



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

December 12, 2018

Debra Howland  
Executive Director and Secretary  
New Hampshire Public Utilities Commission  
21 S. Fruit St., Suite 10  
Concord, New Hampshire 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 11-196 – Emergency Response Odor Call Report (“Report”) for November 2018

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the November 2018 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 November 2018 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.

Respectfully submitted,

***George H. Simmons Jr/E***

George H. Simmons Jr.

Enclosure

cc: Christopher LeBlanc, USC

George H. Simmons Jr.  
Manager - Regulatory Services

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Hampton, NH 03842

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Emergency Response Times  
 NU New Hampshire work orders from 11/1/2018 to 11/30/2018  
 Total orders in sample: 80

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 13 (16% 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	
11/3/2018	12:38:28 PM	869 CENTRAL AVE	DOVER	NH	David Perreault	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520180000801983001		0	21	11/3/2018 12:39	11/3/2018 12:41	11/3/2018 12:42	11/3/2018 13:02	11/3/2018 2:09:22 PM	66	24	Weekend/Holiday Hours	< 30 minutes
11/3/2018	3:02:25 PM	41 MCKAY DR APT 101	EXETER	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520180000802129001		1	14	11/3/2018 15:03	11/3/2018 15:04	11/3/2018 15:06	11/3/2018 15:19	11/3/2018 4:35:22 PM	76	16	Weekend/Holiday Hours	< 30 minutes
11/4/2018	11:12:34 AM	19 BROWNING DR	DOVER	NH	John Wiley	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520180000803321001		1	16	11/4/2018 11:13	11/4/2018 11:24	11/4/2018 11:25	11/4/2018 11:41	11/4/2018 1:07:45 PM	86	28	Weekend/Holiday Hours	< 30 minutes
11/4/2018	11:38:44 AM	23 BROWNING DR	DOVER	NH	John Wiley	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520180000803323001		0	1	11/4/2018 11:39	11/4/2018 11:40	11/4/2018 11:40	11/4/2018 11:41	11/4/2018 1:10:17 PM	88	3	Weekend/Holiday Hours	< 30 minutes
11/17/2018	11:41:22 AM	46 COLUMBIA ST 3	PORTSMOUTH	NH	Kevin Clifford	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520180000803704001		0	24	11/17/2018 11:42	11/17/2018 11:42	11/17/2018 11:42	11/17/2018 12:06	11/17/2018 12:51:22 PM	45	24	Weekend/Holiday Hours	< 30 minutes
11/18/2018	8:51:33 AM	918 DENNETT ST	PORTSMOUTH	NH	Lance Keefly	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520180000803722001		1	7	11/18/2018 8:53	11/18/2018 9:04	11/18/2018 9:05	11/18/2018 9:12	11/18/2018 9:35:57 AM	23	21	Weekend/Holiday Hours	< 30 minutes
11/18/2018	1:25:36 PM	15 CHERRY HILL DR LOT 72	GREENLAND	NH	Lance Keefly	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	05201800008037248001		0	13	11/18/2018 13:26	11/18/2018 13:35	11/18/2018 13:35	11/18/2018 13:46	11/18/2018 5:35:25 PM	226	23	Weekend/Holiday Hours	< 30 minutes
11/18/2018	1:44:06 PM	21 CHERRY HILL DR UNIT 70	GREENLAND	NH	Lance Keefly	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	05201800008037253001		0	4	11/18/2018 13:44	11/18/2018 13:44	11/18/2018 13:44	11/18/2018 13:49	11/18/2018 5:44:00 PM	224	5	Weekend/Holiday Hours	< 30 minutes
11/18/2018	5:13:42 PM	33 TROUBLE CALL WAY	HAMPTON	NH	Lance Keefly	Ryan Tardif	9100 - 0	TC GAS LEAK OUTSIDE	0520180000803727001		0	15	11/18/2018 17:13	11/18/2018 17:14	11/18/2018 17:14	11/18/2018 17:30	11/18/2018 7:29:30 PM	318	16	Weekend/Holiday Hours	< 30 minutes
11/18/2018	5:49:57 PM	19 CHERRY HILL DR LOT 71	GREENLAND	NH	Lance Keefly	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	05201800008037271001		0	0	11/18/2018 17:50	11/18/2018 17:50	11/18/2018 17:50	11/18/2018 17:50	11/18/2018 5:54:53 PM	4	0	Weekend/Holiday Hours	< 30 minutes
11/24/2018	11:21:38 AM	69 NEW CASTLE AVE	PORTSMOUTH	NH	Jeffrey Croteau	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	05201800008048586001		0	27	11/24/2018 11:21	11/24/2018 11:24	11/24/2018 11:25	11/24/2018 11:52	11/24/2018 12:56:03 PM	63	30	Weekend/Holiday Hours	< 30 minutes
