



FILED ELECTRONICALLY

November 15, 2021

Daniel C. Goldner, 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 October 2021

Dear Chairman Goldner:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the October 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 October 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 "Christopher Goulding".

Christopher Goulding,
Director, Rates and Revenue Requirements

Enclosure

cc: Christopher LeBlanc, USC

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

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Emergency Response Teams
 NU New Hampshire work orders from 10/1/2021 to 10/31/2021
 Total orders in sample: 69

| Orders responded to in < 30 minutes for Regular Hours: 41 (59% 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 | |
| 10/4/2021 | 10:37:16 AM | 214 ALLESTANT AVE | NORTH HAMPTON | NH | Daniel LaFortune | 1146 - 0 | GAS LEAK INSIDE | 0520210000594781001 | | 0 | 3 | 10/4/2021 10:37 | 10/4/2021 10:41 | 10/4/2021 10:42 | 10/4/2021 10:44 | 10/4/2021 | 11:06:20 AM | 21 | 7 | Regular Hours | < 30 minutes |
| 10/4/2021 | 11:05:00 AM | 12 PLEASANT VALLEY RD | DOVER | NH | Kevin Clifford | 1146 - 0 | GAS LEAK INSIDE | 0520210000594860001 | | 0 | 14 | 10/4/2021 11:05 | 10/4/2021 11:06 | 10/4/2021 11:06 | 10/4/2021 11:21 | 10/4/2021 | 11:52:37 AM | 31 | 16 | Regular Hours | < 30 minutes |
| 10/5/2021 | 9:22:15 AM | 32 LAUREL ST | HAMPTON | NH | Andrew Gosselin | 1146 - 0 | GAS LEAK INSIDE | 0520210000597206001 | | 1 | 6 | 10/5/2021 9:23 | 10/5/2021 9:23 | 10/5/2021 9:24 | 10/5/2021 9:29 | 10/5/2021 | 9:47:12 AM | 17 | 7 | Regular Hours | < 30 minutes |
| 10/5/2021 | 3:29:17 PM | 23 LINCOLN ST B | ROCHESTER | NH | John Wiley | 1146 - 0 | GAS LEAK INSIDE | 0520210000598373001 | | 0 | 18 | 10/5/2021 15:29 | 10/5/2021 15:30 | 10/5/2021 15:31 | 10/5/2021 15:48 | 10/5/2021 | 4:08:48 PM | 20 | 19 | Regular Hours | < 30 minutes |
| 10/6/2021 | 8:52:57 AM | 6 ARBOR ST A | EXETER | NH | Daniel LaFortune | 1146 - 0 | GAS LEAK INSIDE | 0520210000598944001 | | 1 | 15 | 10/6/2021 8:54 | 10/6/2021 8:55 | 10/6/2021 8:55 | 10/6/2021 9:10 | 10/6/2021 | 9:34:59 AM | 24 | 17 | Regular Hours | < 30 minutes |
| 10/6/2021 | 11:19:04 AM | 5 SALLY SWEETS WAY 1 148 | SALEM | NH | Andrew Gosselin | 1146 - 0 | GAS LEAK INSIDE | 0520210000599999001 | | 1 | 12 | 10/6/2021 11:20 | 10/6/2021 11:20 | 10/6/2021 11:25 | 10/6/2021 11:32 | 10/6/2021 | 1:47:33 PM | 134 | 13 | Regular Hours | < 30 minutes |
| 10/6/2021 | 3:33:40 PM | 63 CLINTON ST | PORTSMOUTH | NH | Kevin Clifford | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000602172001 | | 1 | 9 | 10/6/2021 15:35 | 10/6/2021 15:35 | 10/6/2021 15:35 | 10/6/2021 15:44 | 10/6/2021 | 4:45:55 PM | 60 | 11 | Regular Hours | < 30 minutes |
| 10/6/2021 | 3:39:44 PM | 90 PINE ST A | PORTSMOUTH | NH | Matthew McCarron | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000602178001 | | 0 | 10 | 10/6/2021 15:40 | 10/6/2021 15:44 | 10/6/2021 15:44 | 10/6/2021 15:54 | 10/6/2021 | 5:16:00 PM | 81 | 15 | Regular Hours | < 30 minutes |
