



**FILED ELECTRONICALLY**

September 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 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 8/1/2024 to 8/31/2024  
 Total orders in sample: 48

| Orders responded to in < 30 minutes for Regular Hours: 26 (54% 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 |              |
| 8/1/2024   | 11.33.55 AM | 38 GROVE ST 1          | DOVER      | NH         | Brandon Wilbur   | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000575324001 |                  | 1         | 20          | 8/1/2024 11:35  | 8/1/2024 11:35  | 8/1/2024 11:35  | 8/1/2024 11:56  | 8/1/2024       | 1:53:41 PM  | 117           | 21         | Regular Hours     | < 30 minutes |
| 8/2/2024   | 10.33.12 AM | 27 ISAAC LUCAS CIR     | DOVER      | NH         | Robert Pettigrew | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000578588001 |                  | 1         | 19          | 8/2/2024 10:34  | 8/2/2024 10:34  | 8/2/2024 10:35  | 8/2/2024 10:54  | 8/2/2024       | 11:54:59 AM | 60            | 21         | Regular Hours     | < 30 minutes |
| 8/5/2024   | 8.08.57 AM  | 81 OCEAN DR            | SEABROOK   | NH         | Jonathan Crook   | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000581214001 |                  | 0         | 6           | 8/5/2024 8:09   | 8/5/2024 8:10   | 8/5/2024 8:11   | 8/5/2024 8:16   | 8/5/2024       | 9:20:02 AM  | 63            | 7          | Regular Hours     | < 30 minutes |
| 8/5/2024   | 9.40.43 AM  | 8 LANCELOT CT BLDG 8   | SALEM      | NH         | Anthony Beck     | 1146 - 0  | GAS LEAK INSIDE     | 0520240000581666001 |                  | 0         | 24          | 8/5/2024 9:41   | 8/5/2024 9:42   | 8/5/2024 9:47   | 8/5/2024 10:07  | 8/5/2024       | 10:31:44 AM | 24            | 26         | Regular Hours     | < 30 minutes |
| 8/5/2024   | 9.42.15 AM  | 8 AUBURN AVE EXT       | HAMPTON    | NH         | Jonathan Crook   | 1146 - 0  | GAS LEAK INSIDE     | 0520240000581671001 |                  | 0         | 12          | 8/5/2024 9:42   | 8/5/2024 9:43   | 8/5/2024 9:46   | 8/5/2024 9:55   | 8/5/2024       | 10:15:17 AM | 20            | 13         | Regular Hours     | < 30 minutes |
| 8/6/2024   | 9.50.14 AM  | 35 ASHWORTH AVE        | HAMPTON    | NH         | Logan Nicolaisen | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000584702001 |                  | 0         | 13          | 8/6/2024 9:50   | 8/6/2024 9:51   | 8/6/2024 9:51   | 8/6/2024 10:04  | 8/6/2024       | 1:03:25 PM  | 179           | 14         | Regular Hours     | < 30 minutes |
| 8/7/2024   | 10.38.58 AM | 77 WOODLAND GRN        | ROCHESTER  | NH         | Alexander Aro    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000586974001 |                  | 0         | 18          | 8/7/2024 10:39  | 8/7/2024 10:39  | 8/7/2024 10:40  | 8/7/2024 10:57  | 8/7/2024       | 11:19:21 AM | 21            | 18         | Regular Hours     | < 30 minutes |
| 8/7/2024   | 2.17.28 PM  | 75 SAGAMORE AVE 40 110 | PORTSMOUTH | NH         | Jonathan Crook   | 1146 - 0  | GAS LEAK INSIDE     | 0520240000587911001 |                  | 0         | 9           | 8/7/2024 14:18  | 8/7/2024 14:18  | 8/7/2024 14:19  | 8/7/2024 14:25  | 8/7/2024       | 2:51:48 PM  | 23            | 10         | Regular Hours     | < 30 minutes |
| 8/9/2024   | 1.56.38 PM  | 13 SILVER BROOK RD     | SALEM      | NH         | Logan Nicolaisen | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000589673001 |                  | 0         | 27          | 8/9/2024 13:57  | 8/9/2024 13:59  | 8/9/2024 13:59  | 8/9/2024 14:26  | 8/9/2024       | 2:54:12 PM  | 27            | 29         | Regular Hours     | < 30 minutes |
