



FILED ELECTRONICALLY

March 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 February 2024

Dear Chairman Goldner:

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

6 Liberty Lane West
Hampton, NH 03842

T 603.379.3836
www.unitil.com

Emergency Response Teams
NU New Hampshire work orders from 2/1/2024 to 2/29/2024
Total orders in sample: 68

Orders responded to in < 30 minutes for Regular Hours: 43 (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	
2/1/2024	2:05:35 PM 39 WILDEWOOD LN	DOVER	NH	Alexander Aro	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000082892001		0	10	2/1/2024 14:05	2/1/2024 14:07	2/1/2024 14:07	2/1/2024 14:18	2/1/2024	3:00:08 PM	41	13	Regular Hours	< 30 minutes
2/1/2024	2:11:23 PM 581 OCEAN BLVD #20	HAMPTON	NH	Jonathan Crook	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000082906001		0	10	2/1/2024 14:11	2/1/2024 14:12	2/1/2024 14:12	2/1/2024 14:22	2/1/2024	3:56:39 PM	94	11	Regular Hours	< 30 minutes
2/1/2024	2:56:17 PM 163 SPINNEY RD	PORTSMOUTH	NH	Anthony Beck	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000083112001		0	7	2/1/2024 14:56	2/1/2024 14:59	2/1/2024 15:00	2/1/2024 15:06	2/1/2024	3:50:39 PM	43	10	Regular Hours	< 30 minutes
2/2/2024	8:38:20 AM 601 ISLINGTON ST UNIT 103	PORTSMOUTH	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000084797001		0	10	2/2/2024 8:38	2/2/2024 8:43	2/2/2024 8:43	2/2/2024 8:53	2/2/2024	9:17:00 AM	23	15	Regular Hours	< 30 minutes
2/5/2024	10:38:39 AM 11 CASTLE RIDGE RD	SALEM	NH	Anthony Beck	Amanda Lefrierie	1146 - 0	GAS LEAK INSIDE	0520240000088973001		0	22	2/5/2024 10:39	2/5/2024 10:40	2/5/2024 10:41	2/5/2024 11:02	2/5/2024	11:27:56 AM	25	24	Regular Hours	< 30 minutes
2/5/2024	1:05:44 PM 26 ELM ST	DOVER	NH	Kevin Ruel	Amanda Lefrierie	1147 - 0	GAS LEAK OUTSIDE	0520240000089548001		0	16	2/5/2024 13:06	2/5/2024 13:06	2/5/2024 13:07	2/5/2024 13:23	2/5/2024	2:10:56 PM	47	17	Regular Hours	< 30 minutes
2/5/2024	2:00:23 PM 220 N BROADWAY	SALEM	NH	Anthony Beck	Amanda Lefrierie	1146 - 0	GAS LEAK INSIDE	0520240000089746001		0	21	2/5/2024 14:01	2/5/2024 14:02	2/5/2024 14:03	2/5/2024 14:24	2/5/2024	2:45:28 PM	21	24	Regular Hours	< 30 minutes
2/5/2024	3:20:13 PM 46 MACE RD	HAMPTON	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000090911001		0	8	2/5/2024 15:20	2/5/2024 15:20	2/5/2024 15:22	2/5/2024 15:29	2/5/2024	4:25:36 PM	56	8	Regular Hours	< 30 minutes
2/5/2024	3:41:57 PM 17 TROUBLE CALL WAY	DOVER	NH	John Wiley	Nicole Clark	9102 - 0	TC GAS LEAK INSIDE	0520240000090109001		0	17	2/5/2024 15:42	2/5/2024 15:45	2/5/2024 15:45	2/5/2024 16:03	2/5/2024	4:17:05 PM	14	21	Regular Hours	< 30 minutes
2/6/2024	7:04:45 AM 53 SUMMIT AVE	PORTSMOUTH	NH	Logan Nicolaissen	Amanda Lefrierie	1147 - 0	GAS LEAK OUTSIDE	0520240000090824001		2	27	2/6/2024 7:07	2/6/2024 7:08	2/6/2024 7:09	2/6/2024 7:35	2/6/2024	8:09:48 AM	34	30	Regular Hours	< 30 minutes
2/6/2024	8:10:21 AM 191 LAFAYETTE RD FRONT	SEABROOK	NH	Jonathan Crook	Amanda Lefrierie	1147 - 0	GAS LEAK OUTSIDE	0520240000091472001		0	15	2/6/2024 8:11	2/6/2024 8:11	2/6/2024 8:11	2/6/2024 8:28	2/6/2024	9:28:05 AM	61	16	Regular Hours	< 30 minutes
2/6/2024	1:27:10 PM 20 WATER ST STE 1	EXETER	NH	Jonathan Crook	Amanda Lefrierie	1146 - 0	GAS LEAK INSIDE	0520240000093422001		0	15	2/6/2024 13:27	2/6/2024 13:28	2/6/2024 13:29	2/6/2024 13:43	2/6/2024	2:01:24 PM	17	16	Regular Hours	< 30 minutes
