



**FILED ELECTRONICALLY**

June 13, 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 May 2024

Dear Chairman Goldner:

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

Emergency Response Times  
 NU New Hampshire work orders from 5/1/2024 to 5/31/2024  
 Total orders in sample: 53

Orders responded to in < 30 minutes for Regular Hours: 35 (66% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc	Work Order	Municipal Ordinance	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
5/1/2024	8:44:48 AM	90 S MAIN ST	NH	Robert Pettigrew	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	052024000011483001		0	17	5/1/2024 8:45	5/1/2024 8:45	5/1/2024 8:47	5/1/2024 9:02	5/1/2024	10:13:33 AM	70	18	Regular Hours	< 30 minutes
5/2/2024	9:09:59 AM	299 SOUTH ST MSTR	NH	Alexander Aro	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	052024000014089001		0	8	5/2/2024 9:10	5/2/2024 9:11	5/2/2024 9:11	5/2/2024 9:19	5/2/2024	11:14:17 AM	114	10	Regular Hours	< 30 minutes
5/2/2024	1:20:46 PM	650 LAFAYETTE RD EMER SHEL	NH	Alexander Aro	Claire Elam	1146 - 0	GAS LEAK INSIDE	052024000014867001		0	10	5/2/2024 13:21	5/2/2024 13:23	5/2/2024 13:23	5/2/2024 13:33	5/2/2024	1:51:34 PM	17	13	Regular Hours	< 30 minutes
5/2/2024	3:23:17 PM	16 MANCHESTER ST	NH	Scott MacNeil	Jessica Ober	1146 - 0	GAS LEAK INSIDE	052024000015358001		1	16	5/2/2024 15:24	5/2/2024 15:24	5/2/2024 15:25	5/2/2024 15:41	5/2/2024	4:12:21 PM	31	17	Regular Hours	< 30 minutes
5/3/2024	12:33:57 PM	14 TUTTLE AVE	NH	Anthony Beck	Claire Elam	1146 - 0	GAS LEAK INSIDE	052024000016694001		1	7	5/3/2024 12:35	5/3/2024 12:36	5/3/2024 12:36	5/3/2024 12:44	5/3/2024	1:03:55 PM	19	10	Regular Hours	< 30 minutes
5/3/2024	2:27:28 PM	311 ROUTE 108	NH	John Wiley	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	052024000017020001		0	14	5/3/2024 14:27	5/3/2024 14:31	5/3/2024 14:32	5/3/2024 14:46	5/3/2024	3:14:11 PM	28	18	Regular Hours	< 30 minutes
5/6/2024	11:18:40 AM	10 BOSTON AVE	NH	Anthony Beck	Jessica Ober	1146 - 0	GAS LEAK INSIDE	052024000018586001		0	3	5/6/2024 11:19	5/6/2024 11:24	5/6/2024 11:25	5/6/2024 11:28	5/6/2024	11:53:36 AM	25	9	Regular Hours	< 30 minutes
5/6/2024	1:52:57 PM	234 ALDRICH RD	NH	Kevin Ruel	Jessica Ober	1146 - 0	GAS LEAK INSIDE	052024000019189001		0	10	5/6/2024 13:53	5/6/2024 13:54	5/6/2024 13:55	5/6/2024 14:05	5/6/2024	2:38:19 PM	32	12	Regular Hours	< 30 minutes
5/6/2024	2:29:23 PM	78 PLAISTOW RD	NH	Jonathan Crook	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	052024000019281001		0	15	5/6/2024 14:29	5/6/2024 14:30	5/6/2024 14:30	5/6/2024 14:45	5/6/2024	4:14:42 PM	89	16	Regular Hours	< 30 minutes
5/7/2024	10:33:44 AM	15 SIGNAL ST	NH	Kevin Ruel	Amanda Lafferiere	1146 - 0	GAS LEAK INSIDE	0520240000321690001		1	9	5/7/2024 10:35	5/7/2024 10:36	5/7/2024 10:38	5/7/2024 10:46	5/7/2024	11:29:54 AM	43	12	Regular Hours	< 30 minutes
5/7/2024	11:37:45 AM	160 ELWYNN AVE	NH	Anthony Beck	Amanda Lafferiere	1146 - 0	GAS LEAK INSIDE	0520240000321952001		0	7	5/7/2024 11:38	5/7/2024 11:39	5/7/2024 11:40	5/7/2024 11:47	5/7/2024	12:12:56 PM	25	9	Regular Hours	< 30 minutes
5/9/2024	2:27:01 PM	85 TROUBLE CALL WAY	NH	Scott MacNeil	Amanda Lafferiere	9100 - 0	TC GAS LEAK OUTSIDE	0520240000325890001		0	13	5/9/2024 14:27	5/9/2024 14:28	5/9/2024 14:30	5/9/2024 14:41	5/9/2024	8:33:58 PM	352	13	Regular Hours	< 30 minutes
5/9/2024	9:24:55 AM	41 MICKAY DR APT 105	NH	Alexander Aro	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	0520240000326797001		0	16	5/9/2024 9:25	5/9/2024 9:26	5/9/2024 9:28	5/9/2024 9:42	5/9/2024	10:53:21 AM	71	17	Regular Hours	< 30 minutes
