



**FILED ELECTRONICALLY**

January 15, 2021

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 December 2020

Dear Director Howland:

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

A handwritten signature in black ink, appearing to read "Chris Goulding", written in a cursive style.

Christopher Goulding,  
Director, Rates and Revenue Requirements

Enclosure

cc: Christopher LeBlanc, USC

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Christopher Goulding  
Director, Rates & Revenue Requirements  
gouldingc@unitil.com

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Emergency Response Times

NU New Hampshire work orders from 12/17/2020 to 12/31/2020

Total orders in sample: 73

Orders responded to in < 30 minutes for Regular Hours: 38 (52% 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
12/17/2020	12:44:32 PM	24 TROUBLE CALL WAY	NH	Daniel Lafortune	Amanda Lafferiere	9100 - 0	TC GAS LEAK OUTSIDE	052020000610183001		0	26	12/17/2020 12:45	12/17/2020 12:44	12/17/2020 12:46	12/17/2020 13:10	12/17/2020 2:42:35 PM	91	26	Regular Hours	< 30 minutes
12/17/2020	2:57:16 PM	58 LAFAYETTE RD	NH	Matthew McCarron	David Marinage	1142 - 0	GAS LEAK OUTSIDE	052020000610638001		0	18	12/17/2020 14:57	12/17/2020 14:57	12/17/2020 15:01	12/17/2020 15:16	12/17/2020 5:09:49 PM	113	19	Regular Hours	< 30 minutes
12/17/2020	3:27:57 PM	19 TROUBLE CALL WAY	NH	John Wiley	David Marinage	9100 - 0	TC GAS LEAK INSIDE	052020000610760001		0	12	12/17/2020 15:28	12/17/2020 15:29	12/17/2020 15:30	12/17/2020 15:42	12/17/2020 3:52:33 PM	10	14	Regular Hours	< 30 minutes
12/22/2020	9:07:32 AM	42 WATER ST	NH	Daniel Lafortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000611849001		0	21	12/22/2020 9:08	12/22/2020 9:07	12/22/2020 9:07	12/22/2020 9:28	12/22/2020 9:56:21 AM	28	20	Regular Hours	< 30 minutes
12/22/2020	10:10:41 AM	150 LIBERTY WAY	NH	Jeffrey Croteau	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000612033001		1		12/22/2020 10:12		12/22/2020 10:17	12/22/2020 10:23	12/22/2020 11:38:58 AM	75	12	Regular Hours	< 30 minutes
12/24/2020	9:28:13 AM	906 PORTLAND ST A	NH	Jeffrey Croteau	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000611894001		1	14	12/24/2020 9:29	12/24/2020 9:29	12/24/2020 9:32	12/24/2020 9:50	12/24/2020 10:33:25 AM	49	15	Regular Hours	< 30 minutes
12/24/2020	9:31:36 AM	17 TROUBLE CALL WAY	NH	Kevin Clifford	Jason Brooks	9100 - 0	TC GAS LEAK OUTSIDE	052020000611895001		1	18	12/24/2020 9:33	12/24/2020 9:34	12/24/2020 9:34	12/24/2020 9:50	12/24/2020 11:01:09 AM	70	18	Regular Hours	< 30 minutes