11/24/2018	12:00:19 PM	61 TROUBLE CALL WAY	SALEM	NH	Troy Kimball	Ryan Tardif	9102 - 0	TC GAS LEAK INSIDE	05201800008048584001		0	17	11/24/2018 12:00	11/24/2018 12:07	11/24/2018 12:08	11/24/2018 12:24	11/24/2018 12:50:53 PM	26	24	Weekend/Holiday Hours	< 30 minutes
11/24/2018	8:53:22 PM	140 OCEAN BLVD	SEABROOK	NH	John Wiley	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	05201800008048692001		1	9	11/24/2018 20:55	11/24/2018 20:55	11/24/2018 20:58	11/24/2018 21:05	11/24/2018 9:55:23 PM	49	12	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes for Regular Hours: 4 (5% of total records returned.)																					
11/2/2018	3:27:59 PM	1 LANG RD	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520180000801558001		1	23	11/2/2018 15:29	11/2/2018 15:36	11/2/2018 15:56	11/2/2018 15:59	11/2/2018 4:32:58 PM	33	31	Regular Hours	31-45 Minutes
11/6/2018	12:25:24 PM	46 ANNS LN	HAMPTON	NH	Anthony Beck	David Marlinge	1146 - 0	GAS LEAK OUTSIDE	0520180000803677001		2	29	11/6/2018 12:27	11/6/2018 12:28	11/6/2018 12:32	11/6/2018 12:57	11/6/2018 1:39:18 PM	41	32	Regular Hours	31-45 Minutes
11/9/2018	11:01:45 AM	14 EMEERSON RD	DURHAM	NH	David Perreault	David Marlinge	1146 - 0	GAS LEAK INSIDE	05201800008018691001		0	31	11/9/2018 11:02	11/9/2018 11:08	11/9/2018 11:10	11/9/2018 11:40	11/9/2018 12:57:56 PM	77	38	Regular Hours	31-45 Minutes
11/21/2018	9:57:00 AM	221 KNOX MARSH RD OFFICE	DOVER	NH	David Perreault	Michael Talia	1147 - 0	GAS LEAK OUTSIDE	0520180000804612001		0	37	11/21/2018 9:57	11/21/2018 9:58	11/21/2018 10:02	11/21/2018 10:36	11/21/2018 11:51:34 AM	75	39	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 2 (3% of total records returned.)																					
11/12/2018	10:35:57 PM	176 DRAKESIDE RD UNIT 204	HAMPTON	NH	Robert Pettigrew	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000822307001		0	31	11/12/2018 22:36	11/12/2018 22:36	11/12/2018 22:37	11/12/2018 23:08	11/12/2018 11:30:12 PM	22	32	After Hours	31-45 Minutes
11/15/2018	11:15:13 PM	700 CENTRAL ST UNIT 116 BLDG 1	SALEM	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK OUTSIDE	0520180000804394001		1	32	11/15/2018 23:16	11/15/2018 23:16	11/15/2018 23:25	11/15/2018 23:57	11/15/2018 1:22:50 AM	85	42	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (1% of total records returned.)																					
11/11/2018	6:49:52 AM	173 GREEN ST	SOMERSWORTH	NH	Kevin Ruel	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520180000822116001		0	18	11/11/2018 6:50	11/11/2018 7:02	11/11/2018 7:02	11/11/2018 7:20	11/11/2018 7:56:34 AM	35	31	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: 2 (3% of total records returned.)																					
11/6/2018	4:24:00 PM	24 ASH ST	DOVER	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520180000809866001		1	53	11/6/2018 16:25	11/6/2018 16:27	11/6/2018 16:27	11/6/2018 17:21	11/6/2018 6:07:40 PM	46	57	After Hours	46-60 Minutes
11/21/2018	5:21:30 AM	24 TROUBLE CALL WAY	EXETER	NH	Robert Pettigrew	Scott Lacouture	9100 - 0	TC GAS LEAK OUTSIDE	0520180000804646001		1	34	11/21/2018 5:22	11/21/2018 5:33	11/21/2018 5:33	11/21/2018 6:07	11/21/2018 7:53:04 AM	105	46	After Hours	46-60 Minutes
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 11/1/2018 to 11/30/2018  
 Total orders in sample: 80

**Nov-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	30	38%	15	22	44%	15	4	25%	15	4	29%
30	41	89%	30	24	92%	30	8	75%	30	9	93%
45	7	98%	45	4	100%	45	2	88%	45	1	100%
60	2	100%	60	0	100%	60	2	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>80</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>16</b>		<b>Total</b>	<b>14</b>	

**Oct-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	39%	15	33	49%	15	5	25%	15	4	19%
30	62	96%	30	33	99%	30	13	90%	30	16	95%
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>108</b>		<b>Total</b>	<b>67</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>21</b>	

