



FILED ELECTRONICALLY

February 15, 2024

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 January 2024

Dear Chairman Goldner:

Enclosed for filing on behalf of Northern Utilities, Inc. ("the Company") is the January 2024 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 January 2024 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.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dan Nawazelski".

Daniel Nawazelski,
Manager, Revenue Requirements

Enclosure

cc: Christopher LeBlanc, USC

Daniel Nawazelski
Manager, Revenue Requirements
nawazelski@unitil.com

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Emergency Response Times
NU New Hampshire work orders from 1/1/2024 to 1/31/2024
Total orders in sample: 71

Orders responded to in < 30 minutes for Regular Hours: 40 (56% 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	
1/3/2024	8:07:53 AM 99 LEDGE RD 1	SEABROOK	NH	Alexander Aro	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0502040000003978001			5	1/3/2024 8:09	1/3/2024 8:09	1/3/2024 8:09	1/3/2024 8:14	1/3/2024 9:26:38 AM	71	6	Regular Hours	< 30 minutes	
1/3/2024	9:50:44 AM 238 NODAN BROOK KING	DOVER	NH	Alexander Aro	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0502040000005202001			8	1/3/2024 9:51	1/3/2024 9:51	1/3/2024 9:51	1/3/2024 9:59	1/3/2024 11:27:20 AM	88	8	Regular Hours	< 30 minutes	
1/3/2024	1:42:46 PM 21 STONEBRIDGE DR	PLAISTOW	NH	Logan Nicolaissen	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0502040000006536001			2	5	1/3/2024 13:45	1/3/2024 13:45	1/3/2024 13:47	1/3/2024 13:51	1/3/2024 2:47:58 PM	56	9	Regular Hours	< 30 minutes
1/3/2024	1:49:16 PM 24 LAUREL LN	HAMPTON	NH	Alexander Aro	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0502040000006564001			1	20	1/3/2024 13:50	1/3/2024 13:51	1/3/2024 13:51	1/3/2024 14:11	1/3/2024 3:09:00 PM	57	22	Regular Hours	< 30 minutes
1/4/2024	9:08:57 AM 324 LAFAYETTE RD 3	HAMPTON	NH	Jonathan Crook	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0502040000008773001			0	5	1/4/2024 9:09	1/4/2024 9:09	1/4/2024 9:10	1/4/2024 9:15	1/4/2024 11:05:21 AM	110	6	Regular Hours	< 30 minutes
1/4/2024	9:20:27 AM 28 HADLEY RD	SEABROOK	NH	Anthony Beck	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0502040000008813001			2	25	1/4/2024 9:23	1/4/2024 9:23	1/4/2024 9:27	1/4/2024 9:49	1/4/2024 11:19:38 AM	90	28	Regular Hours	< 30 minutes
1/9/2024	8:10:45 AM 8 RUTLAND ST	DOVER	NH	Jonathan Crook	David Maritange	1147 - 0	GAS LEAK OUTSIDE	0502040000018432001			0	17	1/9/2024 8:11	1/9/2024 8:11	1/9/2024 8:14	1/9/2024 8:29	1/9/2024 9:38:35 AM	69	18	Regular Hours	< 30 minutes
1/9/2024	8:11:57 AM 181 FRONT ST 3	EXETER	NH	Logan Nicolaissen	David Maritange	1146 - 0	GAS LEAK INSIDE	0502040000018436001			0	20	1/9/2024 8:12	1/9/2024 8:13	1/9/2024 8:15	1/9/2024 8:33	1/9/2024 8:48:48 AM	14	22	Regular Hours	< 30 minutes
1/9/2024	10:42:47 AM 15 DOVETAIL LN	DOVER	NH	Jonathan Crook	David Maritange	1146 - 0	GAS LEAK INSIDE	0502040000019542001			0	14	1/9/2024 10:42	1/9/2024 10:43	1/9/2024 10:44	1/9/2024 10:57	1/9/2024 11:16:20 AM	18	15	Regular Hours	< 30 minutes
1/9/2024	12:52:22 PM 7 LONGVIEW DR UNIT 209	ATKINSON	NH	Anthony Beck	David Maritange	1146 - 0	GAS LEAK INSIDE	0502040000020154001			21	1/9/2024 12:53	1/9/2024 12:56	1/9/2024 12:56	1/9/2024 13:17	1/9/2024 1:51:25 PM	33	25	Regular Hours	< 30 minutes	
1/10/2024	10:41:39 AM 488 CENTRAL AVE	DOVER	NH	Alexander Aro	Alexander Aro	1146 - 0	GAS LEAK INSIDE	0502040000022929001			0	20	1/10/2024 10:42	1/10/2024 10:42	1/10/2024 10:43	1/10/2024 11:03	1/10/2024 11:21:16 AM	18	21	Regular Hours	< 30 minutes