12/24/2020	10:34:24 AM	5 ELECTRIC AVE A	NH	Robert Pettigrew	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000611999001		0	13	12/24/2020 10:35	12/24/2020 10:38	12/24/2020 10:39	12/24/2020 10:51	12/24/2020 11:31:34 AM	39	17	Regular Hours	< 30 minutes
12/24/2020	3:50:54 PM	42 COTTONWOOD DR	NH	Robert Pettigrew	David Marinage	1147 - 0	GAS LEAK OUTSIDE	052020000611084001		0	7	12/24/2020 15:51	12/24/2020 15:53	12/24/2020 15:54	12/24/2020 16:00	12/24/2020 4:54:00 PM	53	9	Regular Hours	< 30 minutes
12/27/2020	9:13:43 AM	385 ROUTE 108 TOP HILL	NH	Kevin Ruel	David Marinage	1146 - 0	GAS LEAK INSIDE	052020000620587001		1	16	12/27/2020 9:16	12/27/2020 9:16	12/27/2020 9:16	12/27/2020 9:33	12/27/2020 10:07:59 AM	34	19	Regular Hours	< 30 minutes
12/28/2020	12:28:28 PM	863 STATE ST APT 4	NH	Robert Pettigrew	David Marinage	1146 - 0	GAS LEAK INSIDE	052020000620827001		1	24	12/28/2020 12:28	12/28/2020 12:30	12/28/2020 12:30	12/28/2020 12:54	12/28/2020 2:20:35 PM	85	28	Regular Hours	< 30 minutes
12/28/2020	9:29:03 AM	38 LITTLEWORTH RD A	NH	Andrew Gosselin	Amanda Lafferiere	1146 - 0	GAS LEAK INSIDE	052020000620975001		0	19	12/28/2020 9:29	12/28/2020 9:36	12/28/2020 9:36	12/28/2020 9:56	12/28/2020 10:16:53 AM	20	27	Regular Hours	< 30 minutes
12/28/2020	2:01:37 PM	9 FARMINGTON DR	NH	Andrew Gosselin	Amanda Lafferiere	1146 - 0	GAS LEAK INSIDE	052020000630451001		1	6	12/28/2020 14:02	12/28/2020 14:03	12/28/2020 14:04	12/28/2020 14:09	12/28/2020 2:29:22 PM	19	7	Regular Hours	< 30 minutes
12/29/2020	3:07:02 PM	4 IVAN LN	NH	Andrew Gosselin	Amanda Lafferiere	1147 - 0	GAS LEAK OUTSIDE	052020000630680001		1	8	12/29/2020 15:08	12/29/2020 15:09	12/29/2020 15:09	12/29/2020 15:18	12/29/2020 4:14:57 PM	56	11	Regular Hours	< 30 minutes
12/10/2020	9:52:37 AM	26 ST	NH	Andrew Gosselin	Amanda Lafferiere	1147 - 0	GAS LEAK OUTSIDE	052020000631573001		0	15	12/10/2020 9:53	12/10/2020 9:53	12/10/2020 9:55	12/10/2020 10:08	12/10/2020 11:37:32 AM	68	16	Regular Hours	< 30 minutes
12/12/2020	10:02:21 AM	150 LIBERTY WAY	NH	Cody Lloyd	Amanda Lafferiere	1147 - 0	GAS LEAK OUTSIDE	052020000631590001		1	10	12/12/2020 10:01	12/12/2020 10:03	12/12/2020 10:05	12/12/2020 10:14	12/12/2020 12:13:33 PM	119	13	Regular Hours	< 30 minutes
12/11/2020	2:05:48 PM	27 DUMAS AVE	NH	Andrew Gosselin	Amanda Lafferiere	1146 - 0	GAS LEAK INSIDE	052020000631776001		2	6	12/11/2020 14:02	12/11/2020 14:08	12/11/2020 14:13	12/11/2020 14:15	12/11/2020 3:01:36 PM	46	9	Regular Hours	< 30 minutes
12/14/2020	11:31:43 AM	1 NEW BELLAMY LN NEW BELLAMY STATION	NH	Kevin Ruel	Amanda Lafferiere	1147 - 0	GAS LEAK OUTSIDE	052020000630771001		0	15	12/14/2020 11:32	12/14/2020 11:35	12/14/2020 11:35	12/14/2020 11:51	12/14/2020 1:40:36 PM	109	19	Regular Hours	< 30 minutes
