020 to 1/31/2020
 Total orders in sample: 76

Orders responded to in < 30 minutes for Regular Hours: 52 (68% 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		
1/1/2020	9:35:16 AM	461 OCEAN BLVD A 13	HAMPTON	NH	Jeffrey Croteau	Jakub Rucinski	1147 - 0	GAS LEAK OUTSIDE	05202000000072001		2	2	1/1/2020 9:37	1/1/2020 9:34	1/1/2020 9:35	1/1/2020 9:57	1/1/2020	11:40:48 AM	107	23	Regular Hours	< 30 minutes
1/1/2020	11:17:40 AM	11 TURGEON LN B	SOMERSWORTH	NH	Kevin Ruef	Jakub Rucinski	1147 - 0	GAS LEAK OUTSIDE	052020000000089001		1	21	1/1/2020 11:19	1/1/2020 11:19	1/1/2020 11:19	1/1/2020 11:41	1/1/2020	12:30:30 PM	102	23	Regular Hours	< 30 minutes
1/2/2020	8:35:36 AM	341 S BROADWAY	SALEM	NH	Joseph Kearns	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000001195001		0	18	1/2/2020 8:35	1/2/2020 8:37	1/2/2020 8:38	1/2/2020 8:55	1/2/2020	9:10:53 AM	15	20	Regular Hours	< 30 minutes
1/2/2020	9:43:15 AM	61 SCOTT AVE	SEABROOK	NH	John Wiley	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520200000001356001		0	18	1/2/2020 9:43	1/2/2020 9:43	1/2/2020 9:44	1/2/2020 10:02	1/2/2020	10:57:01 AM	54	19	Regular Hours	< 30 minutes
1/2/2020	12:02:28 PM	40 WATER ST OFFC1	EXETER	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000000180001		0	18	1/2/2020 12:03	1/2/2020 12:03	1/2/2020 12:03	1/2/2020 12:21	1/2/2020	12:41:38 PM	20	19	Regular Hours	< 30 minutes
1/3/2020	12:46:43 PM	37 NEW YORK ST 3	DOVER	NH	Robert Pettigrew	David Marriage	1146 - 0	GAS LEAK INSIDE	052020000000048001		0	12	1/3/2020 12:47	1/3/2020 12:56	1/3/2020 12:57	1/3/2020 13:08	1/3/2020	1:44:09 PM	35	21	Regular Hours	< 30 minutes
1/3/2020	2:52:34 PM	100 HIGH ST	EXETER	NH	Lance Keately	Lynne Copp	1146 - 0	GAS LEAK INSIDE	05202000000004813001		0	24	1/3/2020 14:53	1/3/2020 14:53	1/3/2020 14:53	1/3/2020 15:17	1/3/2020	3:40:56 PM	23	25	Regular Hours	< 30 minutes
1/6/2020	10:50:28 AM	45 STERLING HLL LN APT 627	EXETER	NH	Lance Keately	David Marriage	1146 - 0	GAS LEAK INSIDE	0520200000007104001		0	16	1/6/2020 10:50	1/6/2020 10:50	1/6/2020 10:55	1/6/2020 11:07	1/6/2020	11:46:16 AM	38	16	Regular Hours	< 30 minutes
1/6/2020	11:46:10 AM	45 ANDERSON LN	ROCHESTER	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000000394001		0	16	1/6/2020 11:46	1/6/2020 11:44	1/6/2020 11:45	1/6/2020 12:01	1/6/2020	12:28:58 PM	27	14	Regular Hours	< 30 minutes
1/7/2020	10:49:52 AM	104 WASHINGTON ST UNIT 401	DOVER	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000001020001		0	12	1/7/2020 10:50	1/7/2020 10:47	1/7/2020 10:49	1/7/2020 10:59	1/7/2020	11:33:35 PM	133	10	Regular Hours	< 30 minutes
1/7/2020	3:23:31 PM	131 EPPING RD	EXETER	NH	Lance Keately	David Marriage	1147 - 0	GAS LEAK OUTSIDE	0520200000001845001		0	25	1/7/2020 15:24	1/7/2020 15:26	1/7/2020 15:26	1/7/2020 15:51	1/7/2020	5:24:42 PM	93	27	Regular Hours	< 30 minutes
1/7/2020	3:54:02 PM	14 KELLEY RD	SALEM	NH	Joseph Kearns	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	05202000000010933001		0	26	1/7/2020 15:54	1/7/2020 15:55	1/7/2020 15:59	1/7/2020 16:21	1/7/2020	5:15:51 PM	54	27	Regular Hours	< 30 minutes
1/8/2020	10:56:00 AM	5 MILL RD B	DURHAM	NH	Jeffrey Croteau	David Marriage	1147 - 0	GAS LEAK OUTSIDE	052020000000179001		0	6	1/8/2020 10:56	1/8/2020 10:53	1/8/2020 10:55	1/8/2020 10:59	1/8/2020	2:20:48 PM	201	3	Regular Hours	< 30 minutes