1/10/2024	12:33:37 PM 712 EXETER RD	HAMPTON	NH	Logan Nicolaissen	Alexander Aro	1147 - 0	GAS LEAK OUTSIDE	0502040000023542001			0	11	1/10/2024 12:34	1/10/2024 12:34	1/10/2024 12:36	1/10/2024 12:46	1/10/2024 1:33:10 PM	46	13	Regular Hours	< 30 minutes
1/11/2024	10:04:10 AM 420 SUNLTON ST	PORTSMOUTH	NH	Jonathan Crook	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0502040000029153001			12	11/11/2024 10:05	11/11/2024 10:07	11/11/2024 10:08	11/11/2024 10:19	11/11/2024 10:36:35 AM	16	15	Regular Hours	< 30 minutes	
1/11/2024	8:26:22 AM 13 NEWFIELDS RD	EXETER	NH	Anthony Beck	Amanda Laferriere	1147 - 0	GAS LEAK OUTSIDE	0502040000029071001			14	1/11/2024 8:27	1/11/2024 8:28	1/11/2024 8:28	1/11/2024 8:42	1/11/2024 9:47:42 AM	65	16	Regular Hours	< 30 minutes	
1/11/2024	11:53:38 AM 503 PARK ST 1	EXETER	NH	Anthony Beck	Amanda Laferriere	1147 - 0	GAS LEAK OUTSIDE	0502040000029605001			0	20	1/11/2024 11:54	1/11/2024 11:55	1/11/2024 11:59	1/11/2024 12:15	1/11/2024 1:40:30 PM	84	22	Regular Hours	< 30 minutes
1/11/2024	2:25:12 PM 517 CENTRAL AVE STE 10	DOVER	NH	Alexander Aro	Amanda Laferriere	1147 - 0	GAS LEAK OUTSIDE	0502040000030339001			12	1/11/2024 14:26	1/11/2024 14:26	1/11/2024 14:26	1/11/2024 14:39	1/11/2024 3:37:48 PM	58	14	Regular Hours	< 30 minutes	
1/16/2024	3:03:39 PM 43 BRODIE PATH	DOVER	NH	Kevin Ruef	Alexander Aro	1146 - 0	GAS LEAK INSIDE	05020400000309771001			26	1/16/2024 15:04	1/16/2024 15:04	1/16/2024 15:06	1/16/2024 15:30	1/16/2024 4:05:59 PM	35	27	Regular Hours	< 30 minutes	
1/17/2024	11:55:47 AM 11 GREENOUGH RD 20	PLAISTOW	NH	Jonathan Crook	David Maritange	1146 - 0	GAS LEAK INSIDE	0502040000042687001			0	18	1/17/2024 11:56	1/17/2024 11:57	1/17/2024 11:58	1/17/2024 12:13	1/17/2024 12:49:23 PM	36	17	Regular Hours	< 30 minutes
1/17/2024	2:22:32 PM 69 PEMROKE ST	SEABROOK	NH	Scott MacNeil	David Maritange	1146 - 0	GAS LEAK INSIDE	0502040000043239001			0	3	1/17/2024 14:23	1/17/2024 14:24	1/17/2024 14:24	1/17/2024 14:28	1/17/2024 3:13:25 PM	44	6	Regular Hours	< 30 minutes
1/19/2024	7:14:16 AM 1426 L LAC LN	DOVER	NH	Kevin Ruef	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0502040000047863001			22	1/19/2024 7:15	1/19/2024 7:16	1/19/2024 7:16	1/19/2024 7:38	1/19/2024 7:54:49 PM	16	24	Regular Hours	< 30 minutes	
1/19/2024	12:24:40 PM 579 SAGAMORE AVE 44	PORTSMOUTH	NH	Alexander Aro	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0502040000050002001			13	1/19/2024 12:25	1/19/2024 12:25	1/19/2024 12:25	1/19/2024 12:38	1/19/2024 1:26:16 PM	47	13	Regular Hours	< 30 minutes	
1/19/2024	12:46:15 PM 143 LOCUST ST 1	DOVER	NH	Kevin Ruef	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0502040000050070001			13	1/19/2024 12:47	1/19/2024 12:47	1/19/2024 12:48	1/19/2024 13:00	1/19/2024 1:16:06 PM	15	14	Regular Hours	< 30 minutes	
1/19/2024	3:41:27 PM 21 BIRCH RD	HAMPTON	NH	Scott MacNeil	Alexander Aro	1146 - 0	GAS LEAK INSIDE	0502040000050597001			0	20	1/19/2024 15:42	1/19/2024 15:41	1/19/2024 15:43	1/19/2024 16:01	1/19/2024 4:21:16 PM	19	20	Regular Hours	< 30 minutes
1/22/2024	2:47:59 PM 9 LEXINGTON ST A	DOVER	NH	John Wiley	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0502040000054545001			0	17	1/22/2024 14:48	1/22/2024 14:51	1/22/2024 14:52	1/22/2024 15:09	1/22/2024 3:31:34 PM	22	21	Regular Hours	< 30 minutes
1/23/2024	12:30:47 PM 53 RIDGEWOOD ST	ATKINSON	NH	Anthony Beck	Alexander Aro	1146 - 0	GAS LEAK INSIDE	0502040000059598001			5	1/23/2024 12:31	1/23/2024 12:33	1/23/2024 12:33	1/23/2024 12:39	1/23/2024 1:07:09 PM	28	8	Regular Hours	< 30 minutes	
