

FILED ELECTRONICALLY

June 15, 2020

Debra Howland, Executive Director and Secretary New Hampshire Public Utilities Commission 21 S. Fruit St, Suite 10 Concord, N.H. 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 11-196 – Emergency Response Odor Call Report ("Report") for May 2020

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. ("the Company") is the May 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 May 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.

Very truly yours,

Christopher Goulding,

Director, Rates and Revenue Requirements

Man

Enclosure

cc: Christopher LeBlanc, USC

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 Co	ompleted	Job Time	Response Time	Hour Class	Reponse Category
	PM 906 PORTLAND ST D	ROCHESTER	NH	Lance Keelty	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520200000205819001	manicipal Onate	1	20	5/1/2020 14:45	5/1/2020 14:44		5/1/2020 15:05	5/1/2020	3:25:55 PM	20	20	Regular Hours	< 30 minutes
	AM 36 POST RD	GREENLAND	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000205518001		1	9	5/4/2020 8:34	5/4/2020 8:35	5/4/2020 8:35	5/4/2020 8:44	5/4/2020	10:25:03 AM	100	11	Regular Hours	< 30 minute
	AM 1072 OCEAN BLVD MV	HAMPTON	NH	Daniel Lafortune	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000200338001		1	16	5/4/2020 11:44	5/4/2020 11:51	5/4/2020 11:56	5/4/2020 12:07	5/4/2020	1:48:58 PM	101	24	Regular Hours	< 30 minute
	PM 815 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000207337001		0	2	5/5/2020 12:30	5/5/2020 12:30	5/5/2020 12:30	5/5/2020 12:33	5/5/2020	2:00:28 PM	86	3	Regular Hours	< 30 minute
	PM 38 OVERLOOK DR BLDG 867	ATKINSON	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000209102001		0	16	5/6/2020 13:04	5/6/2020 12:30	5/6/2020 12:30	5/6/2020 13:20	5/6/2020	1:39:16 PM	18	16	Regular Hours	< 30 minute
	AM 19 ELM ST	DOVER	NH	Jeffrey Croteau	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520200000212240001		0	8	5/11/2020 8:46	5/11/2020 8:46	5/11/2020 8:46	5/11/2020 8:54		10:33:17 AM	98	7	Regular Hours	< 30 minute
	PM 222 WIBIRD ST	PORTSMOUTH	NH	Kevin Clifford	David Martinage	1146 - 0	GAS LEAK INSIDE	0520200000222873001		0	10	5/12/2020 12:15	5/12/2020 12:19	5/12/2020 12:19	5/12/2020 12:29	5/12/2020	1:01:42 PM	32	14	Regular Hours	< 30 minute
	PM 401 N MAIN ST	ROCHESTER	NH	Robert Pettigrew	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520200000223398001		0	14	5/12/2020 12:13	5/12/2020 12:19		5/12/2020 12:29	5/12/2020	3:24:34 PM	94	15	Regular Hours	< 30 minute
	AM 3 GUNSTOCK RD	PLAISTOW	NH	Joseph Keams	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520200000220909001		0	8	5/14/2020 8:32	5/14/2020 8:34	5/14/2020 8:36	5/14/2020 8:42	5/14/2020	9:29:57 AM	47	10	Regular Hours	< 30 minute
	AM 7 RICHARD ST	HAMPTON	NH	Joseph Kearns Joseph Kearns	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520200000231933001		0	9	5/15/2020 11:34	5/15/2020 11:36	5/15/2020 11:37	5/15/2020 11:45	5/15/2020	12:19:27 PM	33	11	Regular Hours	< 30 minute
	AM 76 S SCHOOL ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000233304001		1	14	5/20/2020 9:35	5/20/2020 9:38	5/20/2020 9:38	5/20/2020 9:52	5/20/2020	10:59:43 AM	67	17	Regular Hours	< 30 minute
	AM 16 BRAMBER II	ROCHESTER	NH	Robert Pettigrew	David Martinage	1146 - 0	GAS LEAK INSIDE	0520200000245619001		0	12	5/20/2020 10:37	5/20/2020 10:40	5/20/2020 9:36	5/20/2020 10:52	5/20/2020	11:36:29 AM	43	15	Regular Hours	< 30 minute
	AM 20 N ST UNIT 401	HAMPTON	NH NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000245619001		1	3	5/26/2020 10:37	5/26/2020 8:50	5/26/2020 8:51	5/26/2020 8:53		10:14:16 AM	80	5	Regular Hours	< 30 minute
