



FILED ELECTRONICALLY

May 13, 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 April 2021

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the April 2021 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 April 2021 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

Emergency Response Times
 NU New Hampshire work orders from 4/1/2021 to 4/30/2021
 Total orders in sample: 52

Orders responded to in < 30 minutes for Regular Hours: 33 (63% 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		
4/1/2021	2:47:35 PM	19 OCEAN DR	SEABROOK	NH	Cody Lloyd	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520210000172421001		2	1	4/1/2021 14:51	4/1/2021 14:51	4/1/2021 14:52	4/1/2021 14:52	4/1/2021	4:34:39 PM	102	4	Regular Hours	< 30 minutes
4/5/2021	9:29:35 AM	19 HEDMAN AVE	HAMPTON	NH	Daniel LaFortune	Amanda Lefriere	1147 - 0	GAS LEAK OUTSIDE	0520210000176132001		1	17	4/5/2021 9:30	4/5/2021 9:31	4/5/2021 9:34	4/5/2021 9:49	4/5/2021	11:30:18 AM	101	19	Regular Hours	< 30 minutes
4/7/2021	8:46:03 AM	4 INDUSTRIAL DR 23	EXETER	NH	Daniel LaFortune	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000187966001		0	23	4/7/2021 8:46	4/7/2021 8:49	4/7/2021 8:49	4/7/2021 9:12	4/7/2021	9:34:25 AM	21	26	Regular Hours	< 30 minutes
4/7/2021	1:08:18 PM	65 TROUBLE CALL WAY	SEABROOK	NH	Andrew Gosselin	David Martinge	9100 - 0	TC GAS LEAK OUTSIDE	0520210000188889001		1	19	4/7/2021 13:10	4/7/2021 13:13	4/7/2021 13:13	4/7/2021 13:32	4/7/2021	3:54:09 PM	141	23	Regular Hours	< 30 minutes
4/8/2021	7:48:23 AM	384 PORTLAND ST	ROCHESTER	NH	Jonathan Crook	Joy Hooper	1146 - 0	GAS LEAK INSIDE	0520210000190000001		8	16	4/8/2021 7:56	4/8/2021 7:56	4/8/2021 7:59	4/8/2021 8:13	4/8/2021	8:54:10 AM	40	25	Regular Hours	< 30 minutes
4/8/2021	9:36:36 AM	31 ST DOWN	HAMPTON	NH	Jared Bezemes	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520210000190295001		0	3	4/8/2021 9:40	4/8/2021 9:40	4/8/2021 9:41	4/8/2021 9:44	4/8/2021	11:46:10 AM	121	7	Regular Hours	< 30 minutes
4/8/2021	11:12:29 AM	383 SLINGSTON ST 2	PORTSMOUTH	NH	Kevin Clifford	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000190559001		0	13	4/8/2021 11:12	4/8/2021 11:11	4/8/2021 11:12	4/8/2021 11:25	4/8/2021	11:58:00 AM	32	12	Regular Hours	< 30 minutes
4/8/2021	11:22:59 AM	43 EPPING RD B	EXETER	NH	Daniel LaFortune	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000190595001		0	27	4/8/2021 11:23	4/8/2021 11:23	4/8/2021 11:24	4/8/2021 11:29	4/8/2021	12:20:25 PM	30	27	Regular Hours	< 30 minutes
4/8/2021	12:06:43 PM	100 MAIN ST 102	DOVER	NH	Cody Lloyd	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000190815001		0	17	4/8/2021 12:07	4/8/2021 12:12	4/8/2021 12:13	4/8/2021 12:29	4/8/2021	1:37:35 PM	68	27	Regular Hours	< 30 minutes
4/12/2021	8:48:43 AM	155 PORTSMOUTH AVE A-1	EXETER	NH	Daniel LaFortune	Amanda Lefriere	1147 - 0	GAS LEAK OUTSIDE	0520210000194654001		2	17	4/12/2021 8:50	4/12/2021 8:50	4/12/2021 8:51	4/12/2021 9:07	4/12/2021	11:36:33 AM	149	16	Regular Hours	< 30 minutes
4/12/2021	2:26:33 PM	66 BROWN AVE	HAMPTON	NH	Cody Lloyd	Amanda Lefriere	1147 - 0	GAS LEAK OUTSIDE	0520210000195611001		0	8	4/12/2021 14:26	4/12/2021 14:27	4/12/2021 14:28	4/12/2021 14:35	4/12/2021	4:33:08 PM	117	9	Regular Hours	< 30 minutes
4/14/2021	11:27:27 AM	308 DENNETT ST	PORTSMOUTH	NH	Kevin Clifford	Amanda Lefriere	1146 - 0	GAS LEAK INSIDE	0520210000199720001		1	10	4/14/2021 11:28	4/14/2021 11:28	4/14/2021 11:28	4/14/2021 11:37	4/14/2021	12:02:57 PM	25	10	Regular Hours	< 30 minutes