| 8/12/2024  | 11.38.14 AM | 130 UNION ST           | PORTSMOUTH | NH         | Matthew McCarron | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000597316001 |                  | 1         | 6           | 8/12/2024 11:38 | 8/12/2024 11:40 | 8/12/2024 11:40 | 8/12/2024 11:46 | 8/12/2024      | 1:43:19 PM  | 116           | 8          | Regular Hours     | < 30 minutes |
| 8/19/2024  | 12.34.11 PM | 24 TROUBLE CALL WAY    | EXETER     | NH         | Jonathan Crook   | 1146 - 0  | TC GAS LEAK OUTSIDE | 0520240000617848001 |                  | 0         | 8           | 8/19/2024 12:34 | 8/19/2024 12:35 | 8/19/2024 12:35 | 8/19/2024 12:43 | 8/19/2024      | 1:48:49 PM  | 64            | 9          | Regular Hours     | < 30 minutes |
| 8/19/2024  | 12.47.10 PM | 5 REVOLUTION DR        | DOVER      | NH         | Brandon Wilbur   | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000617885001 |                  | 0         | 20          | 8/19/2024 12:47 | 8/19/2024 12:48 | 8/19/2024 12:49 | 8/19/2024 13:08 | 8/19/2024      | 3:12:41 PM  | 123           | 21         | Regular Hours     | < 30 minutes |
| 8/19/2024  | 3.52.44 PM  | 20 FISHER ST           | DOVER      | NH         | Logan Nicolaisen | 1146 - 0  | GAS LEAK INSIDE     | 0520240000618743001 |                  | 0         | 5           | 8/19/2024 15:53 | 8/19/2024 15:54 | 8/19/2024 15:56 | 8/19/2024 15:59 | 8/19/2024      | 4:11:24 PM  | 11            | 6          | Regular Hours     | < 30 minutes |
| 8/20/2024  | 7.14.46 AM  | 231 CORPORATE DR VET   | PORTSMOUTH | NH         | Logan Nicolaisen | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000619163001 |                  | 1         | 24          | 8/20/2024 7:15  | 8/20/2024 7:16  | 8/20/2024 7:16  | 8/20/2024 7:40  | 8/20/2024      | 8:19:58 AM  | 39            | 26         | Regular Hours     | < 30 minutes |
| 8/20/2024  | 12.30.32 PM | 2 GENTIAN RD           | HAMPTON    | NH         | Alexander Aro    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000619202001 |                  | 0         | 19          | 8/20/2024 12:30 | 8/20/2024 12:31 | 8/20/2024 12:31 | 8/20/2024 12:50 | 8/20/2024      | 1:22:28 PM  | 32            | 19         | Regular Hours     | < 30 minutes |
| 8/20/2024  | 2.34.37 PM  | 72 ORCHARD ST          | PORTSMOUTH | NH         | Scott MacNeil    | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000622237001 |                  | 1         | 22          | 8/20/2024 14:36 | 8/20/2024 14:36 | 8/20/2024 14:36 | 8/20/2024 14:59 | 8/20/2024      | 3:32:03 PM  | 32            | 24         | Regular Hours     | < 30 minutes |
| 8/21/2024  | 10.01.08 AM | 17 DURRELL ST APT A    | DOVER      | NH         | Brandon Wilbur   | 1146 - 0  | GAS LEAK INSIDE     | 0520240000624792001 |                  | 0         | 4           | 8/21/2024 10:01 | 8/21/2024 10:02 | 8/21/2024 10:02 | 8/21/2024 10:06 | 8/21/2024      | 10:20:15 AM | 13            | 5          | Regular Hours     | < 30 minutes |
| 8/26/2024  | 8.53.57 AM  | 24 MARCY ST            | PORTSMOUTH | NH         | Matthew McCarron | 1146 - 0  | GAS LEAK INSIDE     | 052024000062771001  |                  | 0         | 13          | 8/26/2024 8:54  | 8/26/2024 8:56  | 8/26/2024 8:57  | 8/26/2024 9:09  | 8/26/2024      | 9:46:23 AM  | 36            | 15         | Regular Hours     | < 30 minutes |
| 8/27/2024  | 10.54.17 AM | 208 DENNETT ST         | PORTSMOUTH | NH         | Matthew McCarron | 1146 - 0  | GAS LEAK INSIDE     | 0520240000621061001 |                  | 0         | 11          | 8/27/2024 10:54 | 8/27/2024 10:57 | 8/27/2024 10:58 | 8/27/2024 11:08 | 8/27/2024      | 11:42:22 AM | 34            | 13         | Regular Hours     | < 30 minutes |