| 10/7/2021 | 11:47:42 AM | 3 ALEXANDER DR | HAMPTON | NH | Daniel LaFortune | 1146 - 0 | GAS LEAK INSIDE | 0520210000603682001 | | 1 | 3 | 10/7/2021 11:49 | 10/7/2021 11:49 | 10/7/2021 11:49 | 10/7/2021 11:52 | 10/7/2021 | 12:40:41 PM | 47 | 5 | Regular Hours | < 30 minutes |
| 10/7/2021 | 11:51:00 AM | 277 COLONIAL DR | PORTSMOUTH | NH | Kevin Clifford | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000603693001 | | 1 | 19 | 10/7/2021 11:52 | 10/7/2021 11:53 | 10/7/2021 11:54 | 10/7/2021 12:13 | 10/7/2021 | 1:20:32 PM | 67 | 22 | Regular Hours | < 30 minutes |
| 10/7/2021 | 12:15:10 PM | 61 TROUBLE CALL WAY | SALEM | NH | Andrew Gosselin | 1146 - 0 | TC GAS LEAK INSIDE | 0520210000603758001 | | 1 | 15 | 10/7/2021 12:16 | 10/7/2021 12:16 | 10/7/2021 12:21 | 10/7/2021 12:32 | 10/7/2021 | 12:51:10 PM | 18 | 17 | Regular Hours | < 30 minutes |
| 10/8/2021 | 9:51:59 AM | 10 VERONA ST A & B | SOMERSWORTH | NH | Kevin Ruel | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000606030001 | | 1 | 11 | 10/8/2021 9:53 | 10/8/2021 10:03 | 10/8/2021 10:03 | 10/8/2021 10:14 | 10/8/2021 | 11:16:16 AM | 61 | 22 | Regular Hours | < 30 minutes |
| 10/11/2021 | 11:50:39 AM | 401 STATE ST | PORTSMOUTH | NH | Kevin Ruel | 1146 - 0 | GAS LEAK INSIDE | 0520210000606992001 | | 0 | 15 | 10/11/2021 11:51 | 10/11/2021 11:57 | 10/11/2021 11:58 | 10/11/2021 12:12 | 10/11/2021 | 12:44:54 PM | 31 | 22 | Regular Hours | < 30 minutes |
| 10/11/2021 | 1:05:12 PM | 150 OCEAN BLVD | SEABROOK | NH | Daniel LaFortune | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000608991001 | | 0 | 12 | 10/11/2021 13:05 | 10/11/2021 13:09 | 10/11/2021 13:09 | 10/11/2021 13:21 | 10/11/2021 | 3:25:56 PM | 111 | 16 | Regular Hours | < 30 minutes |
| 10/11/2021 | 2:42:36 PM | 92 WAKEFIELD ST | ROCHESTER | NH | Kevin Clifford | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000609656001 | | 0 | 17 | 10/11/2021 14:43 | 10/11/2021 14:43 | 10/11/2021 14:45 | 10/11/2021 15:01 | 10/11/2021 | 4:05:42 PM | 64 | 18 | Regular Hours | < 30 minutes |
| 10/12/2021 | 8:47:19 AM | 397 OCEAN BLVD | HAMPTON | NH | Daniel LaFortune | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000611261001 | | 0 | 7 | 10/12/2021 8:48 | 10/12/2021 8:49 | 10/12/2021 8:50 | 10/12/2021 8:56 | 10/12/2021 | 10:44:31 AM | 107 | 9 | Regular Hours | < 30 minutes |
| 10/12/2021 | 12:42:09 PM | 464 HIGH ST | HAMPTON | NH | Daniel LaFortune | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000612136001 | | 0 | 15 | 10/12/2021 12:42 | 10/12/2021 12:44 | 10/12/2021 12:45 | 10/12/2021 12:59 | 10/12/2021 | 2:29:17 PM | 89 | 17 | Regular Hours | < 30 minutes |
| 10/13/2021 | 10:53:13 AM | 145 SPINNAKER WAY | PORTSMOUTH | NH | Kevin Ruel | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000614918001 | | 2 | 11 | 10/13/2021 10:55 | 10/13/2021 10:59 | 10/13/2021 10:59 | 10/13/2021 11:10 | 10/13/2021 | 12:32:59 PM | 82 | 16 | Regular Hours | < 30 minutes |
| 10/14/2021 | 8:30:27 AM | 61 CENTRAL AVE A | DOVER | NH | David Martingale | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000617755001 | | 0 | 7 | 10/14/2021 8:30 | 10/14/2021 8:40 | 10/14/2021 8:40 | 10/14/2021 8:47 | 10/14/2021 | 10:18:05 AM | 90 | 16 | Regular Hours | < 30 minutes |