12/15/2020	9:16:29 AM	847 OCEAN BLVD	NH	Andrew Beck	Amanda Lafferiere	1147 - 0	GAS LEAK OUTSIDE	052020000630854001		5	5	12/15/2020 9:21	12/15/2020 9:35	12/15/2020 9:35	12/15/2020 9:40	12/15/2020 10:42:49 AM	61	24	Regular Hours	< 30 minutes
12/15/2020	11:01:36 AM	127 HIGH ST	NH	Jeffrey Croteau	Amanda Lafferiere	1146 - 0	GAS LEAK INSIDE	052020000640045001		1	14	12/15/2020 11:02	12/15/2020 11:02	12/15/2020 11:03	12/15/2020 11:07	12/15/2020 11:41:39 AM	24	15	Regular Hours	< 30 minutes
12/15/2020	1:47:38 PM	24 TOFTREE LN	NH	Cody Lloyd	Amanda Lafferiere	1146 - 0	GAS LEAK INSIDE	052020000640578001		2	8	12/15/2020 13:50	12/15/2020 13:52	12/15/2020 13:52	12/15/2020 14:00	12/15/2020 2:34:32 PM	34	12	Regular Hours	< 30 minutes
12/16/2020	10:00:49 AM	774 PORTLAND ST	NH	Kevin Clifford	Amanda Lafferiere	1146 - 0	GAS LEAK INSIDE	052020000641917001		0	13	12/16/2020 10:01	12/16/2020 10:06	12/16/2020 10:06	12/16/2020 10:19	12/16/2020 10:46:04 AM	26	19	Regular Hours	< 30 minutes
12/16/2020	1:04:24 PM	23 ISLAND PATH 5	NH	Andrew Gosselin	David Marinage	1147 - 0	GAS LEAK OUTSIDE	052020000642380001		3	3	12/16/2020 13:07	12/16/2020 13:09	12/16/2020 13:09	12/16/2020 13:13	12/16/2020 2:34:47 PM	81	8	Regular Hours	< 30 minutes
12/16/2020	3:46:13 PM	54 RIDGEWOOD DR	NH	Anthony Beck	Joy Hooper	1147 - 0	GAS LEAK OUTSIDE	052020000642743001		2	7	12/16/2020 15:46	12/16/2020 15:57	12/16/2020 15:58	12/16/2020 16:04	12/16/2020 5:06:25 PM	61	18	Regular Hours	< 30 minutes
12/18/2020	10:10:27 AM	168 SOUTH RD	NH	Anthony Beck	Amanda Lafferiere	1147 - 0	GAS LEAK OUTSIDE	052020000647193001		3	13	12/18/2020 10:13	12/18/2020 10:13	12/18/2020 10:14	12/18/2020 10:27	12/18/2020 11:59:53 AM	62	17	Regular Hours	< 30 minutes
12/18/2020	10:58:40 AM	30 FITTS FARM DR 14	NH	Cody Lloyd	Amanda Lafferiere	1147 - 0	GAS LEAK OUTSIDE	052020000647305001		4	12	12/18/2020 11:02	12/18/2020 11:05	12/18/2020 11:06	12/18/2020 11:08	12/18/2020 12:16:49 PM	58	19	Regular Hours	< 30 minutes
12/21/2020	9:22:53 AM	11 PLEASANT ST 3FL	NH	Andrew Gosselin	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200006408191001		2	24	12/21/2020 9:25	12/21/2020 9:25	12/21/2020 9:33	12/21/2020 9:50	12/21/2020 10:54:52 AM	14	27	Regular Hours	< 30 minutes
12/21/2020	9:08:31 AM	143 DANIEL ST	NH	Andrew Gosselin	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000641710001		1	18	12/21/2020 9:09	12/21/2020 9:12	12/21/2020 9:12	12/21/2020 9:40	12/21/2020 9:48:37 AM	19	22	Regular Hours	< 30 minutes
12/22/2020	10:39:35 AM	32 CONCORD AVE	NH	Andrew Gosselin	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000652247001		0	12	12/22/2020 10:38	12/22/2020 10:40	12/22/2020 10:43	12/22/2020 10:52	12/22/2020 11:39:18 AM	46	13	Regular Hours	< 30 minutes