| 8/27/2024  | 3.54.35 PM  | 5 STANWOOD AVE         | PLAISTOW   | NH         | Jonathan Crook   | 1147 - 0  | GAS LEAK OUTSIDE    | 052024000062917001  |                  | 0         | 9           | 8/27/2024 15:55 | 8/27/2024 15:58 | 8/27/2024 15:59 | 8/27/2024 16:08 | 8/27/2024      | 5:16:50 PM  | 68            | 13         | Regular Hours     | < 30 minutes |
| 8/28/2024  | 8.22.36 AM  | 87 FRONT ST            | EXETER     | NH         | Anthony Beck     | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000654215001 |                  | 2         | 21          | 8/28/2024 8:24  | 8/28/2024 8:25  | 8/28/2024 8:26  | 8/28/2024 8:46  | 8/28/2024      | 10:18:27 AM | 91            | 24         | Regular Hours     | < 30 minutes |
| 8/28/2024  | 2.18.08 PM  | 131 HAMPTON MDWS       | HAMPTON    | NH         | Anthony Beck     | 1147 - 0  | GAS LEAK OUTSIDE    | 052024000065541001  |                  | 0         | 21          | 8/28/2024 14:18 | 8/28/2024 14:18 | 8/28/2024 14:22 | 8/28/2024 14:40 | 8/28/2024      | 3:53:05 PM  | 72            | 22         | Regular Hours     | < 30 minutes |
| 8/28/2024  | 3.41.28 PM  | 46 MANGROVE ST         | PORTSMOUTH | NH         | Scott MacNeil    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000655868001 |                  | 1         | 5           | 8/28/2024 15:42 | 8/28/2024 15:43 | 8/28/2024 15:43 | 8/28/2024 15:49 | 8/28/2024      | 4:27:05 PM  | 38            | 7          | Regular Hours     | < 30 minutes |
| 8/29/2024  | 2.02.49 PM  | 28 SOUTH ST            | PORTSMOUTH | NH         | Alexander Aro    | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000658205001 |                  | 0         | 17          | 8/29/2024 14:03 | 8/29/2024 14:04 | 8/29/2024 14:04 | 8/29/2024 14:21 | 8/29/2024      | 3:01:15 PM  | 39            | 19         | Regular Hours     | < 30 minutes |
| 8/30/2024  | 8.31.19 AM  | 14 IVANS LN            | DOVER      | NH         | Kevin Ruel       | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000659700001 |                  | 0         | 10          | 8/30/2024 8:31  | 8/30/2024 8:32  | 8/30/2024 8:33  | 8/30/2024 8:43  | 8/30/2024      | 9:44:25 AM  | 60            | 12         | Regular Hours     | < 30 minutes |
| 8/30/2024  | 11.44.50 AM | 7 BROOKMOOR RD         | DOVER      | NH         | Brandon Wilbur   | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000660982001 |                  | 0         | 24          | 8/30/2024 11:45 | 8/30/2024 11:45 | 8/30/2024 11:54 | 8/30/2024 12:09 | 8/30/2024      | 1:30:23 PM  | 80            | 25         | Regular Hours     | < 30 minutes |
| Orders responded to in < 30 minutes for After Hours: 12 (25% 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 |              |
| 8/1/2024   | 6.36.17 PM  | 87 HAYDEN CIR          | HAMPTON    | NH         | Scott MacNeil    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000577039001 |                  | 0         | 18          | 8/1/2024 18:36  | 8/1/2024 18:36  | 8/1/2024 18:37  | 8/1/2024 18:55  | 8/1/2024       | 7:26:45 PM  | 31            | 19         | After Hours       | < 30 minutes |
| 8/2/2024   | 5.56.02 PM  | 21 WHITTIER ST HSE     | DOVER      | NH         | John Wiley       | 1146 - 0  | GAS LEAK INSIDE     | 0520240000579459001 |                  | 0         | 16          | 8/2/2024 17:56  | 8/2/2024 17:58  | 8/2/2024 17:58  | 8/2/2024 18:15  | 8/2/2024       | 6:24:32 PM  | 9             | 19         | After Hours       | < 30 minutes |