| 10/14/2021 | 11:11:50 AM | 56 DURFAYETTE RD 901 | SEABROOK | NH | Daniel LaFortune | 1146 - 0 | GAS LEAK INSIDE | 0520210000618408001 | | 0 | 10 | 10/14/2021 11:12 | 10/14/2021 11:12 | 10/14/2021 11:16 | 10/14/2021 11:23 | 10/14/2021 | 11:38:11 AM | 14 | 11 | Regular Hours | < 30 minutes |
| 10/18/2021 | 10:39:41 AM | 50 WORTHAM RD 54 | DOVER | NH | Jeffrey Croteau | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000620504001 | | 0 | 7 | 10/18/2021 10:40 | 10/18/2021 10:43 | 10/18/2021 10:43 | 10/18/2021 10:51 | 10/18/2021 | 12:02:39 PM | 71 | 11 | Regular Hours | < 30 minutes |
| 10/18/2021 | 11:12:13 AM | 52 OVERLOOK DR | DOVER | NH | Daniel LaFortune | 1147 - 0 | GAS LEAK OUTSIDE | 052021000062106001 | | 2 | 27 | 10/18/2021 11:14 | 10/18/2021 11:14 | 10/18/2021 11:18 | 10/18/2021 11:42 | 10/18/2021 | 1:06:55 PM | 84 | 29 | Regular Hours | < 30 minutes |
| 10/18/2021 | 2:30:15 PM | 210 SOUTH ST | PORTSMOUTH | NH | Jonathan Crook | 1146 - 0 | GAS LEAK INSIDE | 0520210000628126001 | | 1 | 20 | 10/18/2021 14:31 | 10/18/2021 14:33 | 10/18/2021 14:53 | 10/18/2021 14:53 | 10/18/2021 | 3:13:11 PM | 19 | 23 | Regular Hours | < 30 minutes |
| 10/19/2021 | 10:22:50 AM | 253 BROAD ST | PORTSMOUTH | NH | Daniel LaFortune | 1146 - 0 | GAS LEAK INSIDE | 0520210000629527001 | | 0 | 8 | 10/19/2021 10:23 | 10/19/2021 10:24 | 10/19/2021 10:24 | 10/19/2021 10:32 | 10/19/2021 | 11:21:24 AM | 49 | 9 | Regular Hours | < 30 minutes |
| 10/19/2021 | 10:39:52 AM | 50 CONGRESS ST A | ROCHESTER | NH | Kevin Clifford | 1146 - 0 | GAS LEAK INSIDE | 0520210000629588001 | | 3 | 14 | 10/19/2021 10:43 | 10/19/2021 10:49 | 10/19/2021 10:49 | 10/19/2021 11:03 | 10/19/2021 | 11:30:57 AM | 27 | 23 | Regular Hours | < 30 minutes |
| 10/19/2021 | 3:02:03 PM | 193 WAKEFIELD ST | ROCHESTER | NH | Kevin Clifford | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000630660001 | | 1 | 18 | 10/19/2021 15:03 | 10/19/2021 15:11 | 10/19/2021 15:12 | 10/19/2021 15:29 | 10/19/2021 | 4:37:38 PM | 67 | 27 | Regular Hours | < 30 minutes |
| 10/20/2021 | 10:15:36 AM | 61 ACADIA LN UNIT 309 | EXETER | NH | Andrew Gosselin | 1146 - 0 | GAS LEAK INSIDE | 052021000063264001 | | 1 | 13 | 10/20/2021 10:16 | 10/20/2021 10:20 | 10/20/2021 10:20 | 10/20/2021 10:33 | 10/20/2021 | 11:06:52 AM | 33 | 17 | Regular Hours | < 30 minutes |
| 10/20/2021 | 10:37:41 AM | 18 COPPER BEECH RD | SALEM | NH | Anthony Beck | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000632433001 | | 0 | 11 | 10/20/2021 10:37 | 10/20/2021 10:38 | 10/20/2021 10:38 | 10/20/2021 10:49 | 10/20/2021 | 12:21:17 PM | 91 | 12 | Regular Hours | < 30 minutes |
| 10/20/2021 | 2:57:33 PM | 50 BROOKSIDE DR APT L6 | EXETER | NH | Andrew Gosselin | 1146 - 0 | GAS LEAK INSIDE | 0520210000633841001 | | 0 | 22 | 10/20/2021 14:58 | 10/20/2021 14:58 | 10/20/2021 15:00 | 10/20/2021 15:21 | 10/20/2021 | 3:45:33 PM | 24 | 23 | Regular Hours | < 30 minutes |
| 10/20/2021 | 3:45:05 PM | 4 BROOKSIDE DR 4 | EXETER | NH | Andrew Gosselin | 1146 - 0 | GAS LEAK INSIDE | 0520210000634076001 | | 1 | 4 | 10/20/2021 15:46 | 10/20/2021 15:46 | 10/20/2021 15:47 | 10/20/2021 15:50 | 10/20/2021 | 3:58:36 PM | 7 | 5 | Regular Hours | < 30 minutes |