4/15/2021	8:27:47 AM	25 ASPEN DR	ATKINSON	NH	Anthony Beck	Amanda Lefriere	1146 - 0	GAS LEAK INSIDE	0520210000201419001		0	10	4/15/2021 8:28	4/15/2021 8:27	4/15/2021 8:28	4/15/2021 8:36	4/15/2021	8:53:53 AM	15	10	Regular Hours	< 30 minutes
4/15/2021	11:30:52 AM	24 TROUBLE CALL WAY	EXETER	NH	Cody Lloyd	Amanda Lefriere	9100 - 0	TC GAS LEAK OUTSIDE	0520210000202080001		0	15	4/15/2021 11:31	4/15/2021 11:31	4/15/2021 11:33	4/15/2021 11:44	4/15/2021	4:33:55 PM	285	17	Regular Hours	< 30 minutes
4/16/2021	10:54:54 AM	1 HAMPTON RD UNIT 1 RIGHT	EXETER	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520210000204059001		0	19	4/16/2021 10:55	4/16/2021 10:55	4/16/2021 10:59	4/16/2021 11:18	4/16/2021	1:00:51 PM	106	19	Regular Hours	< 30 minutes
4/16/2021	11:04:52 AM	40 HIGH ST	PORTSMOUTH	NH	Jonathan Crook	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520210000204126001		0	11	4/16/2021 11:05	4/16/2021 11:06	4/16/2021 11:11	4/16/2021 11:17	4/16/2021	12:36:26 PM	78	12	Regular Hours	< 30 minutes
4/19/2021	9:08:38 AM	1 PROGRESS DR UNIT 7	DOVER	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520210000207481001		3	21	4/19/2021 9:12	4/19/2021 9:12	4/19/2021 9:16	4/19/2021 9:34	4/19/2021	9:50:59 AM	16	25	Regular Hours	< 30 minutes
4/19/2021	9:15:10 AM	15 LAFAYETTE RD	NORTH HAMPTON	NH	Jonathan Crook	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520210000207497001		0	11	4/19/2021 9:15	4/19/2021 9:15	4/19/2021 9:16	4/19/2021 9:27	4/19/2021	12:50:22 PM	202	12	Regular Hours	< 30 minutes
4/19/2021	9:57:55 AM	45 LAFAYETTE RD 103	NORTH HAMPTON	NH	Daniel LaFortune	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520210000207628001		0	0	4/19/2021 9:58	4/19/2021 9:57	4/19/2021 9:58	4/19/2021 9:58	4/19/2021	10:24:53 AM	26	0	Regular Hours	< 30 minutes
4/19/2021	12:01:01 PM	27 SIXTH ST APT B 1FL	DOVER	NH	John Wiley	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000208173001		0	16	4/19/2021 13:21	4/19/2021 13:26	4/19/2021 13:30	4/19/2021 13:43	4/19/2021	2:35:37 PM	52	22	Regular Hours	< 30 minutes
4/21/2021	1:25:49 PM	39 MILL ST	E. ROCHESTER	NH	Kevin Ruel	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000208418001		0	16	4/21/2021 13:25	4/21/2021 13:25	4/21/2021 13:26	4/21/2021 13:42	4/21/2021	2:00:21 PM	17	16	Regular Hours	< 30 minutes
4/22/2021	9:19:39 AM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	Kevin Clifford	David Martinge	9100 - 0	TC GAS LEAK OUTSIDE	0520210000216075001		2	8	4/22/2021 9:21	4/22/2021 9:23	4/22/2021 9:24	4/22/2021 9:33	4/22/2021	11:12:36 AM	98	14	Regular Hours	< 30 minutes
4/22/2021	3:36:56 PM	271 PORTSMOUTH AVE B	SEABROOK	NH	Jonathan Crook	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000217282001		0	25	4/22/2021 15:37	4/22/2021 15:38	4/22/2021 15:43	4/22/2021 16:03	4/22/2021	5:13:20 PM	70	26	Regular Hours	< 30 minutes
4/23/2021	12:51:53 PM	61 PARK ST	EXETER	NH	Daniel LaFortune	Joy Hooper	1146 - 0	GAS LEAK INSIDE	0520210000219060001		1	11	4/23/2021 12:53	4/23/2021 12:52	4/23/2021 12:53	4/23/2021 13:04	4/23/2021	1:37:36 PM	33	12	Regular Hours	< 30 minutes
4/23/2021	2:04:19 PM	111 STARK ST	PORTSMOUTH	NH	Kevin Clifford	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000219240001		0	6	4/23/2021 14:04	4/23/2021 14:04	4/23/2021 14:05	4/23/2021 14:11	4/23/2021	3:25:49 PM	74	6	Regular Hours	< 30 minutes
4/27/2021	10:18:25 AM	3 MILL POND LN	HAMPTON	NH	Jonathan Crook	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520210000224230001		0	7	4/27/2021 10:19	4/27/2021 10:19	4/27/2021 10:19	4/27/2021 10:27	4/27/2021	11:19:54 AM	52	8	Regular Hours	< 30 minutes