| 8/6/2024   | 6.25.55 PM  | 47 PEARL ST            | HAMPTON    | NH         | Scott MacNeil    | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000586115001 |                  | 0         | 15          | 8/6/2024 18:26  | 8/6/2024 18:26  | 8/6/2024 18:26  | 8/6/2024 18:42  | 8/6/2024       | 10:03:29 PM | 200           | 16         | After Hours       | < 30 minutes |
| 8/12/2024  | 6.03.48 PM  | 74 DUNNIGAN WOODS      | HAMPTON    | NH         | Scott MacNeil    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000589386001 |                  | 1         | 15          | 8/12/2024 18:05 | 8/12/2024 18:05 | 8/12/2024 18:06 | 8/12/2024 18:21 | 8/12/2024      | 6:45:39 PM  | 24            | 17         | After Hours       | < 30 minutes |
| 8/12/2024  | 7.33.25 PM  | 616 SPRINGBROOK CIR    | PORTSMOUTH | NH         | Scott MacNeil    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000593848001 |                  | 0         | 20          | 8/12/2024 19:33 | 8/12/2024 19:34 | 8/12/2024 19:34 | 8/12/2024 19:55 | 8/12/2024      | 8:12:34 PM  | 17            | 21         | After Hours       | < 30 minutes |
| 8/14/2024  | 5.53.58 PM  | 100 HAMPTON MDWS       | HAMPTON    | NH         | Scott MacNeil    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000596574001 |                  | 0         | 13          | 8/14/2024 17:54 | 8/14/2024 17:55 | 8/14/2024 17:55 | 8/14/2024 18:08 | 8/14/2024      | 6:30:28 PM  | 21            | 14         | After Hours       | < 30 minutes |
| 8/15/2024  | 6.14.44 AM  | 81 TROUBLE CALL WAY    | SALEM      | NH         | Logan Nicolaisen | 1146 - 0  | TC GAS LEAK OUTSIDE | 0520240000596990001 |                  | 1         | 19          | 8/15/2024 6:16  | 8/15/2024 6:23  | 8/15/2024 6:24  | 8/15/2024 6:43  | 8/15/2024      | 7:42:03 AM  | 58            | 28         | After Hours       | < 30 minutes |
| 8/19/2024  | 7.33.05 PM  | 40 ROCKINGHAM ST       | PORTSMOUTH | NH         | Scott MacNeil    | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000619023001 |                  | 1         | 20          | 8/19/2024 19:34 | 8/19/2024 19:35 | 8/19/2024 19:35 | 8/19/2024 19:55 | 8/19/2024      | 8:24:15 PM  | 28            | 22         | After Hours       | < 30 minutes |
| 8/21/2024  | 6.03.23 PM  | 16 FIRST ST            | DOVER      | NH         | John Wiley       | 1147 - 0  | GAS LEAK OUTSIDE    | 0520240000621702001 |                  | 1         | 22          | 8/21/2024 18:04 | 8/21/2024 18:06 | 8/21/2024 18:06 | 8/21/2024 18:28 | 8/21/2024      | 6:57:01 PM  | 28            | 25         | After Hours       | < 30 minutes |
| 8/21/2024  | 7.18.16 PM  | 709 SPRINGBROOK CIR    | PORTSMOUTH | NH         | Scott MacNeil    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000627170001 |                  | 0         | 26          | 8/21/2024 19:18 | 8/21/2024 19:19 | 8/21/2024 19:19 | 8/21/2024 19:45 | 8/21/2024      | 8:10:24 PM  | 24            | 27         | After Hours       | < 30 minutes |
| 8/22/2024  | 4.32.20 PM  | 51 LAWRENCE ST         | PORTSMOUTH | NH         | Scott MacNeil    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000633570001 |                  | 1         | 21          | 8/22/2024 16:34 | 8/22/2024 16:34 | 8/22/2024 16:34 | 8/22/2024 16:55 | 8/22/2024      | 5:14:50 PM  | 19            | 23         | After Hours       | < 30 minutes |
| 8/29/2024  | 7.28.51 PM  | 21 FRONT ST            | EXETER     | NH         | Scott MacNeil    | 1146 - 0  | GAS LEAK INSIDE     | 0520240000659049001 |                  | 0         | 11          | 8/29/2024 19:28 | 8/29/2024 19:29 | 8/29/2024 19:30 | 8/29/2024 19:40 | 8/29/2024      | 7:55:15 PM  | 14            | 11         | After Hours       | < 30 minutes |