1/23/2024	1:38:27 PM 10 DANIEL ST	PORTSMOUTH	NH	Alexander Aro	Alexander Aro	1146 - 0	GAS LEAK INSIDE	0502040000060375001			12	1/23/2024 13:38	1/23/2024 13:39	1/23/2024 13:39	1/23/2024 13:51	1/23/2024 2:27:54 PM	36	13	Regular Hours	< 30 minutes	
1/24/2024	11:47:08 AM 2 INDUSTRIAL WAY	SALEM	NH	Jonathan Crook	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0502040000062540001			1	17	1/24/2024 11:48	1/24/2024 11:48	1/24/2024 11:55	1/24/2024 12:06	1/24/2024 1:09:34 PM	63	18	Regular Hours	< 30 minutes
1/25/2024	8:21:43 AM 31 ALDRICH RD	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0502040000064317001			22	1/25/2024 8:22	1/25/2024 8:25	1/25/2024 8:26	1/25/2024 8:47	1/25/2024 8:53:37 AM	5	25	Regular Hours	< 30 minutes	
1/25/2024	11:44:53 AM 17 TROUBLE CALL WAY	DOVER	NH	Alexander Aro	Jason Brooks	9100 - 0	TC GAS LEAK OUTSIDE	0502040000065982001			17	1/25/2024 11:45	1/25/2024 11:45	1/25/2024 11:46	1/25/2024 12:03	1/25/2024 12:49:17 PM	46	18	Regular Hours	< 30 minutes	
1/25/2024	12:11:20 PM 4-6 TUSCAN BLVD COMM AMENITIES HOUSE	SALEM	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0502040000066164001			23	1/25/2024 12:12	1/25/2024 12:14	1/25/2024 12:21	1/25/2024 12:38	1/25/2024 1:18:24 PM	40	26	Regular Hours	< 30 minutes	
1/25/2024	1:19:33 PM 35 FOWNES MILL CT	ROCHESTER	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0502040000066368001			20	1/25/2024 13:20	1/25/2024 13:20	1/25/2024 13:21	1/25/2024 13:41	1/25/2024 2:42:21 PM	60	22	Regular Hours	< 30 minutes	
1/25/2024	1:42:34 PM 34 STARK AVE	DOVER	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0502040000066463001			17	1/25/2024 13:43	1/25/2024 13:44	1/25/2024 13:45	1/25/2024 14:02	1/25/2024 2:55:23 PM	53	19	Regular Hours	< 30 minutes	
1/25/2024	1:46:03 PM 120 WASHINGTON ST HOUSE	ROCHESTER	NH	Logan Nicolaissen	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0502040000066473001			24	1/25/2024 13:48	1/25/2024 13:49	1/25/2024 13:50	1/25/2024 14:14	1/25/2024 2:43:07 PM	28	28	Regular Hours	< 30 minutes	
1/25/2024	3:25:45 PM 25 CHURCH ST	SONIC	NH	Alexander Aro	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0502040000066817001			3	10	1/25/2024 15:28	1/25/2024 15:29	1/25/2024 15:29	1/25/2024 15:39	1/25/2024 4:14:29 PM	61	14	Regular Hours	< 30 minutes
1/26/2024	12:50:41 PM 34 MAPLEWOOD AVE UNIT 101	PORTSMOUTH	NH	Jonathan Crook	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0502040000066879001			7	1/26/2024 12:51	1/26/2024 12:51	1/26/2024 12:52	1/26/2024 12:59	1/26/2024 1:51:09 PM	66	8	Regular Hours	< 30 minutes	
1/26/2024	2:07:30 PM 35 NORMAN RD	SEABROOK	NH	Scott MacNeil	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0502040000066847001			0	23	1/26/2024 14:08	1/26/2024 14:08	1/26/2024 14:08	1/26/2024 14:31	1/26/2024 3:01:54 PM	30	24	Regular Hours	< 30 minutes
1/26/2024	11:03:29 AM 48 MAIN ST	ATKINSON	NH	Jonathan Crook	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0502040000073435001			23	1/26/2024 11:04	1/26/2024 11:04	1/26/2024 11:06	1/26/2024 11:27	1/26/2024 12:36:56 PM	69	24	Regular Hours	< 30 minutes	
1/26/2024	1:18:16 PM 192 NEW CASTLE AVE #1	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0502040000073208001			0	10	1/26/2024 13:18	1/26/2024 13:20	1/26/2024 13:21	1/26/2024 13:31	1/26/2024 2:14:38 PM	43	13	Regular Hours	< 30 minutes
1/30/2024	12:40:25 PM 17 STERLING HILL LN 716	EXETER	NH	Jonathan Crook	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0502040000077293001			1	11	1/30/2024 12:41	1/30/2024 12:42	1/30/2024 12:42	1/30/2024 12:53	1/30/2024 1:12:19 PM	18	13	Regular Hours	< 30 minutes
1/31/2024	7:44:33 AM 48 HARDING ST	ROCHESTER	NH	Alexander Aro	David Maritange	1147 - 0	GAS LEAK OUTSIDE	0502040000078367001			9	1/31/2024 7:45									