	PM 85 KNOX MARSH RD	DOVER	NH	Robert Pettigrew	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520200000254068001		0	7	5/26/2020 14:00	5/26/2020 14:04	5/26/2020 14:04	5/26/2020 14:11	5/26/2020	5:17:13 PM	185	11	Regular Hours	< 30 minute
	B AM 1 MARSHALL WAY	SEABROOK	NH	Daniel Lafortune	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000254068001		0	22	5/20/2020 14:00	5/27/2020 9:31	5/27/2020 9:33	5/27/2020 9:54	5/27/2020	11:26:06 AM	91	22	Regular Hours	< 30 minute
	3 AM 260 MYRTLE AVE	PORTSMOUTH	NH NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000254920001		0	13	5/27/2020 9:31	5/27/2020 9:31	5/27/2020 9:33	5/27/2020 9:54	5/27/2020	12:25:49 PM	27	15	Regular Hours	< 30 minuter
	AM 1 MADBURY RD UNIT 103	DURHAM	NH	Lance Keelty	David Martinage	1146 - 0	GAS LEAK INSIDE	0520200000250030001		0	18	5/29/2020 8:11	5/29/2020 8:09	5/29/2020 8:10	5/29/2020 8:28	5/29/2020	8:50:22 AM	21	18	Regular Hours	< 30 minute
5/29/2020 6:10:3	AM I MADBURT RD UNIT 103	DURNAM	NΠ	Lance Reelty	David Martinage	1140 - 0	GAS LEAK INSIDE	0520200000260046001		U	10	5/29/2020 6:11	5/29/2020 6:09	5/29/2020 6:10	3/29/2020 6:26	5/29/2020	0:5U:22 AM	21	10	Regular nours	< 30 minutes
Ordors responde	to in < 30 minutes for After	Haures 0 /229/	of total roce	unds returned \																	
	Address		State		Inc									l							In
5/1/2020 6:59:2	Address AM 7 ROSEWOOD CT 20 A	Town ATKINSON	State	Serv. Tech	Dispatcher	Task Code 1146 - 0	Task Desc. GAS LEAK INSIDE	Work Order 0520200000204937001	Municipal Onsite	Held Time	Travel Time 21	Assigned 5/1/2020 7:01	Accepted 5/1/2020 7:01	En Route 5/1/2020 7:03	On Site 5/1/2020 7:23	5/1/2020	7:53:49 AM	Job Time 30	Response Time 23	Hour Class	Reponse Catego
	PM 489 OCEAN BLVD 1ST FL	HAMPTON	NH	Joseph Kearns Matthew McCarron	Jason Brooks	1146 - 0		0520200000204937001		0	24		-	5/1/2020 7:03			7:37:32 PM		25	After Hours	< 30 minutes
	PM 81 TROUBLE CALL WAY	PORTSMOUTH			David Martinage		GAS LEAK OUTSIDE					5/1/2020 17:39	5/1/2020 17:40	5/1/2020 17:42	5/1/2020 18:04	5/1/2020		93			
			NH	Matthew McCarron	David Martinage	9100 - 0	TC GAS LEAK OUTSIDE	0520200000206277001		0	10	5/1/2020 20:14	5/1/2020 20:14		5/1/2020 20:25	5/1/2020	10:13:59 PM	108	10	After Hours	< 30 minutes
	PM 11 OLD COUNTY RD PM 14 ELM ST	PLAISTOW	NH NH	Anthony Beck	David Martinage	1147 - 0 1146 - 0	GAS LEAK OUTSIDE	0520200000208606001		1 0	23	5/4/2020 19:19	5/4/2020 19:17	5/4/2020 19:21	5/4/2020 19:41	5/4/2020	8:59:41 PM	78	23	After Hours	< 30 minutes
				John Wiley	Jason Brooks		GAS LEAK INSIDE			0	6	5/11/2020 16:22	5/11/2020 16:23		5/11/2020 16:29	5/11/2020	4:35:21 PM	5	8		
	PM 110 S MAIN ST	SEABROOK	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000232960001		·	28	5/14/2020 16:29	5/14/2020 16:30	5/14/2020 16:30	5/14/2020 16:59	5/14/2020	5:53:14 PM	54	29	After Hours	< 30 minutes
	8 PM 8 JEFFREY DR	HAMPTON	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000246970001		0	6	5/20/2020 16:22	5/20/2020 16:24	5/20/2020 16:26	5/20/2020 16:30	5/20/2020	5:21:59 PM	51	9	After Hours	< 30 minutes
	PM 175 MARKET ST UNIT 301	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000247479001		0	20	5/20/2020 18:35	5/20/2020 18:36	5/20/2020 18:37	5/20/2020 18:57	5/20/2020	8:07:45 PM	70	22	After Hours	< 30 minutes
5/21/2020 4:07:5	5 PM 5 LAMPREY TER	HAMPTON	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000249314001		0	22	5/21/2020 16:08	5/21/2020 16:08	5/21/2020 16:13	5/21/2020 16:31	5/21/2020	6:45:18 PM	133	23	After Hours	< 30 minutes
			1																		
	to in < 30 minutes for Week			1	1		1	1	1			1							1	1	
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted		On Site				Response Time	Hour Class	Reponse Categor