12/22/2020	11:54:38 AM	145 HIGH ST	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000652400001		3	11	12/22/2020 11:57	12/22/2020 11:57	12/22/2020 12:00	12/22/2020 12:09	12/22/2020 1:31:16 PM	81	14	Regular Hours	< 30 minutes
12/22/2020	1:48:43 PM	143 DANIEL ST	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000652586001		1	12	12/22/2020 13:49	12/22/2020 13:50	12/22/2020 13:54	12/22/2020 14:02	12/22/2020 2:47:34 PM	44	14	Regular Hours	< 30 minutes
12/22/2020	8:27:46 AM	24 DURRELL ST	NH	Kevin Ruel	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000652600001		6	16	12/22/2020 8:33	12/22/2020 8:34	12/22/2020 8:36	12/22/2020 8:50	12/22/2020 9:56:19 AM	68	22	Regular Hours	< 30 minutes
12/28/2020	8:31:43 AM	17 TROUBLE CALL WAY	NH	Lance Keely	Jason Brooks	9100 - 0	TC GAS LEAK OUTSIDE	052020000656214001		3	20	12/28/2020 8:34	12/28/2020 8:34	12/28/2020 8:36	12/28/2020 8:55	12/28/2020 9:43:01 AM	47	23	Regular Hours	< 30 minutes
12/28/2020	8:55:37 AM	10 FOREST ST	NH	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000656256001		3	6	12/28/2020 8:59	12/28/2020 9:05	12/28/2020 9:06	12/28/2020 9:11	12/28/2020 10:35:15 AM	63	15	Regular Hours	< 30 minutes
12/28/2020	9:15:04 AM	86 GROVE ST	NH	Kevin Ruel	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000657004001		3	15	12/28/2020 9:18	12/28/2020 9:19	12/28/2020 9:19	12/28/2020 9:33	12/28/2020 10:53:59 AM	60	18	Regular Hours	< 30 minutes
12/28/2020	10:28:13 AM	49 FOREST ST	NH	Robert Pettigrew	Michael Tails	1147 - 0	GAS LEAK OUTSIDE	052020000657760001		4	9	12/28/2020 10:30	12/28/2020 10:33	12/28/2020 10:36	12/28/2020 10:42	12/28/2020 11:44:53 AM	62	16	Regular Hours	< 30 minutes
12/28/2020	10:50:50 AM	23 STATION DR	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000657802001		0	7	12/28/2020 10:51	12/28/2020 10:51	12/28/2020 10:55	12/28/2020 10:59	12/28/2020 11:29:15 AM	29	8	Regular Hours	< 30 minutes
12/31/2020	9:23:55 AM	9 WA TOSCANA BLDG 600	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000658331001		1	0	12/31/2020 9:25	12/31/2020 9:40	12/31/2020 9:41	12/31/2020 9:41	12/31/2020 10:11:03 AM	29	17	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 13 (18% 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
12/4/2020	4:19:38 PM	50 BROOKSIDE DR APT C2	NH	John Wiley	David Marinage	1147 - 0	GAS LEAK OUTSIDE	052020000621148001		0	19	12/4/2020 16:20	12/4/2020 16:28	12/4/2020 16:29	12/4/2020 16:48	12/4/2020 5:17:40 PM	29	28	After Hours	< 30 minutes
12/4/2020	6:18:00 PM	233 OAKRODGE RD MODL #1 UNIT 1	NH	Joseph Keams	David Marinage	1146 - 0	GAS LEAK INSIDE	052020000621482001		0	27	12/4/2020 18:18	12/4/2020 18:19	12/4/2020 18:20	12/4/2020 18:46	12/4/2020 7:29:15 PM	42	30	After Hours	< 30 minutes
12/8/2020	4:26:03 PM																			