**Sep-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	39%	15	17	50%	15	10	56%	15	8	21%
30	38	81%	30	16	97%	30	4	78%	30	18	68%
45	15	98%	45	1	100%	45	4	100%	45	10	95%
60	2	100%	60	0	100%	60	0	100%	60	2	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>90</b>		<b>Total</b>	<b>34</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>38</b>	

**Aug-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	33%	15	16	44%	15	0	0%	15	3	23%
30	32	89%	30	17	92%	30	7	88%	30	8	85%
45	5	98%	45	3	100%	45	1	100%	45	1	92%
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>57</b>		<b>Total</b>	<b>36</b>		<b>Total</b>	<b>8</b>		<b>Total</b>	<b>13</b>	

Emergency Response Times  
 NU New Hampshire work orders from 11/1/2018 to 11/30/2018  
 Total orders in sample: 80

**Jul-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	45%	15	11	46%	15	7	50%	15	5	38%
30	22	88%	30	13	100%	30	5	86%	30	4	69%
45	5	98%	45	0	100%	45	1	93%	45	4	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%
<b>Total</b>	<b>51</b>		<b>Total</b>	<b>24</b>		<b>Total</b>	<b>14</b>		<b>Total</b>	<b>13</b>	

**Jun-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	12	20%	15	8	23%	15	3	25%	15	1	8%
30	36	80%	30	21	83%	30	8	92%	30	7	62%
45	11	98%	45	5	97%	45	1	100%	45	5	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>60</b>		<b>Total</b>	<b>35</b>		<b>Total</b>	<b>12</b>		<b>Total</b>	<b>13</b>	

**May-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	40%	15	18	44%	15	4	29%	15	3	38%
30	28	84%	30	19	90%	30	6	71%	30	3	75%
45	8	97%	45	3	98%	45	3	93%	45	2	100%
60	2	100%	60	1	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%
<b>Total</b>	<b>63</b>		<b>Total</b>	<b>41</b>		<b>Total</b>	<b>14</b>		<b>Total</b>	<b>8</b>	

**Apr-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	17	38%	15	14	52%	15	1	14%	15	2	18%
30	22	87%	30	10	89%	30	4	71%	30	8	91%
45	6	100%	45	3	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>45</b>		<b>Total</b>	<b>27</b>		<b>Total</b>	<b>7</b>		<b>Total</b>	<b>11</b>	

Emergency Response Times  
 NU New Hampshire work orders from 11/1/2018 to 11/30/2018  
 Total orders in sample: 80

**Mar-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	20	41%	15	15	63%	15	2	13%	15	3	33%
30	24	90%	30	8	96%	30	10	75%	30	6	100%
45	4	98%	45	1	100%	45	3	94%	45	0	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%
<b>Total</b>	<b>49</b>		<b>Total</b>	<b>24</b>		<b>Total</b>	<b>16</b>		<b>Total</b>	<b>9</b>	

**Feb-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	42%	15	14	52%	15	5	29%	15	3	33%
30	23	85%	30	12	96%	30	7	71%	30	4	78%
45	7	98%	45	1	100%	45	4	94%	45	2	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%
<b>Total</b>	<b>53</b>		<b>Total</b>	<b>27</b>		<b>Total</b>	<b>17</b>		<b>Total</b>	<b>9</b>	

**Jan-18**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	37%	15	24	43%	15	10	28%	15	4	36%
30	49	84%	30	27	91%	30	18	78%	30	4	73%
45	15	99%	45	5	100%	45	7	97%	45	3	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%
<b>Total</b>	<b>103</b>		<b>Total</b>	<b>56</b>		<b>Total</b>	<b>36</b>		<b>Total</b>	<b>11</b>	

**Dec-17**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	32%	15	15	38%	15	8	40%	15	2	11%
30	37	78%	30	20	88%	30	9	85%	30	8	53%
45	14	96%	45	5	100%	45	2	95%	45	7	89%
60	2	99%	60	0	100%	60	0	95%	60	2	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
<b>Total</b>	<b>79</b>		<b>Total</b>	<b>40</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>19</b>	

Emergency Response Times  
 NU New Hampshire work orders from 11/1/2018 to 11/30/2018  
 Total orders in sample: 80

**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	308	37%	15	207	45%	15	59	30%	15	42	23%
30	414	86%	30	220	93%	30	99	80%	30	95	77%
45	101	98%	45	32	100%	45	32	96%	45	37	97%
60	14	100%	60	2	100%	60	7	99%	60	5	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
<b>Total</b>	<b>838</b>		<b>Total</b>	<b>461</b>		<b>Total</b>	<b>198</b>		<b>Total</b>	<b>179</b>	