	PM 16 IRONWOOD LN	ATKINSON	NH	Anthony Beck	Jakub Rucinski	1147 - 0	GAS LEAK OUTSIDE	0520200000206462001		1	20	5/3/2020 16:39	5/3/2020 16:42		5/3/2020 17:02		5:57:18 PM	54	24	Weekend/Holiday Hours	
	5 PM 163 WATER ST #3 C-3	EXETER	NH	Matthew McCarron	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520200000237627001		1	25	5/16/2020 16:31	5/16/2020 16:33		5/16/2020 16:58	5/16/2020	6:08:23 PM	69	28	Weekend/Holiday Hours	< 30 minutes
	PM 26 PLAYHOUSE CIR	HAMPTON	NH	Matthew McCarron	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520200000237753001		4	23	5/17/2020 16:55	5/17/2020 16:56	5/17/2020 16:57	5/17/2020 17:19	5/17/2020	7:02:34 PM	102	28	Weekend/Holiday Hours	< 30 minutes
	9 PM 5 TROUBLE CALL WAY	ATKINSON	NH	Joseph Kearns	Scott Lacouture	9100 - 0	TC GAS LEAK OUTSIDE	0520200000251726001		1	21	5/23/2020 13:41	5/23/2020 13:46	5/23/2020 13:47	5/23/2020 14:08	5/23/2020	2:45:16 PM	37	27	Weekend/Holiday Hours	< 30 minutes
5/24/2020 6:32:0	PM 52 BLUE HERON DR	PORTSMOUTH	NH	Robert Pettigrew	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520200000251797001		0	18	5/24/2020 18:32	5/24/2020 18:38	5/24/2020 18:38	5/24/2020 18:56	5/24/2020	7:30:24 PM	33	24	Weekend/Holiday Hours	< 30 minutes
			no/ f																		
	to in 31-45 Minutes for Regu	1	5% of total r	1	Taxana and a							1		I					T		T
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted		On Site				Response Time	Hour Class	Reponse Categor
5/6/2020 8:46:2	8 AM 61 ACADIA LN UNIT 207	EXETER	NH	Joseph Kearns	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000209661001		0	28	5/6/2020 8:47	5/6/2020 8:50	5/6/2020 8:50	5/6/2020 9:18	5/6/2020	10:00:55 AM	42	32	Regular Hours	31-45 Minutes
	to in 31-45 Minutes for Afte											_									_
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted		On Site			Job Time	Response Time	Hour Class	Reponse Categor
	PM 28 PORTSMOUTH AVE	STRATHAM	NH	Lance Keelty	David Martinage	1146 - 0	GAS LEAK INSIDE	0520200000206283001		1	19	5/1/2020 21:09	5/1/2020 21:20	5/1/2020 21:21	5/1/2020 21:40	5/1/2020	9:55:08 PM	14	32	After Hours	31-45 Minutes
	PM 579 SAGAMORE AVE 32	PORTSMOUTH	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000233045001		0	31	5/14/2020 18:07	5/14/2020 18:07	5/14/2020 18:08	5/14/2020 18:39	5/14/2020	6:55:59 PM	16	32	After Hours	31-45 Minute
	AM 21 DOVETAIL LN	DOVER	NH	Kevin Ruel	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000241608001		1	28	5/19/2020 6:03	5/19/2020 6:12	5/19/2020 6:13	5/19/2020 6:40	5/19/2020	7:05:42 AM	24	38	After Hours	31-45 Minute
5/21/2020 4:29:2	PM 205 SPRINGBROOK CIR	PORTSMOUTH	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000249348001	L	1	31	5/21/2020 16:31	5/21/2020 16:35	5/21/2020 16:35	5/21/2020 17:07	5/21/2020	5:46:28 PM	39	37	After Hours	31-45 Minute
	to in 31-45 Minutes for Wee																				
order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted		On Site		. ,		Response Time	Hour Class	Reponse Catego
	AM 462 NEW ZEALAND RD	SEABROOK	NH	Matthew McCarron	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520200000237494001		1	26	5/16/2020 1:48	5/16/2020 1:53	5/16/2020 1:55	5/16/2020 2:20	5/16/2020	4:11:28 AM	111	32	Weekend/Holiday Hours	31-45 Minute
	3 PM 1210 SOUTH ST	PORTSMOUTH	NH	Joseph Keams	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000237602001		0	31	5/16/2020 14:21	5/16/2020 14:21	5/16/2020 14:22	5/16/2020 14:52		2:58:34 PM	5	31	Weekend/Holiday Hours	31-45 Minute
5/30/2020 7:51:1	PM GARABEDIAN DR	SALEM	NH	Anthony Beck	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520200000261375001		2	25	5/30/2020 19:54	5/30/2020 19:59	5/30/2020 20:00	5/30/2020 20:24	5/30/2020	10:08:35 PM	103	33	Weekend/Holiday Hours	31-45 Minut