1/8/2020	12:30:06 PM	12 SAGE LN UNIT 14BG	GREENLAND	NH	Daniel LaFortune	David Marriage	1147 - 0	GAS LEAK OUTSIDE	05202000000013430001		0	26	1/8/2020 12:30	1/8/2020 12:29	1/8/2020 12:32	1/8/2020 12:56	1/8/2020	2:21:50 PM	85	25	Regular Hours	< 30 minutes
1/8/2020	2:05:09 PM	35 OCEAN BLVD	NORTH HAMPTON	NH	Joseph Kearns	David Marriage	1147 - 0	GAS LEAK OUTSIDE	05202000000013871001		0	12	1/8/2020 14:05	1/8/2020 14:05	1/8/2020 14:05	1/8/2020 14:17	1/8/2020	3:35:39 PM	77	12	Regular Hours	< 30 minutes
1/8/2020	2:07:55 PM	868 LAFAYETTE RD 3	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000000016247001		0	20	1/8/2020 14:08	1/8/2020 14:05	1/8/2020 14:06	1/8/2020 14:25	1/8/2020	3:08:15 PM	42	17	Regular Hours	< 30 minutes
1/10/2020	9:12:03 AM	23 WOODMAN ST UNIT 1	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000001765001		0	10	1/10/2020 9:12	1/10/2020 9:09	1/10/2020 9:14	1/10/2020 9:20	1/10/2020	11:14:14 AM	113	8	Regular Hours	< 30 minutes
1/13/2020	9:20:21 AM	23 S BROADWAY UNIT 6 & 7	SALEM	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000001242001		0	18	1/13/2020 9:20	1/13/2020 9:20	1/13/2020 9:20	1/13/2020 9:38	1/13/2020	2:17:16 PM	278	18	Regular Hours	< 30 minutes
1/13/2020	11:56:58 AM	45 N BROADWAY	SALEM	NH	Daniel LaFortune	David Marriage	1146 - 0	GAS LEAK INSIDE	0520200000001794001		1	19	1/13/2020 11:58	1/13/2020 11:58	1/13/2020 12:08	1/13/2020 12:17	1/13/2020	12:57:15 PM	39	20	Regular Hours	< 30 minutes
1/13/2020	12:59:48 PM	3 SALEM CT	SALEM	NH	Kevin Clifford	David Marriage	1147 - 0	GAS LEAK OUTSIDE	0520200000001803001		0	8	1/13/2020 12:10	1/13/2020 12:12	1/13/2020 12:12	1/13/2020 12:20	1/13/2020	2:18:28 PM	119	10	Regular Hours	< 30 minutes
1/13/2020	3:01:45 PM	30 NEW ROCHESTER RD	DOVER	NH	Kevin Clifford	David Marriage	1147 - 0	GAS LEAK OUTSIDE	0520200000002286001		0	16	1/13/2020 15:02	1/13/2020 14:59	1/13/2020 15:00	1/13/2020 15:15	1/13/2020	4:32:48 PM	77	13	Regular Hours	< 30 minutes
1/14/2020	8:48:45 AM	40 SPRINGRIDGE GREEN WAY	ROCHESTER	NH	Daniel LaFortune	David Marriage	1147 - 0	GAS LEAK OUTSIDE	05202000000020489001		0	13	1/14/2020 8:49	1/14/2020 8:49	1/14/2020 8:52	1/14/2020 9:03	1/14/2020	10:17:48 AM	74	14	Regular Hours	< 30 minutes
1/14/2020	9:29:43 AM	100 N BROADWAY	SALEM	NH	Kevin Ruef	David Marriage	1146 - 0	GAS LEAK INSIDE	05202000000024225001		1	3	1/14/2020 9:31	1/14/2020 9:36	1/14/2020 9:36	1/14/2020 9:40	1/14/2020	9:54:42 AM	14	10	Regular Hours	< 30 minutes
1/14/2020	3:29:07 PM	707 CENTRAL AVE #1	DOVER	NH	Daniel LaFortune	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000002547001		0	24	1/14/2020 15:29	1/14/2020 15:30	1/14/2020 15:33	1/14/2020 15:54	1/14/2020	5:39:22 PM	105	20	Regular Hours	< 30 minutes
1/15/2020	3:30:18 PM	218 THAXTER RD	PORTSMOUTH	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000002896001		0	13	1/15/2020 15:30	1/15/2020 15:31	1/15/2020 15:31	1/15/2020 15:44	1/15/2020	4:27:31 PM	42	14	Regular Hours	< 30 minutes
1/16/2020	8:37:21 AM	5 ANDREWS LN	EAST KINGSTON	NH	Joseph Kearns	Lynne Copp	1147 - 0	GAS LEAK INSIDE	0520200000002936001		0	25	1/16/2020 8:38	1/16/2020 8:38	1/16/2020 8:41	1/16/2020 9:03	1/16/2020	9:59:17 AM	56	25	Regular Hours	< 30 minutes
1/17/2020	11:43:22 PM	191 EXETER RD	HAMPTON	NH	Kevin Clifford	David Marriage	1147 - 0	GAS LEAK OUTSIDE	0520200000003273001		0	16	1/17/2020 13:14	1/17/2020 13:11	1/17/2020 13:13	1/17/2020 13:28	1/17/2020	2:19:56 PM	51	13	Regular Hours	< 30 minutes