2/7/2024	9:17:16 AM 343 MAIN ST B 2F	SOMERSWORTH	NH	Alexander Aro	Amanda Lefrierie	1146 - 0	GAS LEAK INSIDE	0520240000095265001		0	12	2/7/2024 9:18	2/7/2024 9:18	2/7/2024 9:18	2/7/2024 9:31	2/7/2024	10:48:03 AM	77	13	Regular Hours	< 30 minutes
2/7/2024	7:34:16 AM 212 MILLER AVE A1	PORTSMOUTH	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000101407001		0	9	2/9/2024 7:35	2/9/2024 7:36	2/9/2024 7:37	2/9/2024 7:46	2/9/2024	8:49:03 AM	62	12	Regular Hours	< 30 minutes
2/9/2024	10:24:05 AM 220 N BROADWAY FL 2	SALEM	NH	Logan Nicolaissen	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000102216001		1	14	2/9/2024 10:25	2/9/2024 10:28	2/9/2024 10:28	2/9/2024 10:41	2/9/2024	10:54:46 AM	13	17	Regular Hours	< 30 minutes
2/9/2024	12:59:17 PM 3 FURBUSH ST	ROCHESTER	NH	Alexander Aro	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520240000102759001		2	3	2/9/2024 13:02	2/9/2024 13:02	2/9/2024 13:02	2/9/2024 13:06	2/9/2024	2:03:01 PM	56	7	Regular Hours	< 30 minutes
2/12/2024	10:38:37 AM 10 HOUGH ST	DOVER	NH	Kevin Ruel	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000105803001		0	15	2/12/2024 10:39	2/12/2024 10:40	2/12/2024 10:47	2/12/2024 11:01	2/12/2024	11:31:40 AM	29	23	Regular Hours	< 30 minutes
2/12/2024	1:29:03 PM 25 LAUREL LN	HAMPTON	NH	Scott MacNeil	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000106618001		0	3	2/12/2024 13:29	2/12/2024 13:29	2/12/2024 13:29	2/12/2024 13:33	2/12/2024	3:02:50 PM	89	4	Regular Hours	< 30 minutes
2/13/2024	10:02:43 AM 14 E WATSON ST	DOVER	NH	Alexander Aro	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000109462001		0	12	2/13/2024 10:03	2/13/2024 10:03	2/13/2024 10:03	2/13/2024 10:16	2/13/2024	10:39:49 AM	23	13	Regular Hours	< 30 minutes
2/13/2024	10:15:31 AM 8 FOREST DR	SEABROOK	NH	Logan Nicolaissen	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000109527001		0	11	2/13/2024 10:16	2/13/2024 10:17	2/13/2024 10:19	2/13/2024 10:28	2/13/2024	10:39:18 AM	10	13	Regular Hours	< 30 minutes
2/13/2024	11:55:58 AM 119 OSPREY DR	PORTSMOUTH	NH	Anthony Beck	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000110087001		0	11	2/13/2024 11:56	2/13/2024 11:59	2/13/2024 11:59	2/13/2024 12:10	2/13/2024	1:05:57 PM	55	14	Regular Hours	< 30 minutes
2/14/2024	9:23:11 AM 19 VIA TOSCANA BLDG 2000, RETAIL #4	SALEM	NH	Jonathan Crook	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000112064001		0	24	2/14/2024 9:23	2/14/2024 9:27	2/14/2024 9:27	2/14/2024 9:51	2/14/2024	10:13:13 AM	21	28	Regular Hours	< 30 minutes
2/15/2024	2:32:32 PM 2 INDUSTRIAL WAY	SALEM	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000117098001		0	28	2/15/2024 14:32	2/15/2024 14:33	2/15/2024 14:34	2/15/2024 15:02	2/15/2024	4:24:07 PM	81	29	Regular Hours	< 30 minutes
2/16/2024	7:02:01 AM 92 WASHINGTON ST	SOMERSWORTH	NH	Kevin Ruel	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000118091001		0	20	2/16/2024 7:02	2/16/2024 7:05	2/16/2024 7:06	2/16/2024 7:26	2/16/2024	8:16:00 AM	49	24	Regular Hours	< 30 minutes
2/16/2024	1:06:34 PM 975 OCEAN BLVD REAR	HAMPTON	NH	Anthony Beck	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000120238001		0	3	2/16/2024 13:07	2/16/2024 13:08	2/16/2024 13:09	2/16/2024 13:11	2/16/2024	1:31:21 PM	20	4	Regular Hours	< 30 minutes