5/13/2024	3:11:33 PM	17 BROAD ST	NH	John Wiley	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000333014001		0	22	5/13/2024 15:12	5/13/2024 15:15	5/13/2024 15:15	5/13/2024 15:38	5/13/2024	4:38:21 PM	60	28	Regular Hours	< 30 minutes
5/13/2024	10:36:36 AM	809 OCEAN BLVD	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052024000033530001		1	7	5/13/2024 10:38	5/13/2024 10:39	5/13/2024 10:40	5/13/2024 10:46	5/13/2024	11:08:07 AM	21	10	Regular Hours	< 30 minutes
5/13/2024	12:30:38 PM	17 HAMPTON RD	NH	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000335789001		5	21	5/13/2024 12:45	5/13/2024 12:45	5/13/2024 12:45	5/13/2024 13:08	5/13/2024	2:30:02 PM	83	27	Regular Hours	< 30 minutes
5/14/2024	8:24:36 AM	500 JONES AVE	NH	Alexander Aro	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000338574001		0	11	5/14/2024 8:25	5/14/2024 8:26	5/14/2024 8:26	5/14/2024 8:37	5/14/2024	9:06:02 AM	31	13	Regular Hours	< 30 minutes
5/14/2024	8:53:54 AM	8 AUBURN AVE EXT	NH	Anthony Beck	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000339249001		0	7	5/14/2024 8:54	5/14/2024 8:55	5/14/2024 8:55	5/14/2024 9:02	5/14/2024	10:14:08 AM	71	8	Regular Hours	< 30 minutes
5/14/2024	12:13:11 PM	599 LAFAYETTE RD STE 15	NH	Alexander Aro	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000340384001		1	5	5/14/2024 12:14	5/14/2024 12:15	5/14/2024 12:15	5/14/2024 12:20	5/14/2024	12:41:14 PM	20	7	Regular Hours	< 30 minutes
5/15/2024	7:15:59 AM	23 PORTSMOUTH AVE	NH	Anthony Beck	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000343470001		1	21	5/15/2024 7:17	5/15/2024 7:22	5/15/2024 7:24	5/15/2024 7:43	5/15/2024	8:07:16 AM	23	27	Regular Hours	< 30 minutes
5/15/2024	7:18:18 AM	8 NORTON RD	NH	Alexander Aro	Nicole Clark	1146 - 0	GAS LEAK INSIDE	052024000034387001		3	14	5/15/2024 7:21	5/15/2024 7:21	5/15/2024 7:23	5/15/2024 7:36	5/15/2024	8:10:29 AM	34	18	Regular Hours	< 30 minutes
5/15/2024	8:12:49 AM	133 UNION ST	NH	Jonathan Crook	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000343920001		0	7	5/15/2024 8:13	5/15/2024 8:13	5/15/2024 8:14	5/15/2024 8:20	5/15/2024	9:11:30 AM	50	8	Regular Hours	< 30 minutes
5/15/2024	12:35:31 PM	581 LAFAYETTE RD	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000344685001		0	10	5/15/2024 12:35	5/15/2024 12:36	5/15/2024 12:37	5/15/2024 12:46	5/15/2024	1:13:30 PM	27	10	Regular Hours	< 30 minutes
5/15/2024	12:43:18 PM	11 BONAIR AVE B	NH	Anthony Beck	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000344780001		0	21	5/15/2024 12:43	5/15/2024 12:45	5/15/2024 12:47	5/15/2024 13:07	5/15/2024	1:25:40 PM	18	24	Regular Hours	< 30 minutes
5/15/2024	12:51:27 PM	30 FRONT ST	NH	Alexander Aro	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000344720001		0	17	5/15/2024 12:51	5/15/2024 12:51	5/15/2024 12:52	5/15/2024 13:09	5/15/2024	2:32:34 PM	82	18	Regular Hours	< 30 minutes
5/20/2024	8:11:34 AM	115 GOALSIN RD	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000359861001		0	11	5/20/2024 8:12	5/20/2024 8:15	5/20/2024 8:16	5/20/2024 8:27	5/20/2024	10:45:19 AM	136	15	Regular Hours	< 30 minutes
5/21/2024	12:41:50 PM	111 S MAIN ST	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK INSIDE	0520240000367120001		0	18	5/21/2024 12:42	5/21/2024 12:44	5/21/2024 12:44	5/21/2024 13:02	5/21/2024	2:33:50 PM	91	20	Regular Hours	< 30 minutes