| 10/21/2021 | 8:39:39 AM | 23 LINDEN ST | EXETER | NH | Andrew Gosselin | 1146 - 0 | GAS LEAK INSIDE | 052021000063510001 | | 0 | 19 | 10/21/2021 8:40 | 10/21/2021 8:39 | 10/21/2021 8:47 | 10/21/2021 8:59 | 10/21/2021 | 9:28:47 AM | 29 | 19 | Regular Hours | < 30 minutes |
| 10/22/2021 | 8:20:11 AM | 108 MAIN ST | PLAISTOW | NH | Anthony Beck | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000639082001 | | 0 | 13 | 10/22/2021 8:20 | 10/22/2021 8:20 | 10/22/2021 8:21 | 10/22/2021 8:34 | 10/22/2021 | 9:23:39 AM | 49 | 13 | Regular Hours | < 30 minutes |
| 10/26/2021 | 7:23:00 AM | 21 DUNVEGAN WOODS | HAMPTON | NH | Anthony Beck | 1146 - 0 | GAS LEAK INSIDE | 0520210000644666001 | | 0 | 24 | 10/26/2021 7:23 | 10/26/2021 7:26 | 10/26/2021 7:33 | 10/26/2021 7:51 | 10/26/2021 | 9:46:09 AM | 114 | 28 | Regular Hours | < 30 minutes |
| 10/27/2021 | 12:19:46 PM | 15 MECHANIC ST HOUSE | DOVER | NH | Kevin Clifford | 1146 - 0 | GAS LEAK INSIDE | 052021000065053001 | | 0 | 7 | 10/27/2021 12:20 | 10/27/2021 12:19 | 10/27/2021 12:20 | 10/27/2021 12:27 | 10/27/2021 | 1:19:47 PM | 52 | 7 | Regular Hours | < 30 minutes |
| 10/28/2021 | 7:55:41 AM | 43 EPPING RD B | EXETER | NH | Anthony Beck | 1146 - 0 | GAS LEAK INSIDE | 0520210000651977001 | | 0 | 11 | 10/28/2021 7:56 | 10/28/2021 7:56 | 10/28/2021 7:57 | 10/28/2021 8:08 | 10/28/2021 | 8:26:38 AM | 18 | 12 | Regular Hours | < 30 minutes |
| 10/28/2021 | 3:45:01 PM | 91 CONCORD ST | SEABROOK | NH | Jonathan Crook | 1146 - 0 | GAS LEAK INSIDE | 0520210000654420001 | | 1 | 27 | 10/28/2021 15:46 | 10/28/2021 15:46 | 10/28/2021 15:49 | 10/28/2021 16:14 | 10/28/2021 | 4:44:03 PM | 29 | 29 | Regular Hours | < 30 minutes |
| 10/29/2021 | 10:37:13 AM | 5 M ST | HAMPTON | NH | Jeffrey Croteau | 1146 - 0 | GAS LEAK INSIDE | 052021000065704001 | | 4 | 15 | 10/29/2021 10:41 | 10/29/2021 10:42 | 10/29/2021 10:44 | 10/29/2021 10:58 | 10/29/2021 | 11:52:01 AM | 53 | 21 | Regular Hours | < 30 minutes |
| 10/29/2021 | 10:44:16 AM | 15 ELLIOTT ST | EXETER | NH | Anthony Beck | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000656725001 | | 0 | 23 | 10/29/2021 10:45 | 10/29/2021 10:44 | 10/29/2021 10:49 | 10/29/2021 11:08 | 10/29/2021 | 12:15:59 PM | 67 | 24 | Regular Hours | < 30 minutes |
| 10/29/2021 | 12:11:31 PM | 12 E CONCORD ST APT A | DOVER | NH | Kevin Clifford | 1146 - 0 | GAS LEAK INSIDE | 0520210000657320001 | | 0 | 29 | 10/29/2021 12:12 | 10/29/2021 12:14 | 10/29/2021 12:14 | 10/29/2021 12:16 | 10/29/2021 | 12:43:19 PM | 26 | 5 | Regular Hours | < 30 minutes |
| 10/29/2021 | 3:33:48 PM | 50 CONGRESS ST A | ROCHESTER | NH | Kevin Ruel | 1146 - 0 | GAS LEAK INSIDE | 0520210000658009001 | | 0 | 7 | 10/29/2021 15:34 | 10/29/2021 15:34 | 10/29/2021 15:36 | 10/29/2021 15:41 | 10/29/2021 | 4:11:17 PM | 29 | 8 | Regular Hours | < 30 minutes |
| 10/29/2021 | 3:37:27 PM | 47 PLAISTOW RD R125 | PLAISTOW | NH | Jared Bezemes | 1146 - 0 | GAS LEAK INSIDE | 0520210000658022001 | | 1 | 11 | 10/29/2021 15:38 | 10/29/2021 15:46 | 10/29/2021 1 | | | | | | | |