2/16/2024	2:09:24 PM 130 WATER ST	EXETER	NH	Scott MacNeil	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000120509001		0	14	2/16/2024 14:10	2/16/2024 14:10	2/16/2024 14:10	2/16/2024 14:24	2/16/2024	3:04:03 PM	39	15	Regular Hours	< 30 minutes
2/16/2024	2:45:43 PM 4 HIGH ST	HAMPTON	NH	Alexander Aro	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000120615001		2	16	2/16/2024 14:47	2/16/2024 14:48	2/16/2024 14:48	2/16/2024 15:05	2/16/2024	3:45:26 PM	40	19	Regular Hours	< 30 minutes
2/19/2024	12:12:23 PM 28 HADLEY RD	SEABROOK	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000123520001		0	11	2/19/2024 12:13	2/19/2024 12:13	2/19/2024 12:15	2/19/2024 12:24	2/19/2024	1:41:52 PM	76	12	Regular Hours	< 30 minutes
2/21/2024	3:30:01 PM 6 AMBERWOOD DR	EXETER	NH	Scott MacNeil	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000130683001		0	14	2/21/2024 15:30	2/21/2024 15:30	2/21/2024 15:31	2/21/2024 15:44	2/21/2024	4:20:24 PM	35	14	Regular Hours	< 30 minutes
2/22/2024	8:47:13 AM 12 ROBE LN	ATKINSON	NH	Jonathan Crook	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000132239001		1	21	2/22/2024 8:49	2/22/2024 8:49	2/22/2024 8:51	2/22/2024 9:10	2/22/2024	9:43:19 AM	32	23	Regular Hours	< 30 minutes
2/22/2024	9:35:50 AM 9 ROCHESTER HILL RD	ROCHESTER	NH	Kevin Ruel	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000134333001		2	15	2/22/2024 9:37	2/22/2024 9:38	2/22/2024 9:38	2/22/2024 9:53	2/22/2024	10:48:51 AM	55	17	Regular Hours	< 30 minutes
2/22/2024	10:29:13 AM 245 MARCY ST	PORTSMOUTH	NH	Alexander Aro	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000135502001		0	9	2/22/2024 10:30	2/22/2024 10:30	2/22/2024 10:30	2/22/2024 10:40	2/22/2024	11:04:47 AM	24	11	Regular Hours	< 30 minutes
2/22/2024	12:12:25 PM 65 VIOLA CR	SEABROOK	NH	Matthew McCarron	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000135943001		0	7	2/22/2024 12:13	2/22/2024 12:13	2/22/2024 12:14	2/22/2024 12:21	2/22/2024	2:29:27 PM	127	9	Regular Hours	< 30 minutes
2/23/2024	7:49:28 AM 14 WASHINGTON ST	ROCHESTER	NH	Kevin Ruel	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000137305001		0	18	2/23/2024 7:49	2/23/2024 7:52	2/23/2024 7:52	2/23/2024 8:10	2/23/2024	9:56:22 AM	106	20	Regular Hours	< 30 minutes
2/26/2024	12:30:41 PM 30 WINTER ST	ROCHESTER	NH	Kevin Ruel	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000145920001		0	20	2/26/2024 12:31	2/26/2024 12:32	2/26/2024 12:33	2/26/2024 12:52	2/26/2024	1:29:05 PM	36	22	Regular Hours	< 30 minutes
2/26/2024	1:05:05 PM 23 BOSTON AVE	HAMPTON	NH	Jonathan Crook	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000146038001		0	8	2/26/2024 13:05	2/26/2024 13:06	2/26/2024 13:06	2/26/2024 13:12	2/26/2024	1:36:41 PM	23	7	Regular Hours	< 30 minutes
2/27/2024	10:56:43 AM 137 PORTSMOUTH AVE C	EXETER	NH	Scott MacNeil	Amanda Lefrierie	1146 - 0	GAS LEAK INSIDE	0520240000146957001		1	10	2/27/2024 10:57	2/27/2024 10:57	2/27/2024 10:59	2/27/2024 11:08	2/27/2024	2:08:52 PM	180	11	Regular Hours	< 30 minutes
2/27/2024	2:04:36 PM 137 PORTSMOUTH AVE C	EXETER	NH	Scott MacNeil	Amanda Lefrierie	1147 - 0	GAS LEAK OUTSIDE	0520240000146977001		0	4	2/27/2024 14:04	2/27/2024 14:04	2/27/2024 14:06	2/27/2024 14:08	2/27/2024	3:53:44 PM	194	4	Regular Hours	< 30 minutes
2/28/2024	9:40:53 AM 28 LITTLE BAY DR	DOVER	NH	Kevin Ruel	Jessica Ober	1147 - 0															