5/21/2024	1:51:25 PM	50 MILL ST	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000367960001		1	6	5/21/2024 13:53	5/21/2024 13:54	5/21/2024 13:54	5/21/2024 14:02	5/21/2024	2:43:05 PM	40	10	Regular Hours	< 30 minutes
5/22/2024	11:10:04 AM	127 WILLARD AVE	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000370560001		1	12	5/22/2024 11:11	5/22/2024 11:12	5/22/2024 11:13	5/22/2024 11:24	5/22/2024	12:26:20 PM	61	14	Regular Hours	< 30 minutes
5/22/2024	3:36:09 PM	4 PLAISTOW RD LN STA	NH	Logan Nicolaisen	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000371786001		0	13	5/22/2024 15:36	5/22/2024 15:37	5/22/2024 15:38	5/22/2024 15:51	5/22/2024	4:11:10 PM	19	15	Regular Hours	< 30 minutes
5/23/2024	8:38:07 AM	119 UNION ST	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000373212001		0	9	5/23/2024 8:38	5/23/2024 8:39	5/23/2024 8:39	5/23/2024 8:49	5/23/2024	10:29:12 AM	99	11	Regular Hours	< 30 minutes
5/28/2024	8:22:32 AM	24 TROUBLE CALL WAY	NH	Jonathan Crook	Claire Elam	9102 - 0	TC GAS LEAK INSIDE	0520240000382980001		1	17	5/28/2024 8:23	5/28/2024 8:24	5/28/2024 8:25	5/28/2024 8:41	5/28/2024	9:13:25 AM	31	19	Regular Hours	< 30 minutes
5/28/2024	11:56:43 AM	16 DEVEY ST FURN HEAT 1FL-16-18 DEWEY ST	NH	Alexander Aro	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000384615001		0	16	5/28/2024 11:57	5/28/2024 11:58	5/28/2024 11:58	5/28/2024 12:15	5/28/2024	2:30:44 PM	135	18	Regular Hours	< 30 minutes
5/29/2024	1:04:59 PM	2 CHANTI DR UNIT 31	NH	Anthony Beck	Amanda Lafferiere	1147 - 0	GAS LEAK OUTSIDE	0520240000389269001		0	26	5/29/2024 13:05	5/29/2024 13:06	5/29/2024 13:10	5/29/2024 13:33	5/29/2024	3:11:57 PM	96	28	Regular Hours	< 30 minutes
5/30/2024	11:33:29 AM	461 OCEAN BLVD A 16	NH	Jonathan Crook	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000392478001		1	11	5/30/2024 11:35	5/30/2024 11:35	5/30/2024 11:38	5/30/2024 11:47	5/30/2024	12:06:00 PM	18	13	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 5 (9% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc	Work Order	Municipal Ordinance	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
5/1/2024	8:37:23 PM	34 LEXINGTON ST	NH	John Wiley	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000131564001		0	17	5/1/2024 20:38	5/1/2024 20:42	5/1/2024 20:42	5/1/2024 21:00	5/1/2024	9:45:36 PM	45	22	After Hours	< 30 minutes
5/7/2024	8:12:56 PM	10 MERRIMAC ST	NH	Scott MacNeil	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000204249001		1	17	5/7/2024 18:14	5/7/2024 18:14	5/7/2024 18:14	5/7/2024 18:31	5/7/2024	7:55:22 PM	83	18	After Hours	< 30 minutes
5/8/2024	7:13:49 PM	278 WASHINGTON ST APT 3	NH	John Wiley	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000206290001		1	14	5/8/2024 19:14	5/8/2024 19:15	5/8/2024 19:15	5/8/2024 19:29	5/8/2024	7:58:26 PM	28	15	After Hours	< 30 minutes
5/10/2024	10:38:28 PM	4 ISLAND PATH GERT REAR	NH	Alexander Aro	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000333480001		0	13	5/10/2024 22:37	5/10/2024 22:41	5/10/2024 22:41	5/10/2024 22:55	5/10/2024	11:59:06 PM	63	18	After Hours	< 30 minutes
5/28/2024	6:59:35 PM	426 MIDDLE ST	NH	Scott MacNeil	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000395932001		0	26	5/28/2024 19:00	5/28/2024 19:00	5/28/2024 19:00	5/28/2024 19:27	5/28/2024	7:56:10 PM	28	27	After Hours	< 30 minutes
Orders responded to in < 30 minutes for Weekend/Holiday Hours: 8 (15% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc	Work Order	Municipal Ordinance	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
5/4/2024	8:34:19 AM	2																			