Emergency Response Times
 NU New Hampshire work orders from 10/1/2021 to 10/31/2021
 Total orders in sample: 69

| Orders responded to in 31-45 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 31-45 Minutes for After Hours: 2 (3% of total records returned.) | | | | | | | | | | | | | | | | | | | | | |
| 10/1/2021 | 11:26:06 PM | 9 PROSPECT ST APT 1 | PORTSMOUTH | NH | Matthew McCarron | Patrick Paterson | 1146 - 0 | GAS LEAK INSIDE | 0520210000593081001 | | 3 | 28 | 10/1/2021 23:29 | 10/1/2021 23:34 | 10/1/2021 23:35 | 10/2/2021 0:03 | 10/2/2021 1:29:00 AM | 85 | 37 | After Hours | 31-45 Minutes |
| 10/14/2021 | 5:19:37 AM | 9 G ST MASTE | HAMPTON | NH | Matthew McCarron | | 1146 - 0 | GAS LEAK INSIDE | 0520210000616680001 | | 1 | 22 | 10/14/2021 5:20 | 10/14/2021 5:33 | 10/14/2021 5:36 | 10/14/2021 5:56 | 10/14/2021 6:46:50 AM | 50 | 36 | After Hours | 31-45 Minutes |
| Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 3 (4% of total records returned.) | | | | | | | | | | | | | | | | | | | | | |
| 10/2/2021 | 10:02:19 AM | 14 SILVER BROOK RD | SALEM | NH | Jared Bezemes | | 1146 - 0 | GAS LEAK INSIDE | 0520210000593118001 | | 2 | 25 | 10/2/2021 10:05 | 10/2/2021 10:14 | 10/2/2021 10:16 | 10/2/2021 10:39 | 10/2/2021 12:34:22 PM | 114 | 37 | Weekend/Holiday Hours | 31-45 Minutes |
| 10/10/2021 | 8:01:40 AM | 69 DUNVEGAN WOODS | HAMPTON | NH | Robert Pettigrew | Jason Brooks | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000607398001 | | 2 | 30 | 10/10/2021 8:03 | 10/10/2021 8:06 | 10/10/2021 8:07 | 10/10/2021 8:37 | 10/10/2021 10:07:52 AM | 90 | 35 | Weekend/Holiday Hours | 31-45 Minutes |
| 10/10/2021 | 9:01:03 PM | 43 FULLER ACRES | HAMPTON | NH | Robert Pettigrew | | 1146 - 0 | GAS LEAK INSIDE | 0520210000607462001 | | 0 | 31 | 10/10/2021 21:01 | 10/10/2021 21:08 | 10/10/2021 21:08 | 10/10/2021 21:39 | 10/10/2021 10:26:49 PM | 46 | 38 | Weekend/Holiday Hours | 31-45 Minutes |
| Orders responded to in 46-60 Minutes for Regular Hours: 0 (% of total records returned.) | | | | | | | | | | | | | | | | | | | | | |
| Orders responded to in 46-60 Minutes for After Hours: 1 (1% of total records returned.) | | | | | | | | | | | | | | | | | | | | | |
| 10/28/2021 | 5:24:56 PM | 2 FRANCIS DR | SEABROOK | NH | Kevin Ruel | Jason Brooks | 1147 - 0 | GAS LEAK OUTSIDE | 0520210000654839001 | | 4 | 34 | 10/28/2021 17:29 | 10/28/2021 17:38 | 10/28/2021 17:39 | 10/28/2021 18:13 | 10/28/2021 8:26:22 PM | 132 | 48 | After Hours | 46-60 Minutes |
| 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 10/1/2021 to 10/31/2021

