



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

May 13, 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 April 2019

Dear Director Howland:

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

6 Liberty Lane West  
Hampton, NH 03842

Phone: 603-773-6534  
Fax: 603-773-6734

simmons@unitil.com



Emergency Response Times  
 NU New Hampshire work orders from 4/1/2019 to 4/30/2019  
 Total orders in sample: 61

Orders responded to in 31-45 Minutes for Regular Hours: 2 (3% 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		
4/11/2019	3:23:10 PM	49 TROUBLE CALL WAY	NEWINGTON	NH	John Wiley	Lynne Copp	9100 - 0	TC GAS LEAK OUTSIDE	0520190000246230001			1	29	4/11/2019 15:24	4/11/2019 15:28	4/11/2019 15:28	4/11/2019 15:56	4/11/2019 5:02:05 PM	66	32	Regular Hours	31-45 Minutes
4/16/2019	7:54:52 AM	311 WINNACUNNET RD	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000253006001			0	27	4/16/2019 7:55	4/16/2019 8:00	4/16/2019 8:01	4/16/2019 8:28	4/16/2019 9:56:36 AM	87	33	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 5 (8% of total records returned.)																						
4/2/2019	7:34:34 PM	1 LANCELOT CT 1	SALEM	NH	Connor Arsenaunt	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000225505001			0	33	4/2/2019 19:34	4/2/2019 19:39	4/2/2019 19:39	4/2/2019 20:12	4/2/2019 8:36:58 PM	24	37	After Hours	31-45 Minutes
4/3/2019	4:54:46 PM	1 LANCELOT CT 1	SALEM	NH	Connor Arsenaunt	David Martinage	1146 - 0	GAS LEAK INSIDE	0520190000230371001			0	33	4/3/2019 16:54	4/3/2019 16:58	4/3/2019 16:58	4/3/2019 17:31	4/3/2019 5:50:58 PM	19	37	After Hours	31-45 Minutes
4/11/2019	7:11:42 PM	76 BRACKETT LN	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000247090001			2	26	4/11/2019 19:14	4/11/2019 19:17	4/11/2019 19:17	4/11/2019 19:44	4/11/2019 7:54:44 PM	10	32	After Hours	31-45 Minutes
4/22/2019	6:15:15 PM	9 LANCELOT CT	SALEM	NH	Kurt House	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520190000267705001			0	17	4/22/2019 17:15	4/22/2019 17:29	4/22/2019 17:30	4/22/2019 17:46	4/22/2019 6:10:24 PM	23	31	After Hours	31-45 Minutes
4/23/2019	9:16:52 PM	12 TIFFANY RD	SALEM	NH	Kurt House	David Martinage	1146 - 0	GAS LEAK INSIDE	0520190000272771001			0	17	4/23/2019 21:17	4/23/2019 21:33	4/23/2019 21:35	4/23/2019 21:51	4/23/2019 10:37:13 PM	45	34	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)																						
4/20/2019	6:25:36 PM	25 SURREY RUN	DOVER	NH	Kevin Ruel	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520190000263917001			0	32	4/20/2019 18:26	4/20/2019 18:30	4/20/2019 18:30	4/20/2019 19:02	4/20/2019 7:11:43 PM	9	36	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 4/1/2019 to 4/30/2019  
 Total orders in sample: 61

**Apr-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	39%	15	21	55%	15	2	13%	15	1	13%
30	29	87%	30	15	95%	30	8	67%	30	6	88%
45	8	100%	45	2	100%	45	5	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>61</b>		<b>Total</b>	<b>38</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>8</b>	

**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%
<b>Total</b>	<b>70</b>		<b>Total</b>	<b>45</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>12</b>	

**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%
<b>Total</b>	<b>58</b>		<b>Total</b>	<b>33</b>		<b>Total</b>	<b>17</b>		<b>Total</b>	<b>8</b>	

**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%
<b>Total</b>	<b>74</b>		<b>Total</b>	<b>49</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>10</b>	

Emergency Response Times  
 NU New Hampshire work orders from 4/1/2019 to 4/30/2019  
 Total orders in sample: 61

**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%
<b>Total</b>	<b>64</b>		<b>Total</b>	<b>34</b>		<b>Total</b>	<b>16</b>		<b>Total</b>	<b>14</b>	

**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>	

Emergency Response Times  
 NU New Hampshire work orders from 4/1/2019 to 4/30/2019  
 Total orders in sample: 61

**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>	

**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>	

Emergency Response Times  
 NU New Hampshire work orders from 4/1/2019 to 4/30/2019  
 Total orders in sample: 61

**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	321	38%	15	236	49%	15	47	26%	15	38	22%
30	418	88%	30	222	94%	30	98	81%	30	98	79%
45	86	99%	45	26	100%	45	29	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%
<b>Total</b>	<b>836</b>		<b>Total</b>	<b>486</b>		<b>Total</b>	<b>178</b>		<b>Total</b>	<b>172</b>	