Emergency Response Times  
 NU New Hampshire work orders from 5/1/2024 to 5/31/2024  
 Total orders in sample: 53

Orders responded to in 31-45 Minutes for Regular Hours: 1 (2% 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	
5/28/2024	7:07:42 AM	40 WALTON RD	SEABROOK	NH	Scott MacNeil	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	052024000380184001		5	28	5/28/2024 7:13	5/28/2024 7:15	5/28/2024 7:15	5/28/2024 7:44	5/28/2024 8:54:52 AM	70	36	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 1 (2% 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	
5/10/2024	4:05:33 PM	168 OCEAN DR	SEABROOK	NH	Anthony Beck	Claire Elam	1148 - 0	GAS LEAK INSIDE	052024000333155001		1	37	5/10/2024 16:08	5/10/2024 16:08	5/10/2024 16:12	5/10/2024 16:46	5/10/2024 5:06:47 PM	22	40	After Hours	31-45 Minutes
Orders responded to in 31-45 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	Job Time	Response Time	Hour Class	Response Category	
5/19/2024	2:07:55 PM	24 HARBOR RD UNIT 3	HAMPTON	NH	Jonathan Crook	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052024000358409001		1	30	5/19/2024 14:09	5/19/2024 14:14	5/19/2024 14:14	5/19/2024 14:44	5/19/2024 3:26:04 PM	41	36	Weekend/Holiday Hours	31-45 Minutes
5/25/2024	12:12:31 PM	8 PEARL ST	HAMPTON	NH	Scott MacNeil	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	052024000379800001		2	29	5/25/2024 12:14	5/25/2024 12:15	5/25/2024 12:15	5/25/2024 12:44	5/25/2024 1:39:56 PM	55	32	Weekend/Holiday Hours	31-45 Minutes
5/25/2024	4:47:21 PM	240 MARCY ST 1F	PORTSMOUTH	NH	Scott MacNeil	Amanda Lafeniere	1147 - 0	GAS LEAK OUTSIDE	052024000379835001		0	29	5/25/2024 16:47	5/25/2024 16:50	5/25/2024 16:50	5/25/2024 17:19	5/25/2024 8:14:58 PM	175	32	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: 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 5/1/2024 to 5/31/2024