Total orders in sample: 69

Oct-21

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 25 | 36% | 15 | 17 | 41% | 15 | 3 | 21% | 15 | 5 | 36% |
| 30 | 38 | 91% | 30 | 24 | 100% | 30 | 8 | 79% | 30 | 6 | 79% |
| 45 | 5 | 99% | 45 | 0 | 100% | 45 | 2 | 93% | 45 | 3 | 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 | 69 | | Total | 41 | | Total | 14 | | Total | 14 | |

Sep-21

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 16 | 29% | 15 | 14 | 39% | 15 | 2 | 15% | 15 | 0 | 0% |
| 30 | 32 | 87% | 30 | 20 | 94% | 30 | 8 | 77% | 30 | 4 | 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 | 55 | | Total | 36 | | Total | 13 | | Total | 6 | |

Aug-21

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 19 | 37% | 15 | 16 | 53% | 15 | 1 | 11% | 15 | 2 | 17% |
| 30 | 27 | 90% | 30 | 13 | 97% | 30 | 7 | 89% | 30 | 7 | 75% |
| 45 | 5 | 100% | 45 | 1 | 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 | 51 | | Total | 30 | | Total | 9 | | Total | 12 | |

Jul-21

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 14 | 24% | 15 | 11 | 41% | 15 | 1 | 6% | 15 | 2 | 14% |
| 30 | 35 | 83% | 30 | 16 | 100% | 30 | 12 | 72% | 30 | 7 | 64% |
| 45 | 10 | 100% | 45 | 0 | 100% | 45 | 5 | 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 | 59 | | Total | 27 | | Total | 18 | | Total | 14 | |

Emergency Response Times

NU New Hampshire work orders from 10/1/2021 to 10/31/2021

Total orders in sample: 69

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 | |

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 | |

Emergency Response Times

NU New Hampshire work orders from 10/1/2021 to 10/31/2021

Total orders in sample: 69

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 | |

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 | |

Emergency Response Times

NU New Hampshire work orders from 10/1/2021 to 10/31/2021

Total orders in sample: 69

Nov-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 | 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 | |

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 | 235 | 34% | 15 | 180 | 47% | 15 | 31 | 19% | 15 | 24 | 16% |
| 30 | 363 | 86% | 30 | 187 | 96% | 30 | 89 | 73% | 30 | 87 | 73% |
| 45 | 91 | 99% | 45 | 14 | 100% | 45 | 39 | 97% | 45 | 38 | 97% |
| 60 | 9 | 100% | 60 | 0 | 100% | 60 | 5 | 100% | 60 | 4 | 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 | 698 | | Total | 381 | | Total | 164 | | Total | 153 | |