Total orders in sample: 71

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	
1/9/2024	8:43:08 AM	100 EDUCATION WAY	DOVER	NH	Matthew McCarron	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520240000018518001		4	28	1/9/2024 8:47	1/9/2024 8:48	1/9/2024 8:51	1/9/2024 9:16	1/9/2024 10:40:30 AM	83	33	Regular Hours	31-45 Minutes
1/24/2024	9:57:30 AM	6 LANCELOT CT BLDG 6	SALEM	NH	Jonathan Crook	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0520240000062151001		1	31	1/24/2024 9:58	1/24/2024 9:58	1/24/2024 9:59	1/24/2024 10:30	1/24/2024 11:27:34 AM	56	33	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After 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	
1/9/2024	6:38:34 AM	239 NORTHWEST ST	PORTSMOUTH	NH	Scott MacNeil	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520240000017520001		0	26	1/9/2024 6:39	1/9/2024 6:46	1/9/2024 6:46	1/9/2024 7:13	1/9/2024 7:37:33 AM	24	34	After Hours	31-45 Minutes
1/15/2024	11:40:46 PM	111 STARK AVE APT 2	DOVER	NH	Kevin Ruef	Jakub Rucinski	1147 - 0	GAS LEAK OUTSIDE	0520240000035937001		1	32	1/15/2024 23:42	1/15/2024 23:51	1/15/2024 23:52	1/16/2024 0:23	1/16/2024 1:25:47 AM	61	43	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday 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	
1/13/2024	1:54:44 PM	10 J ST	HAMPTON	NH	Alexander Aro	Amanda Laferriere	1147 - 0	GAS LEAK OUTSIDE	0520240000031063001		0	34	1/13/2024 13:55	1/13/2024 13:56	1/13/2024 14:30	1/13/2024 4:35:45 PM	125	35	Weekend/Holiday Hours	31-45 Minutes	
1/13/2024	2:25:03 PM	44 BEACH PLUM WAY	HAMPTON	NH	Logan Nicolaisen	David Martinage	1146 - 0	GAS LEAK INSIDE	0520240000031093001		0	43	1/13/2024 14:25	1/13/2024 14:25	1/13/2024 14:28	1/13/2024 15:09	1/13/2024 3:24:47 PM	15	44	Weekend/Holiday Hours	31-45 Minutes
1/20/2024	8:28:46 AM	137 N MAIN ST	ROCHESTER	NH	Alexander Aro	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000051245001		0	37	1/20/2024 8:29	1/20/2024 8:29	1/20/2024 8:30	1/20/2024 9:07	1/20/2024 9:56:50 AM	49	38	Weekend/Holiday Hours	31-45 Minutes
Orders responded to in 46-60 Minutes for Regular Hours: 0 (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 (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: 0 (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 Regular Hours: 0 (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 (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 (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 (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 (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 (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 1/1/2024 to 1/31/2024

