



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

April 11, 2019

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 March 2019

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the February 2019 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 March 2019 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 5 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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Emergency Response Times
 NJ New Hampshire work orders from 3/1/2019 to 3/31/2019
 Total orders in sample: 70

| 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 Order | Hold Time | Travel Time | Assigned | Accepted | En Route | On Site | Work Completed | Job Time | Response Time | Hour Class | Response Category | | |
| 3/29/2019 | 4:48:36 PM | 243 DRAKESIDE RD 8 | HAMPTON | NH | Robert Pettigrew | William Jones | 1146 - 0 | GAS LEAK INSIDE | 05201900021873001 | | 1 | 30 | 3/29/2019 16:48 | 3/29/2019 16:53 | 3/29/2019 16:53 | 3/29/2019 17:23 | 3/29/2019 | 6:00:00 PM | 36 | 36 | After Hours | 31-45 Minutes |
| Orders responded to in 31-45 Minutes for After Hours: 1 (1% of total records returned.) | | | | | | | | | | | | | | | | | | | | | | |
| 3/10/2019 | 10:55:29 AM | 528 S BROADWAY ST | SALEM | NH | Kurt Heenan | Scott Larocque | 1146 - 0 | GAS LEAK INSIDE | 05201900017091901 | | 2 | 18 | 3/10/2019 10:58 | 3/10/2019 11:14 | 3/10/2019 11:14 | 3/10/2019 11:33 | 3/10/2019 | 12:12:19 PM | 39 | 37 | Weekend/Holiday Hours | 31-45 Minutes |
| 3/16/2019 | 9:48:30 AM | 50 BROOKSIDE DR APT A3 | EXETER | NH | Kevin Reed | Scott Larocque | 1146 - 0 | GAS LEAK INSIDE | 05201900018303701 | | 1 | 23 | 3/16/2019 9:49 | 3/16/2019 9:56 | 3/16/2019 9:57 | 3/16/2019 10:20 | 3/16/2019 | 11:03:36 AM | 43 | 31 | Weekend/Holiday Hours | 31-45 Minutes |
| 3/17/2019 | 8:15:02 AM | 130 FRANKLIN ST A | SOMERSWORTH | NH | John Wiley | Ryan Taroff | 1146 - 0 | GAS LEAK INSIDE | 05201900018310101 | | 1 | 0 | 3/17/2019 8:16 | 3/17/2019 8:56 | 3/17/2019 8:56 | 3/17/2019 9:03 | 3/17/2019 | 9:03:24 AM | 6 | 41 | 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 3/1/2019 to 3/31/2019
 Total orders in sample: 70

Mar-19

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 33 | 47% | 15 | 29 | 64% | 15 | 2 | 15% | 15 | 2 | 17% |
| 30 | 33 | 94% | 30 | 16 | 100% | 30 | 10 | 92% | 30 | 7 | 75% |
| 45 | 4 | 100% | 45 | 0 | 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 | 70 | | Total | 45 | | Total | 13 | | Total | 12 | |

Feb-19

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 24 | 41% | 15 | 20 | 61% | 15 | 1 | 6% | 15 | 3 | 38% |
| 30 | 29 | 91% | 30 | 11 | 94% | 30 | 13 | 82% | 30 | 5 | 100% |
| 45 | 5 | 100% | 45 | 2 | 100% | 45 | 3 | 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 | 58 | | Total | 33 | | Total | 17 | | Total | 8 | |

Jan-19

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 26 | 35% | 15 | 21 | 43% | 15 | 5 | 33% | 15 | 0 | 0% |
| 30 | 42 | 92% | 30 | 25 | 94% | 30 | 9 | 93% | 30 | 8 | 80% |
| 45 | 5 | 99% | 45 | 3 | 100% | 45 | 1 | 100% | 45 | 1 | 90% |
| 60 | 0 | 99% | 60 | 0 | 100% | 60 | 0 | 100% | 60 | 0 | 90% |
| 75 | 0 | 99% | 75 | 0 | 100% | 75 | 0 | 100% | 75 | 0 | 90% |
| 75+ | 1 | 100% | 75+ | 0 | 100% | 75+ | 0 | 100% | 75+ | 1 | 100% |
| Total | 74 | | Total | 49 | | Total | 15 | | Total | 10 | |

Dec-18

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|-----------|--------------|---------------|-----------|--------------|--------------|-----------|--------------|-----------------------|-----------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 28 | 44% | 15 | 20 | 59% | 15 | 4 | 25% | 15 | 4 | 29% |
| 30 | 26 | 84% | 30 | 12 | 94% | 30 | 7 | 69% | 30 | 7 | 79% |
| 45 | 9 | 98% | 45 | 2 | 100% | 45 | 5 | 100% | 45 | 2 | 93% |
| 60 | 1 | 100% | 60 | 0 | 100% | 60 | 0 | 100% | 60 | 1 | 100% |
| 75 | 0 | 100% | 75 | 0 | 100% | 75 | 0 | 100% | 75 | 0 | 100% |
| 75+ | 0 | 100% | 75+ | 0 | 100% | 75+ | 0 | 100% | 75+ | 0 | 100% |
| Total | 64 | | Total | 34 | | Total | 16 | | Total | 14 | |

Emergency Response Times

NU New Hampshire work orders from 3/1/2019 to 3/31/2019

Total orders in sample: 70

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% |
| Total | 80 | | Total | 50 | | Total | 16 | | Total | 14 | |

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% |
| Total | 108 | | Total | 67 | | Total | 20 | | Total | 21 | |

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% |
| Total | 90 | | Total | 34 | | Total | 18 | | Total | 38 | |

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% |
| Total | 57 | | Total | 36 | | Total | 8 | | Total | 13 | |

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% |
| Total | 51 | | Total | 24 | | Total | 14 | | Total | 13 | |

Emergency Response Times
 NU New Hampshire work orders from 3/1/2019 to 3/31/2019
 Total orders in sample: 70

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% |
| Total | 60 | | Total | 35 | | Total | 12 | | Total | 13 | |

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% |
| Total | 63 | | Total | 41 | | Total | 14 | | Total | 8 | |

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% |
| Total | 45 | | Total | 27 | | Total | 7 | | Total | 11 | |

12 Month Rolling

| Total | | | Regular Hours | | | After Hours | | | Weekend/Holiday Hours | | |
|--------------|------------|--------------|---------------|------------|--------------|--------------|------------|--------------|-----------------------|------------|--------------|
| Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % | Bin | Frequency | Cumulative % |
| 15 | 314 | 38% | 15 | 229 | 48% | 15 | 46 | 27% | 15 | 39 | 22% |
| 30 | 411 | 88% | 30 | 217 | 94% | 30 | 94 | 82% | 30 | 100 | 79% |
| 45 | 84 | 99% | 45 | 27 | 100% | 45 | 26 | 98% | 45 | 31 | 97% |
| 60 | 10 | 100% | 60 | 2 | 100% | 60 | 4 | 100% | 60 | 4 | 99% |
| 75 | 0 | 100% | 75 | 0 | 100% | 75 | 0 | 100% | 75 | 0 | 99% |
| 75+ | 1 | 100% | 75+ | 0 | 100% | 75+ | 0 | 100% | 75+ | 1 | 100% |
| Total | 820 | | Total | 475 | | Total | 170 | | Total | 175 | |