



FILED ELECTRONICALLY

July 15, 2021

Dianne Martin, Chair
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 June 2021

Dear Chairwoman Martin:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the June 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 May 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 6/1/2021 to 6/30/2021
 Total orders in sample: 64

Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 3 (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	
6/6/2021	7:16:19 PM	6 SAPPHIRE AVE	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520210000311250001		0	33	6/6/2021 19:16	6/6/2021 19:20	6/6/2021 19:21	6/6/2021 19:54	6/6/2021 8:21:40 PM	27	38	Weekend/Holiday Hours	31-45 Minutes
6/19/2021	4:24:29 PM	41 KENSINGTON RD	PORTSMOUTH	NH	Robert Pettigrew	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0520210000343872001		1	20	6/19/2021 16:26	6/19/2021 16:36	6/19/2021 16:36	6/19/2021 16:56	6/19/2021 5:45:42 PM	48	32	Weekend/Holiday Hours	31-45 Minutes
6/26/2021	5:26:35 PM	179 ASHWORTH AVE	HAMPTON	NH	Lance Keefly	Joy Hooper	1146 - 0	GAS LEAK INSIDE	0520210000362808001		0	28	6/26/2021 17:27	6/26/2021 17:30	6/26/2021 17:31	6/26/2021 17:59	6/26/2021 6:19:06 PM	19	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: 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 Weekend/Holiday Hours: 1 (2% of total records returned.)																					
6/19/2021	5:11:41 PM	4 WIGWAM CIR	HAMPTON	NH	John Wiley	Amanda Laferriere	1147 - 0	GAS LEAK OUTSIDE	0520210000343879001		3	33	6/19/2021 17:15	6/19/2021 17:25	6/19/2021 17:28	6/19/2021 17:59	6/19/2021 6:54:33 PM	55	47	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 6/1/2021 to 6/30/2021

Total orders in sample: 64

Jun-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	39%	15	17	50%	15	4	27%	15	4	27%
30	27	81%	30	14	91%	30	6	67%	30	7	73%
45	11	98%	45	3	100%	45	5	100%	45	3	93%
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	64		Total	34		Total	15		Total	15	

May-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	40%	15	22	49%	15	6	33%	15	0	0%
30	30	83%	30	20	93%	30	6	67%	30	4	57%
45	12	100%	45	3	100%	45	6	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	18		Total	7	

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	

Emergency Response Times

NU New Hampshire work orders from 6/1/2021 to 6/30/2021

Total orders in sample: 64

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	

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	

Emergency Response Times

NU New Hampshire work orders from 6/1/2021 to 6/30/2021

Total orders in sample: 64

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	

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	

Emergency Response Times

NU New Hampshire work orders from 6/1/2021 to 6/30/2021

Total orders in sample: 64

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	

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	272	37%	15	205	51%	15	44	25%	15	23	15%
30	336	84%	30	175	95%	30	89	75%	30	72	64%
45	108	98%	45	21	100%	45	38	97%	45	49	97%
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	727		Total	401		Total	177		Total	149	