Emergency Response Times  
 NU New Hampshire work orders from 12/1/2020 to 12/31/2020  
 Total orders in sample: 73

Orders responded to in 31-45 Minutes for Regular Hours: 2 (3% 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	
12/17/2020	9:31:33 AM	21 BEECHWOOD RD	SALEM	NH	Anthony Beck	Amanda Laferrere	1146 - 0	GAS LEAK INSIDE	0520200000643745001		0	31	12/17/2020 9:32	12/17/2020 9:41	12/17/2020 9:44	12/17/2020 10:12	12/17/2020 10:45:03 AM	32	41	Regular Hours	31-45 Minutes
12/28/2020	9:15:21 AM	24 ASH ST	DOVER	NH	Andrew Gosselin	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000657007001		4	30	12/28/2020 9:19	12/28/2020 9:21	12/28/2020 9:21	12/28/2020 9:51	12/28/2020 11:29:39 AM	98	35	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	
12/12/2020	6:05:01 AM	50 PORPOISE WAY	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000006505992001		1	22	12/12/2020 6:06	12/12/2020 6:17	12/12/2020 6:17	12/12/2020 7:00:08 AM	20	34	After Hours	31-45 Minutes	
12/4/2020	5:46:25 PM	7 LABRADOR LN LOT 4	HAMPTON	NH	Robert Pettigrew	David Marinage	1146 - 0	GAS LEAK INSIDE	0520200000621461001		0	33	12/4/2020 17:46	12/4/2020 17:49	12/4/2020 17:49	12/4/2020 7:25:50 PM	63	36	After Hours	31-45 Minutes	
12/17/2020	6:18:02 PM	23 INDIAN BROOK DR	DOVER	NH	Kevin Ruel	Joy Hooper	1147 - 0	GAS LEAK OUTSIDE	0520200000645471001		2	29	12/17/2020 18:20	12/17/2020 18:21	12/17/2020 18:50	12/17/2020 7:50:14 PM	59	32	After Hours	31-45 Minutes	
12/18/2020	4:40:18 PM	555 MAIN ST 3	SOMERSWORTH	NH	Kevin Clifford	Joy Hooper	1147 - 0	GAS LEAK OUTSIDE	0520200000647998001		4	23	12/18/2020 16:44	12/18/2020 16:51	12/18/2020 16:52	12/18/2020 17:14	12/18/2020 8:30:24 PM	75	34	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday 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	
12/5/2020	10:15:04 AM	233 OAKRIDGE RD 13	PLAISTOW	NH	Joseph Keams	Ryan Tandif	1146 - 0	GAS LEAK INSIDE	0520200000621527001		0	26	12/5/2020 10:16	12/5/2020 10:22	12/5/2020 10:22	12/5/2020 11:20:09 AM	31	33	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: 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	
12/4/2020	4:50:34 PM	3 COLE ST #1	HAMPTON	NH	John Wiley	David Marinage	1147 - 0	GAS LEAK OUTSIDE	0520200000621205001		3	23	12/4/2020 16:53	12/4/2020 17:14	12/4/2020 17:17	12/4/2020 5:56:01 PM	18	46	After Hours	46-60 Minutes	
12/17/2020	1:16:07 AM	3 OCEAN BLVD	HAMPTON	NH	Robert Pettigrew	Patrick Paterson	1146 - 0	GAS LEAK INSIDE	0520200000642975001		4	41	12/17/2020 1:20	12/17/2020 1:28	12/17/2020 1:28	12/17/2020 2:41:39 AM	32	53	After Hours	46-60 Minutes	
12/21/2020	3:14:55 AM	243 S MAIN ST	SEABROOK	NH	Jeffrey Croteau	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	0520200000648279001		1	40	12/21/2020 3:16	12/21/2020 3:27	12/21/2020 4:07	12/21/2020 4:40:05 AM	32	52	After Hours	46-60 Minutes	
Orders responded to in 46-60 Minutes for Weekend/Holiday 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	
12/6/2020	8:45:40 AM	27 GLENWOOD AVE	DOVER	NH	John Wiley	Ryan Tandif	1147 - 0	GAS LEAK OUTSIDE	0520200000624431001		12	18	12/6/2020 8:57	12/6/2020 9:13	12/6/2020 9:15	12/6/2020 9:51:44 AM	19	46	Weekend/Holiday Hours	46-60 Minutes	
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 12/1/2020 to 12/31/2020