| Orders responded to in < 30 minutes for Weekend/Holiday Hours: 4 (8% 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 |    |                       |               |
| 8/3/2024  | 9:55:35 PM  | 13 PARTRIDGE GREEN WAY        | ROCHESTER   | NH         | Robert Pettigrew | Jessica Ober    | 1146 - 0   | GAS LEAK INSIDE  | 052024000579895001  |           |             | 1        | 11       | 8/3/2024 21:56  | 8/3/2024 22:03  | 8/3/2024 22:03  | 8/3/2024 22:14  | 8/3/2024      | 11:15:55 PM | 61                | 19 | Weekend/Holiday Hours | < 30 minutes  |
| 8/4/2024  | 6:29:21 PM  | 5 ELECTRIC AVE B              | ROCHESTER   | NH         | Robert Pettigrew | Jessica Ober    | 1146 - 0   | GAS LEAK INSIDE  | 0520240005080121001 |           |             | 1        | 12       | 8/4/2024 18:30  | 8/4/2024 18:34  | 8/4/2024 18:34  | 8/4/2024 18:46  | 8/4/2024      | 7:21:03 PM  | 34                | 17 | Weekend/Holiday Hours | < 30 minutes  |
| 8/10/2024   | 2:39:41 PM  | 120 TRI CITY PLZ              | SOMERSWORTH | NH         | John Wiley       | Claire Elam     | 1146 - 0   | GAS LEAK INSIDE  | 052024000594427001  |           |             | 0        | 15       | 8/10/2024 14:40 | 8/10/2024 14:44 | 8/10/2024 14:45 | 8/10/2024 15:00 | 8/10/2024     | 3:13:26 PM  | 13                | 20 | Weekend/Holiday Hours | < 30 minutes  |
| 8/31/2024   | 3:41:24 PM  | 18 VIA TOSCANA STE 1130- REAR | SALEM       | NH         | Jared Bezemes    | Jason Brooks    | 1147 - 0   | GAS LEAK OUTSIDE | 052024000662133001  |           |             | 1        | 17       | 8/31/2024 15:43 | 8/31/2024 15:46 | 8/31/2024 15:47 | 8/31/2024 16:04 | 8/31/2024     | 5:08:39 PM  | 64                | 22 | Weekend/Holiday Hours | < 30 minutes  |
| Orders responded to in 31-45 Minutes for Regular Hours: 1 (2% of total records returned.)         |             |                               |             |            |                  |                 |            |                  |                     |           |             |          |          |                 |                 |                 |                 |               |             |                   |    |                       |               |
| 8/28/2024   | 7:02:44 AM  | 55 COE DR                     | DURHAM      | NH         | Kevin Ruel       | Nicole Clark    | 1147 - 0   | GAS LEAK OUTSIDE | 052024000663467001  |           |             | 1        | 33       | 8/28/2024 7:03  | 8/28/2024 7:04  | 8/28/2024 7:05  | 8/28/2024 7:38  | 8/28/2024     | 9:20:43 AM  | 102               | 35 | Regular Hours         | 31-45 Minutes |
| Orders responded to in 31-45 Minutes for After Hours: 3 (6% of total records returned.)           |             |                               |             |            |                  |                 |            |                  |                     |           |             |          |          |                 |                 |                 |                 |               |             |                   |    |                       |               |
| 8/7/2024  | 11:38:59 PM | 17 F ST                       | HAMPTON     | NH         | Jonathan Crook   | Ryan Tardif     | 1147 - 0   | GAS LEAK OUTSIDE | 0520240005588581001 |           |             | 1        | 30       | 8/7/2024 23:39  | 8/7/2024 23:47  | 8/7/2024 23:47  | 8/8/2024 0:17   | 8/8/2024      | 1:02:57 AM  | 45                | 38 | After Hours           | 31-45 Minutes |
| 8/16/2024   | 1:52:32 AM  | 3 O ST                        | HAMPTON     | NH         | Matthew McCarron | Scott Leocature | 1146 - 0   | GAS LEAK INSIDE  | 0520240006098773001 |           |             | 2        | 24       | 8/16/2024 1:54  | 8/16/2024 2:05  | 8/16/2024 2:05  | 8/16/2024 2:29  | 8/16/2024     | 4:27:48 AM  | 117               | 37 | After Hours           | 31-45 Minutes |
| 8/23/2024   | 10:32:21 PM | 11 SECOND ST PUB              | DOVER       | NH         | Kevin Ruel       | Claire Elam     | 1146 - 0   | GAS LEAK INSIDE  | 0520240005640397001 |           |             | 0        | 29       | 8/23/2024 22:33 | 8/23/2024 22:41 | 8/23/2024 22:41 | 8/23/2024 23:10 | 8/23/2024     | 11:42:14 PM | 31                | 38 | After Hours           | 31-45 Minutes |
| Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 2 (4% of total records returned.) |             |                               |             |            |                  |                 |            |                  |                     |           |             |          |          |                 |                 |                 |                 |               |             |                   |    |                       |               |
| 8/3/2024  | 11:26:24 PM | 17 F ST                       | HAMPTON     | NH         | Jonathan Crook   | Rene Bordeleau  | 1147 - 0   | GAS LEAK OUTSIDE | 052024000579908001  |           |             | 3        | 29       | 8/3/2024 23:30  | 8/3/2024 23:37  | 8/3/2024 23:37  | 8/4/2024 0:07   | 8/4/2024      | 1:01:46 AM  | 54                | 41 | Weekend/Holiday Hours | 31-45 Minutes |
| 8/31/2024   | 8:34:27 PM  | 13 SALT MARSH AVE             | SEABROOK    | NH         | Matthew McCarron | Jason Brooks    | 1146 - 0   | GAS LEAK INSIDE  | 052024000662161001  |           |             | 0        | 26       | 8/31/2024 20:34 | 8/31/2024 20:43 | 8/31/2024 20:45 | 8/31/2024 21:10 | 8/31/2024     | 10:16:16 PM | 66                | 35 | 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: 0 (% of total records returned.)            |             |                               |             |            |                  |                 |            |                  |                     |           |             |          |          |                 |                 |                 |                 |               |             |                   |    |                       |               |
| 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 8/1/2024 to 8/31/2024