Total orders in sample: 53

**May-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	51%	15	20	56%	15	1	17%	15	6	55%
30	21	91%	30	15	97%	30	4	83%	30	2	73%
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%
<b>Total</b>	<b>53</b>		<b>Total</b>	<b>36</b>		<b>Total</b>	<b>6</b>		<b>Total</b>	<b>11</b>	

**Apr-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	18	30%	15	15	45%	15	1	8%	15	2	14%
30	37	92%	30	16	94%	30	10	85%	30	11	93%
45	5	100%	45	2	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%
<b>Total</b>	<b>60</b>		<b>Total</b>	<b>33</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>14</b>	

**Mar-24**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	39%	15	18	58%	15	4	22%	15	0	0%
30	30	91%	30	12	97%	30	12	89%	30	6	75%
45	5	100%	45	1	100%	45	2	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%
<b>Total</b>	<b>57</b>		<b>Total</b>	<b>31</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>8</b>	

Emergency Response Times

NU New Hampshire work orders from 5/1/2024 to 5/31/2024

Total orders in sample: 53

**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%
<b>Total</b>	<b>68</b>		<b>Total</b>	<b>44</b>		<b>Total</b>	<b>16</b>		<b>Total</b>	<b>8</b>	

**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%
<b>Total</b>	<b>71</b>		<b>Total</b>	<b>42</b>		<b>Total</b>	<b>19</b>		<b>Total</b>	<b>10</b>	

**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%
<b>Total</b>	<b>73</b>		<b>Total</b>	<b>43</b>		<b>Total</b>	<b>21</b>		<b>Total</b>	<b>9</b>	

Emergency Response Times

NU New Hampshire work orders from 5/1/2024 to 5/31/2024

Total orders in sample: 53

**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%
<b>Total</b>	<b>81</b>		<b>Total</b>	<b>56</b>		<b>Total</b>	<b>14</b>		<b>Total</b>	<b>11</b>	

**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%
<b>Total</b>	<b>76</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>13</b>	

**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%
<b>Total</b>	<b>57</b>		<b>Total</b>	<b>28</b>		<b>Total</b>	<b>19</b>		<b>Total</b>	<b>10</b>	

Emergency Response Times

NU New Hampshire work orders from 5/1/2024 to 5/31/2024

Total orders in sample: 53

**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%
<b>Total</b>	<b>71</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>11</b>		<b>Total</b>	<b>10</b>	

**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%
<b>Total</b>	<b>38</b>		<b>Total</b>	<b>21</b>		<b>Total</b>	<b>11</b>		<b>Total</b>	<b>6</b>	

**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%
<b>Total</b>	<b>44</b>		<b>Total</b>	<b>24</b>		<b>Total</b>	<b>12</b>		<b>Total</b>	<b>8</b>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	275	37%	15	218	48%	15	27	16%	15	30	25%
30	411	92%	30	221	96%	30	124	87%	30	66	81%
45	62	100%	45	19	100%	45	22	100%	45	21	99%
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%
<b>Total</b>	<b>749</b>		<b>Total</b>	<b>458</b>		<b>Total</b>	<b>173</b>		<b>Total</b>	<b>118</b>	