Total orders in sample: 73

**Dec-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	33%	15	16	40%	15	5	25%	15	3	23%
30	38	85%	30	22	95%	30	8	65%	30	8	85%
45	7	95%	45	2	100%	45	4	85%	45	1	92%
60	4	100%	60	0	100%	60	3	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>73</b>		<b>Total</b>	<b>40</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>13</b>	

**Nov-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	14	26%	15	11	55%	15	1	13%	15	2	8%
30	32	87%	30	9	100%	30	5	75%	30	18	80%
45	7	100%	45	0	100%	45	2	100%	45	5	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>53</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>8</b>		<b>Total</b>	<b>25</b>	

**Oct-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	42%	15	22	48%	15	4	27%	15	5	42%
30	32	86%	30	21	93%	30	8	80%	30	3	67%
45	9	99%	45	3	100%	45	2	93%	45	4	100%
60	0	99%	60	0	100%	60	0	93%	60	0	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
<b>Total</b>	<b>73</b>		<b>Total</b>	<b>46</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>12</b>	

Emergency Response Times

NU New Hampshire work orders from 12/1/2020 to 12/31/2020

Total orders in sample: 73

**Sep-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	33%	15	19	45%	15	3	17%	15	1	11%
30	34	83%	30	21	95%	30	10	72%	30	3	44%
45	10	97%	45	2	100%	45	4	94%	45	4	89%
60	1	99%	60	0	100%	60	0	94%	60	1	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
<b>Total</b>	<b>69</b>		<b>Total</b>	<b>42</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>9</b>	

**Aug-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	46%	15	21	60%	15	7	37%	15	1	11%
30	21	79%	30	11	91%	30	10	89%	30	0	11%
45	13	100%	45	3	100%	45	2	100%	45	8	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>63</b>		<b>Total</b>	<b>35</b>		<b>Total</b>	<b>19</b>		<b>Total</b>	<b>9</b>	

**Jul-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	48%	15	21	68%	15	6	40%	15	1	8%
30	18	79%	30	8	94%	30	7	87%	30	3	33%
45	12	100%	45	2	100%	45	2	100%	45	8	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>31</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>12</b>	

Emergency Response Times

NU New Hampshire work orders from 12/1/2020 to 12/31/2020

Total orders in sample: 73

**Jun-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	16	46%	15	15	58%	15	0	0%	15	1	25%
30	14	86%	30	9	92%	30	4	80%	30	1	50%
45	4	97%	45	2	100%	45	1	100%	45	1	75%
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>35</b>		<b>Total</b>	<b>26</b>		<b>Total</b>	<b>5</b>		<b>Total</b>	<b>4</b>	

**May-20**

Total			Regular Hours			After Hours			Weekend/Holiday 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%
<b>Total</b>	<b>39</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>8</b>	

**Apr-20**

Total			Regular Hours			After Hours			Weekend/Holiday 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%
<b>Total</b>	<b>27</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>4</b>		<b>Total</b>	<b>5</b>	

Emergency Response Times

NU New Hampshire work orders from 12/1/2020 to 12/31/2020

Total orders in sample: 73

**Mar-20**

Total			Regular Hours			After Hours			Weekend/Holiday 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%
<b>Total</b>	<b>38</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>11</b>		<b>Total</b>	<b>7</b>	

**Feb-20**

Total			Regular Hours			After Hours			Weekend/Holiday 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%
<b>Total</b>	<b>52</b>		<b>Total</b>	<b>31</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>6</b>	

**Jan-20**

Total			Regular Hours			After Hours			Weekend/Holiday 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%
<b>Total</b>	<b>76</b>		<b>Total</b>	<b>55</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>6</b>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	269	41%	15	203	53%	15	46	29%	15	20	17%
30	293	86%	30	160	95%	30	80	80%	30	53	63%
45	84	98%	45	17	99%	45	27	97%	45	40	97%
60	8	100%	60	2	100%	60	3	99%	60	3	100%
75	2	100%	75	0	100%	75	2	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
<b>Total</b>	<b>656</b>		<b>Total</b>	<b>382</b>		<b>Total</b>	<b>158</b>		<b>Total</b>	<b>116</b>	