Total orders in sample: 48

**Aug-24**

| 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           | 15               | 31%                 | 15            | 13               | 48%                 | 15           | 2                | 13%                 | 15                    | 0                | 0%                  |
| 30           | 27               | 88%                 | 30            | 13               | 96%                 | 30           | 10               | 80%                 | 30                    | 4                | 67%                 |
| 45           | 6                | 100%                | 45            | 1                | 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%                |
| <b>Total</b> | <b>48</b>        |                     | <b>Total</b>  | <b>27</b>        |                     | <b>Total</b> | <b>15</b>        |                     | <b>Total</b>          | <b>6</b>         |                     |

**Jul-24**

| 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               | 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%                |
| <b>Total</b> | <b>46</b>        |                     | <b>Total</b>  | <b>27</b>        |                     | <b>Total</b> | <b>15</b>        |                     | <b>Total</b>          | <b>4</b>         |                     |

**Jun-24**

| 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           | 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%                |
| <b>Total</b> | <b>63</b>        |                     | <b>Total</b>  | <b>40</b>        |                     | <b>Total</b> | <b>18</b>        |                     | <b>Total</b>          | <b>5</b>         |                     |

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>  |              |

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>  |              |

**Nov-23**

| 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           | 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 |                  |                     |
|--------------|------------------|---------------------|---------------|------------------|---------------------|--------------|------------------|---------------------|-----------------------|------------------|---------------------|
| <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           | 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 |                  |                     |
|--------------|------------------|---------------------|---------------|------------------|---------------------|--------------|------------------|---------------------|-----------------------|------------------|---------------------|
| <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           | 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>        |                     |

**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           | 280              | 37%                 | 15            | 225              | 49%                 | 15           | 32               | 17%                 | 15                    | 23               | 21%                 |
| 30           | 413              | 92%                 | 30            | 217              | 97%                 | 30           | 132              | 88%                 | 30                    | 64               | 80%                 |
| 45           | 59               | 100%                | 45            | 14               | 100%                | 45           | 23               | 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%                |
| <b>Total</b> | <b>753</b>       |                     | <b>Total</b>  | <b>457</b>       |                     | <b>Total</b> | <b>187</b>       |                     | <b>Total</b>          | <b>109</b>       |                     |