4/28/2021	11:15:33 AM	11 GREENOUGH RD 12	PLASTOW	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520210000229897001		0	7	4/28/2021 11:15	4/28/2021 11:15	4/28/2021 11:15	4/28/2021 11:23	4/28/2021	12:29:01 PM	65	7	Regular Hours	< 30 minutes
4/28/2021	12:10:09 PM	1070 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520210000230136001		0	8	4/28/2021 12:10	4/28/2021 12:14	4/28/2021 12:15	4/28/2021 12:23	4/28/2021	1:41:00 PM	78	12	Regular Hours	< 30 minutes
4/29/2021	8:08:26 AM	59 CLIFF RD 31 2	SALEM	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520210000233568001		0	24	4/29/2021 8:08	4/29/2021 8:07	4/29/2021 8:11	4/29/2021 8:32	4/29/2021	8:55:03 AM	22	24	Regular Hours	< 30 minutes
4/29/2021	8:52:23 AM	230 MILL RD	HAMPTON	NH	Jonathan Crook	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520210000233720001		0	19	4/29/2021 8:53	4/29/2021 8:53	4/29/2021 8:55	4/29/2021 9:12	4/29/2021	10:23:16 AM	70	20	Regular Hours	< 30 minutes
4/29/2021	12:47:30 PM	660 CENTRAL AVE #202	DOVER	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520210000234399001		1	7	4/29/2021 12:48	4/29/2021 12:48	4/29/2021 12:49	4/29/2021 12:56	4/29/2021	1:15:41 PM	19	8	Regular Hours	< 30 minutes
4/29/2021	1:30:50 PM	LABRADOR LN LOT 5	HAMPTON	NH	Jonathan Crook	David Martinge	1147 - 0	GAS LEAK INSIDE	0520210000234595001		1	14	4/29/2021 13:32	4/29/2021 13:32	4/29/2021 13:34	4/29/2021 13:46	4/29/2021	2:57:50 PM	70	16	Regular Hours	< 30 minutes
4/30/2021	2:44:11 PM	19 PIERCE ST A FL 1	DOVER	NH	John Wiley	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000237150001		0	20	4/30/2021 14:45	4/30/2021 14:46	4/30/2021 14:48	4/30/2021 15:07	4/30/2021	4:21:24 PM	74	22	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 6 (12% 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		
4/7/2021	4:18:45 AM	2 STONEBRIDGE DR	PLAISTOW	NH	Anthony Beck	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520210000185816001		1	19	4/7/2021 4:20	4/7/2021 4:22	4/7/2021 4:33	4/7/2021 4:42	4/7/2021	5:27:51 AM	45	23	After Hours	< 30 minutes
4/9/2021	5:58:34 PM	51 TROUBLE CALL WAY	PORTSMOUTH	NH	Jeffrey Croshaw	Lynne Copp	9100 - 0	TC GAS LEAK OUTSIDE	0520210000193683001		1	25	4/9/2021 17:59	4/9/2021 17:59	4/9/2021 18:11	4/9/2021 18:25	4/9/2021	9:12:08 PM	166	26	After Hours	< 30 minutes
4/12/2021	8:03:15 PM	27 KINGSTON RD	EXETER	NH	Andrew Gosselin	David Martinge	1147 - 0	GAS LEAK OUTSIDE	0520210000196229001		2	21	4/12/2021 20:05	4/12/2021 20:05	4/12/2021 20:06	4/12/2021 20:27	4/12/2021	9:43:10 PM	76	23	After Hours	< 30 minutes
4/13/2021	5:58:08 PM	3 INGALLS TER	PLAISTOW	NH	Troy Kimball	David Martinge	1146 - 0	GAS LEAK INSIDE	0520210000198325001		0	19	4/13/2021 17:58	4/13/2021 17:58	4/13/2021 17:59	4/13/2021 18:19	4/13/2021	6:40:24 PM	21	21	After Hours	< 30 minutes
4/16/2021	6:22:59 PM	568 OCEAN BLVD	HAMPTON	NH	Matthew McCarron	David Martinge	1146 - 0	GAS LEAK INSIDE	05202100002069371001		0	16	4/16/2021 18:23	4/16/2021 18:25	4/16/2021 18:26	4/16/2021 18:41	4/16/2021	8:15:30 PM	94	18	After Hours	< 30 minutes
4/20/2021	4:26:18 PM	1 MERILL IND DR STE 12 #206	HAMPTON	NH	Matthew McCarron	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052021000021279001		2	20	4/20/2021 16:28	4/20/2021 16:30	4/20/2021 16:32	4/20/2021 16:51	4/20/2021	6:13:41 PM	82	24	After Hours	< 30 minutes
Orders responded to in < 30 minutes for Weekend/Holiday Hours: 3 (6% 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</						

