



FILED ELECTRONICALLY

August 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 July 2024

Dear Chairman Goldner:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the July 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 July 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 7/1/2024 to 7/31/2024
 Total orders in sample: 46

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 2 (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	
7/27/2024	1:32:23 PM	401 OCEAN BLVD LEFT	HAMPTON	NH	Anthony Beck	Jessica Ober	1146 - 0	GAS LEAK INSIDE	052024000562935001		1	20	7/27/2024 13:33	7/27/2024 13:34	7/27/2024 13:35	7/27/2024 13:55	7/27/2024 2:25:56 PM	30	23	Weekend/Holiday Hours	< 30 minutes
7/28/2024	10:53:38 AM	61 MAIN ST	EXETER	NH	Scott MacNeil	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	052024000563043001		1	12	7/28/2024 10:55	7/28/2024 10:58	7/28/2024 10:58	7/28/2024 11:11	7/28/2024 12:16:53 PM	65	17	Weekend/Holiday Hours	< 30 minutes
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	
7/23/2024	8:18:16 PM	15 NASHUA ST	SEABROOK	NH	Matthew McCarron	Amanda Laferriere	1147 - 0	GAS LEAK OUTSIDE	052024000554419001		0	41	7/23/2024 20:18	7/23/2024 20:21	7/23/2024 20:22	7/23/2024 21:02	7/23/2024 11:02:07 PM	119	44	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 2 (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	
7/14/2024	5:02:11 PM	86 ISLINGTON ST 4	PORTSMOUTH	NH	Jonathan Crook	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	052024000524353001		0	28	7/14/2024 17:02	7/14/2024 17:11	7/14/2024 17:11	7/14/2024 17:40	7/14/2024 6:10:47 PM	30	37	Weekend/Holiday Hours	31-45 Minutes
7/28/2024	8:54:07 AM	146 PORTLAND ST	ROCHESTER	NH	Kevin Ruef	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	052024000563015001		1	27	7/28/2024 8:55	7/28/2024 8:59	7/28/2024 8:59	7/28/2024 9:26	7/28/2024 10:26:30 AM	59	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 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 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 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 7/1/2024 to 7/31/2024

Total orders in sample: 46

Jul-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	14	30%	15	12	44%	15	2	13%	15	0	0%
30	29	93%	30	15	100%	30	12	93%	30	2	50%
45	3	100%	45	0	100%	45	1	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	46		Total	27		Total	15		Total	4	

Jun-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	38%	15	20	50%	15	3	17%	15	1	20%
30	35	94%	30	18	95%	30	14	94%	30	3	80%
45	3	98%	45	1	98%	45	1	100%	45	1	100%
60	1	100%	60	1	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
Total	63		Total	40		Total	18		Total	5	

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%
Total	53		Total	36		Total	6		Total	11	

Emergency Response Times

NU New Hampshire work orders from 7/1/2024 to 7/31/2024

Total orders in sample: 46

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%
Total	60		Total	33		Total	13		Total	14	

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%
Total	57		Total	31		Total	18		Total	8	

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	

Emergency Response Times

NU New Hampshire work orders from 7/1/2024 to 7/31/2024

Total orders in sample: 46

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 7/1/2024 to 7/31/2024

Total orders in sample: 46

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	289	37%	15	232	48%	15	30	16%	15	27	24%
30	426	92%	30	229	96%	30	133	89%	30	64	81%
45	60	100%	45	18	100%	45	20	100%	45	22	100%
60	1	100%	60	1	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	776		Total	480		Total	183		Total	113	