1/21/2020	8:43:03 AM	30 W HIGH ST	SOMERSWORTH	NH	John Wiley	David Marriage	1147 - 0	GAS LEAK OUTSIDE	05202000000037815001		0	16	1/21/2020 8:43	1/21/2020 8:44	1/21/2020 8:44	1/21/2020 9:00	1/21/2020	10:04:22 AM	63	17	Regular Hours	< 30 minutes
1/21/2020	10:44:20 AM	69 SUNNINGDALE DR LOT 61	SOMERSWORTH	NH	John Wiley	David Marriage	1146 - 0	GAS LEAK INSIDE	0520200000003825001		0	10	1/21/2020 10:44	1/21/2020 10:45	1/21/2020 10:46	1/21/2020 10:56	1/21/2020	11:21:26 AM	25	11	Regular Hours	< 30 minutes
1/21/2020	12:08:36 PM	79 ROCHESTER HILL RD 2	ROCHESTER	NH	John Wiley	David Marriage	1146 - 0	GAS LEAK INSIDE	0520200000003872001		0	20	1/21/2020 12:09	1/21/2020 12:09	1/21/2020 12:10	1/21/2020 12:30	1/21/2020	1:04:55 PM	34	21	Regular Hours	< 30 minutes
1/22/2020	9:56:29 AM	688 EXETER RD	HAMPTON	NH	Joseph Kearns	David Marriage	1146 - 0	GAS LEAK INSIDE	0520200000004089001		0	14	1/22/2020 9:56	1/22/2020 9:57	1/22/2020 9:58	1/22/2020 10:11	1/22/2020	10:33:55 AM	22	15	Regular Hours	< 30 minutes
1/22/2020	11:16:13 AM	67 CORPORATE DR BLDG A	PORTSMOUTH	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000000041141001		0	15	1/22/2020 11:16	1/22/2020 11:17	1/22/2020 11:19	1/22/2020 11:32	1/22/2020	12:06:50 PM	34	15	Regular Hours	< 30 minutes
1/22/2020	1:28:32 PM	27 MILL RD	HAMPTON	NH	Joseph Kearns	David Marriage	1146 - 0	GAS LEAK INSIDE	0520200000004162001		0	12	1/22/2020 13:29	1/22/2020 13:29	1/22/2020 13:30	1/22/2020 13:42	1/22/2020	2:25:11 PM	42	13	Regular Hours	< 30 minutes
1/22/2020	2:30:13 PM	112 HERITAGE AVE 4	PORTSMOUTH	NH	Daniel LaFortune	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	05202000000041987001		0	5	1/22/2020 14:30	1/22/2020 14:31	1/22/2020 14:32	1/22/2020 14:37	1/22/2020	4:10:24 PM	92	7	Regular Hours	< 30 minutes
1/22/2020	2:45:48 PM	23 S BROADWAY UNIT 4	SALEM	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	05202000000041922001		0	4	1/22/2020 14:46	1/22/2020 14:47	1/22/2020 14:51	1/22/2020 14:51	1/22/2020	4:45:02 PM	113	6	Regular Hours	< 30 minutes
1/22/2020	7:13:56 AM	85 INDUSTRIAL PARK DR	DOVER	NH	Kevin Clifford	Michael Talis	1146 - 0	GAS LEAK INSIDE	05202000000043295001		1	22	1/22/2020 7:15	1/22/2020 7:12	1/22/2020 7:17	1/22/2020 7:35	1/22/2020	8:16:22 AM	41	21	Regular Hours	< 30 minutes
1/22/2020	7:48:48 AM	11 ANSELBY ST	SEABROOK	NH	Joseph Kearns	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520200000004342001		1	25	1/22/2020 7:50	1/22/2020 7:53	1/22/2020 7:55	1/22/2020 8:16	1/22/2020	8:57:09 AM	38	30	Regular Hours	< 30 minutes
1/23/2020	8:34:34 AM	260 THORNTON ST	PORTSMOUTH	NH	Kurt House	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520200000004346001		0	17	1/23/2020 8:35	1/23/2020 8:35	1/23/2020 8:35	1/23/2020 8:52	1/23/2020	12:18:41 PM	204	18	Regular Hours	< 30 minutes
1/23/2020	8:57:24 AM	4 MERRILL LN DR 9	HAMPTON	NH	Kevin Clifford	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	05202000000044043001		0	14	1/23/2020 8:57	1/23/2020 8:55	1/23/2020 8:55	1/23/2020 9:10	1/23/2020	10:34:41 AM	84	19	Regular Hours	< 30 minutes
1/23/2020	9:05:07 AM	51 KENSINGTON RD	PORTSMOUTH	NH	Anthony Beck	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520200000004406001		0	10	1/23/2020 9:06	1/23/2020 9:13	1/23/2020 9:13	1/23/2020 9:13	1/23/2020	10:16:08 AM	62	8	Regular Hours	< 30 minutes
1/23/2020	10:14:52 AM	300 CONSTITUTION AVE HOUSE	PORTSMOUTH	NH	Kurt House	David Marriage	1147 - 3	GAS LEAK OUTSIDE	0520200000004429200													