Emergency Response Times
 NU New Hampshire work orders from 4/1/2021 to 4/30/2021
 Total orders in sample: 52

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.)																				
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 4/1/2021 to 4/30/2021

Total orders in sample: 52

Apr-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	16	31%	15	16	46%	15	0	0%	15	0	0%
30	26	81%	30	17	94%	30	6	60%	30	3	43%
45	10	100%	45	2	100%	45	4	100%	45	4	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	35		Total	10		Total	7	

Mar-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	11	31%	15	8	50%	15	2	18%	15	1	13%
30	17	80%	30	8	100%	30	7	82%	30	2	38%
45	6	97%	45	0	100%	45	1	91%	45	5	100%
60	1	100%	60	0	100%	60	1	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	35		Total	16		Total	11		Total	8	

Feb-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	34%	15	18	51%	15	4	18%	15	2	15%
30	38	89%	30	17	100%	30	13	77%	30	8	77%
45	7	99%	45	0	100%	45	5	100%	45	2	92%
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	70		Total	35		Total	22		Total	13	

Emergency Response Times

NU New Hampshire work orders from 4/1/2021 to 4/30/2021

Total orders in sample: 52

Jan-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	40%	15	14	64%	15	2	33%	15	3	16%
30	23	89%	30	7	95%	30	3	83%	30	13	84%
45	4	98%	45	1	100%	45	1	100%	45	2	95%
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	47		Total	22		Total	6		Total	19	

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%
Total	73		Total	40		Total	20		Total	13	

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%
Total	53		Total	20		Total	8		Total	25	

Emergency Response Times

NU New Hampshire work orders from 4/1/2021 to 4/30/2021

Total orders in sample: 52

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%
Total	73		Total	46		Total	15		Total	12	

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%
Total	69		Total	42		Total	18		Total	9	

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%
Total	63		Total	35		Total	19		Total	9	

Emergency Response Times

NU New Hampshire work orders from 4/1/2021 to 4/30/2021

Total orders in sample: 52

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%
Total	58		Total	31		Total	15		Total	12	

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%
Total	35		Total	26		Total	5		Total	4	

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%
Total	39		Total	18		Total	13		Total	8	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	249	37%	15	192	52%	15	37	23%	15	20	14%
30	310	84%	30	156	95%	30	87	77%	30	67	63%
45	97	98%	45	18	100%	45	32	96%	45	47	96%
60	9	100%	60	0	100%	60	4	99%	60	5	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%
Total	667		Total	366		Total	162		Total	139	