Emergency Response Times
NU New Hampshire work orders from 2/1/2024 to 2/29/2024
Total orders in sample: 68

Orders responded to in 31-45 Minutes for Regular 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		
2/19/2024	11:14:09 AM	19 TROUBLE CALL WAY	DURHAM	NH	Kevin Ruel	Jason Brooks	9102 - 0	TC GAS LEAK INSIDE	0520240000123048001		0	27	2/19/2024 11:15	2/19/2024 11:19	2/19/2024 11:21	2/19/2024 11:47	2/19/2024	11:53:30 AM	6	32	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		
2/2/2024	8:47:50 PM	28 WOODMAN RD	DURHAM	NH	John Wiley	Amanda Laferriere	1147 - 0	GAS LEAK OUTSIDE	0520240000086653001		0	31	2/2/2024 20:48	2/2/2024 20:49	2/2/2024 20:49	2/2/2024 21:21	2/2/2024	9:33:18 PM	12	33	After Hours	31-45 Minutes
2/23/2024	2:06:14 AM	151 S MAIN ST APT 1	ROCHESTER	NH	Kevin Ruel	Patrick Paterson	1147 - 0	GAS LEAK OUTSIDE	0520240000136847001		2	23	2/23/2024 2:08	2/23/2024 2:17	2/23/2024 2:18	2/23/2024 2:41	2/23/2024	4:06:07 AM	85	34	After Hours	31-45 Minutes
Orders responded to in 31-45 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 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: 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 (% 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 2/1/2024 to 2/29/2024

Total orders in sample: 68

Feb-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	40%	15	23	52%	15	3	19%	15	1	13%
30	38	96%	30	20	98%	30	11	88%	30	7	100%
45	3	100%	45	1	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	68		Total	44		Total	16		Total	8	

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	

Emergency Response Times

NU New Hampshire work orders from 2/1/2024 to 2/29/2024

Total orders in sample: 68

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	

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	

Emergency Response Times

NU New Hampshire work orders from 2/1/2024 to 2/29/2024

Total orders in sample: 68

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	

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	

Emergency Response Times

NU New Hampshire work orders from 2/1/2024 to 2/29/2024

Total orders in sample: 68

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	

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	260	36%	15	211	47%	15	24	14%	15	25	23%
30	406	91%	30	214	95%	30	129	87%	30	63	80%
45	64	100%	45	22	100%	45	21	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	732		Total	447		Total	175		Total	110	