Emergency Response Times
 NU New Hampshire work orders from 1/1/2020 to 1/31/2020
 Total orders in sample: 76

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	
1/21/2020	11:14:50 AM	34 VICKA CIR	SEABROOK	NH	Daniel LaFortune	David Martineau	1146 - 0	GAS LEAK INSIDE	05202000003834001		0	29	1/21/2020 11:15	1/21/2020 11:16	1/21/2020 11:16	1/21/2020 11:45	1/21/2020 12:10:10 PM	24	31	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 2 (3% of total records returned.)																					
1/23/2020	7:11:20 PM	57 BROWN AVE	HAMPTON	NH	Jeffrey Crolesau	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052020000045697001		1	31	1/23/2020 19:13	1/23/2020 19:22	1/23/2020 19:23	1/23/2020 19:54	1/23/2020 9:53:32 PM	119	43	After Hours	31-45 Minutes
1/29/2020	6:39:15 AM	1 PROGRESS DR UNIT 11	DOVER	NH	Kevin Ruel	David Martineau	1146 - 0	GAS LEAK INSIDE	052020000055700001		0	27	1/29/2020 6:39	1/29/2020 6:45	1/29/2020 6:46	1/29/2020 7:13	1/29/2020 7:26:53 AM	13	34	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (1% of total records returned.)																					
1/26/2020	8:32:27 PM	7 HORNE ST	DOVER	NH	Kevin Ruel	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000048865001		0	29	1/26/2020 20:33	1/26/2020 20:39	1/26/2020 20:40	1/26/2020 21:09	1/26/2020 9:23:37 PM	14	36	Weekend/Holiday Hours	31-45 Minutes
Orders responded to in 46-60 Minutes for Regular Hours: 2 (3% of total records returned.)																					
1/13/2020	9:30:15 AM	400 CENTRAL ST UNIT 406	SALEM	NH	Daniel LaFortune	David Martineau	1147 - 0	GAS LEAK OUTSIDE	052020000021277001		0	50	1/13/2020 9:30	1/13/2020 9:32	1/13/2020 9:32	1/13/2020 10:22	1/13/2020 12:08:08 PM	105	52	Regular Hours	46-60 Minutes
1/13/2020	9:49:02 AM	500 CENTRAL ST HOUSE, BLDG 3	SALEM	NH	Kevin Ruel	David Martineau	1147 - 0	GAS LEAK OUTSIDE	052020000021354001		1	56	1/13/2020 9:50	1/13/2020 9:50	1/13/2020 9:51	1/13/2020 10:47	1/13/2020 12:25:14 PM	98	58	Regular Hours	46-60 Minutes
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 1/1/2020 to 1/31/2020
 Total orders in sample: 76

Jan-20

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	35	46%	15	27	49%	15	5	33%	15	3	50%
30	35	92%	30	25	95%	30	8	87%	30	2	83%
45	4	97%	45	1	96%	45	2	100%	45	1	100%
60	2	100%	60	2	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	76		Total	55		Total	15		Total	6	

Dec-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	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		
<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	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		
<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	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	

Emergency Response Times

NU New Hampshire work orders from 1/1/2020 to 1/31/2020

Total orders in sample: 76

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	

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	

Emergency Response Times

NU New Hampshire work orders from 1/1/2020 to 1/31/2020

Total orders in sample: 76

May-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	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>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	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>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	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 1/1/2020 to 1/31/2020
 Total orders in sample: 76
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%
Total	58		Total	33		Total	17		Total	8	

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	313	43%	15	254	55%	15	35	21%	15	24	24%
30	340	89%	30	190	95%	30	101	81%	30	49	72%
45	78	99%	45	20	100%	45	32	100%	45	26	98%
60	4	100%	60	2	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%
Total	735		Total	466		Total	168		Total	101	