Emergency Response Times NU New Hampshire work orders from 5/1/2020 to 5/31/2020

Total orders in sample: 39

Total orders in si	ampie. 55																			
Orders respond	ed to in 46-60 Minutes fo	r Regular Hours:) (% of total r	ecords returned)																
rder 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	Reponse Categor
	 	į semi	0.0.0	100000				, manusian	, manus, care in the care in t		1,101011111	1.00-9.00	prospect		Jan. 6.10	1		1,100,000	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	J. 10, 2.110 C. 2110 g. 17
Orders respond	ed to in 46-60 Minutes fo	r After Hours: 0 (6 of total rec	ords returned.)																
rder 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	Reponse Category
Orders respond	ed to in 46-60 Minutes fo	r Weekend/Holid	ay Hours: 0 (9	% of total records	returned.)															
rder 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	Reponse Category
							•												·	
Orders respond	ed to in 61-75 Minutes fo	r Regular Hours:	(% of total r	ecords 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	Reponse Category
Orders respond	ed to in 61-75 Minutes fo	r After Hours: 0 (% of total rec	ords 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	Reponse Category
Orders respond	ed to in 61-75 Minutes fo	r Weekend/Holid	av Hours: 0 (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	Reponse Category
Orders respond	ed to in > 75 Minutes for	Regular Hours: 0	% of total re	cords 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	Reponse Category
		'					'	'						'						
Orders respond	ed to in > 75 Minutes for	After Hours: 0 (%	of total reco	rds 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	Reponse Category
Orders respond	ed to in > 75 Minutes for	Weekend/Holida	/ Hours: 0 (%	of total records re	eturned.)															
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	Reponse Category

Emergency Response Times
NU New Hampshire work orders from 5/1/2020 to 5/31/2020
Total orders in sample: 39

May-20

	Total			Regular H	lours		After Ho	ours		Weekend/Holi	day Hours
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	14	36%	15	11	61%	15	3	23%	15	0	0%
30	17	79%	30	6	94%	30	6	69%	30	5	63%
45	8	100%	45	1	100%	45	4	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	39		Total	18		Total	13		Total	8	

Apr-20

	Total			Regular H	lours		After Ho	urs		Weekend/Holi	day Hours
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	12	44%	15	11	61%	15	1	25%	15	0	0%
30	15	100%	30	7	100%	30	3	100%	30	5	100%
45	0	100%	45	0	100%	45	0	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	27		Total	18		Total	4		Total	5	

Mar-20

	Total			Regular H	lours		After Ho	ours		Weekend/Holi	day Hours
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	17	45%	15	12	60%	15	3	27%	15	2	29%
30	16	87%	30	8	100%	30	6	82%	30	2	57%
45	5	100%	45	0	100%	45	2	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	38		Total	20		Total	11		Total	7	

Emergency Response Times

NU New Hampshire work orders from 5/1/2020 to 5/31/2020

Total orders in sample: 39

Feb-20

	Total			Regular H	lours		After Ho	ours		Weekend/Holi	day Hours
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	50%	15	17	55%	15	8	53%	15	1	17%
30	21	90%	30	13	97%	30	5	87%	30	3	67%
45	5	100%	45	1	100%	45	2	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	52		Total	31		Total	15		Total	6	

Jan-20

	Total			Regular H	lours		After Ho	urs		Weekend/Holi	day Hours
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
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

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	Total	_		Regular H	lours		After Ho	ours		Weekend/Holi	day 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	

Emergency Response Times

NU New Hampshire work orders from 5/1/2020 to 5/31/2020

Total orders in sample: 39

Nov-19

	Total			Regular H	lours		After Ho	ours		Weekend/Holi	day 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 H	lours		After Ho	ours		Weekend/Holi	day 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 H	lours		After Ho	ours		Weekend/Holi	day 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 5/1/2020 to 5/31/2020
Total orders in sample: 39

Aug-19

	Total			Regular H	lours		After Ho	urs		Weekend/Holi	day 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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	274	43%	15	211	54%	15	42	27%	15	21	23%
30	292	89%	30	164	95%	30	83	82%	30	45	71%
45	70	100%	45	16	99%	45	28	100%	45	26	99%
60	3	100%	60	2	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	639		Total	393		Total	153		Total	93	