Total orders in sample: 71

Jan-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	44%	15	18	43%	15	8	42%	15	5	50%
30	33	90%	30	22	95%	30	9	89%	30	2	70%
45	7	100%	45	2	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	71		Total	42		Total	19		Total	10	

Dec-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	36%	15	23	53%	15	3	14%	15	0	0%
30	37	86%	30	20	100%	30	14	81%	30	3	33%
45	10	100%	45	0	100%	45	4	100%	45	6	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	73		Total	43		Total	21		Total	9	

Nov-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	31%	15	23	41%	15	1	7%	15	1	9%
30	50	93%	30	29	93%	30	12	93%	30	9	91%
45	6	100%	45	4	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	81		Total	56		Total	14		Total	11	

Emergency Response Times

NU New Hampshire work orders from 1/1/2024 to 1/31/2024

Total orders in sample: 71

Oct-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	30	39%	15	26	52%	15	2	15%	15	2	15%
30	42	95%	30	23	98%	30	9	85%	30	10	92%
45	4	100%	45	1	100%	45	2	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	76		Total	50		Total	13		Total	13	

Sep-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	37%	15	14	50%	15	2	11%	15	5	50%
30	34	96%	30	14	100%	30	15	89%	30	5	100%
45	2	100%	45	0	100%	45	2	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	57		Total	28		Total	19		Total	10	

Aug-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	34%	15	20	40%	15	0	0%	15	4	40%
30	40	90%	30	25	90%	30	11	100%	30	4	80%
45	7	100%	45	5	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	71		Total	50		Total	11		Total	10	

Emergency Response Times

NU New Hampshire work orders from 1/1/2024 to 1/31/2024

Total orders in sample: 71

Jul-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	13	34%	15	10	48%	15	2	18%	15	1	17%
30	21	89%	30	10	95%	30	7	82%	30	4	83%
45	4	100%	45	1	100%	45	2	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	38		Total	21		Total	11		Total	6	

Jun-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	11	25%	15	8	33%	15	0	0%	15	3	38%
30	28	89%	30	15	96%	30	10	83%	30	3	75%
45	4	98%	45	1	100%	45	2	100%	45	1	88%
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	44		Total	24		Total	12		Total	8	

May-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	44%	15	22	69%	15	1	8%	15	1	11%
30	23	87%	30	7	91%	30	9	77%	30	7	89%
45	6	98%	45	3	100%	45	2	92%	45	1	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	54		Total	32		Total	13		Total	9	

Emergency Response Times

NU New Hampshire work orders from 1/1/2024 to 1/31/2024

Total orders in sample: 71

Apr-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	11	25%	15	11	46%	15	0	0%	15	0	0%
30	27	86%	30	12	96%	30	8	89%	30	7	64%
45	6	100%	45	1	100%	45	1	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	44		Total	24		Total	9		Total	11	

Mar-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	17	31%	15	13	39%	15	2	12%	15	2	40%
30	33	91%	30	17	91%	30	14	94%	30	2	80%
45	5	100%	45	3	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	55		Total	33		Total	17		Total	5	

Feb-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	42%	15	24	60%	15	0	0%	15	2	14%
30	34	97%	30	15	98%	30	7	88%	30	12	100%
45	2	100%	45	1	100%	45	1	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	62		Total	40		Total	8		Total	14	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	259	36%	15	212	48%	15	21	13%	15	26	22%
30	402	91%	30	209	95%	30	125	87%	30	68	81%
45	63	100%	45	22	100%	45	20	99%	45	21	99%
60	2	100%	60	0	100%	60	1	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	726		Total	443		Total	167		Total	116	