



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

June 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 May 2019

Dear Director Howland:

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

NU New Hampshire work orders from 5/1/2019 to 5/31/2019

Total orders in sample: 63

<b>Orders responded to in &lt; 30 minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)</b>																					
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	
5/11/2019	1:47:54 PM	48 WESTVILLE RD LOT #1	PLAISTOW	NH	Troy Kimball	1147 - 0	GAS LEAK OUTSIDE	0520190000323439001			13	5/11/2019 13:50	5/11/2019 13:57	5/11/2019 13:57	5/11/2019 14:11	5/11/2019	3:28:51 PM	78	23	Weekend/Holiday Hours	< 30 minutes
<b>Orders responded to in 31-45 Minutes for Regular Hours: 2 (3% of total records returned.)</b>																					
5/6/2019	3:49:47 PM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	John Wiley	9100 - 0	TC GAS LEAK OUTSIDE	0520190000309230001			0	5/6/2019 15:50	5/6/2019 15:57	5/6/2019 15:57	5/6/2019 16:25	5/6/2019	5:02:50 PM	37	35	Regular Hours	31-45 Minutes
5/8/2019	9:53:43 AM	103 FRONT ST	EXETER	NH	Jeffrey Croteau	1147 - 0	GAS LEAK OUTSIDE	0520190000314806001			0	5/8/2019 9:53	5/8/2019 10:10	5/8/2019 10:27	5/8/2019 10:29	5/8/2019	11:21:29 AM	51	36	Regular Hours	31-45 Minutes
<b>Orders responded to in 31-45 Minutes for After Hours: 3 (5% of total records returned.)</b>																					
5/10/2019	8:56:14 PM	25 PERKINS AVE	HAMPTON	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	0520190000323347001			1	5/10/2019 20:57	5/10/2019 21:03	5/10/2019 21:04	5/10/2019 21:38	5/10/2019	10:28:51 PM	50	42	After Hours	31-45 Minutes
5/21/2019	5:12:59 PM	579 SAGAMORE AVE #1 117	PORTSMOUTH	NH	John Wiley	1146 - 0	GAS LEAK INSIDE	0520190000351902001			0	5/21/2019 17:13	5/21/2019 17:17	5/21/2019 17:17	5/21/2019 17:51	5/21/2019	6:07:46 PM	16	38	After Hours	31-45 Minutes
5/30/2019	5:53:28 PM	55 SHEFFIELD RD	PORTSMOUTH	NH	Lance Keelty	1146 - 0	GAS LEAK INSIDE	0520190000377674001			8	5/30/2019 18:02	5/30/2019 18:02	5/30/2019 18:03	5/30/2019 18:27	5/30/2019	6:48:45 PM	21	33	After Hours	31-45 Minutes
<b>Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 4 (6% of total records returned.)</b>																					
5/5/2019	9:24:53 AM	61 SILVER BROOK RD	SALEM	NH	Anthony Beck	1146 - 0	GAS LEAK INSIDE	0520190000305569001			1	5/5/2019 9:26	5/5/2019 9:36	5/5/2019 9:36	5/5/2019 10:08	5/5/2019	10:30:26 AM	21	43	Weekend/Holiday Hours	31-45 Minutes
5/18/2019	10:56:19 AM	34 HUNKING ST	PORTSMOUTH	NH	Connor Arseneault	1147 - 0	GAS LEAK OUTSIDE	0520190000343207001			1	5/18/2019 10:57	5/18/2019 11:01	5/18/2019 11:01	5/18/2019 11:32	5/18/2019	12:20:19 PM	47	36	Weekend/Holiday Hours	31-45 Minutes
5/18/2019	3:49:30 PM	22 BARTLETT AVE 1	SOMERSWORTH	NH	Kevin Ruel	1147 - 0	GAS LEAK OUTSIDE	0520190000343388001			3	5/18/2019 15:52	5/18/2019 16:21	5/18/2019 16:21	5/18/2019 16:34	5/18/2019	9:20:45 PM	286	44	Weekend/Holiday Hours	31-45 Minutes
5/19/2019	7:59:03 AM	12 ALEXANDER DR	HAMPTON	NH	Daniel Lafortune	1146 - 0	GAS LEAK INSIDE	0520190000343425001			0	5/19/2019 7:59	5/19/2019 8:05	5/19/2019 8:06	5/19/2019 8:35	5/19/2019	9:00:13 AM	24	36	Weekend/Holiday Hours	31-45 Minutes
<b>Orders responded to in 46-60 Minutes for Regular Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 46-60 Minutes for After Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)</b>																					
5/18/2019	5:50:13 PM	611 CENTRAL AVE B	DOVER	NH	Daniel Lafortune	1146 - 0	GAS LEAK INSIDE	0520190000343418001			18	5/18/2019 18:09	5/18/2019 18:15	5/18/2019 18:16	5/18/2019 18:38	5/18/2019	7:43:35 PM	65	47	Weekend/Holiday Hours	46-60 Minutes
<b>Orders responded to in 61-75 Minutes for Regular Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 61-75 Minutes for After Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in &gt; 75 Minutes for Regular Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in &gt; 75 Minutes for After Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in &gt; 75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)</b>																					

Emergency Response Times  
 NU New Hampshire work orders from 5/1/2019 to 5/31/2019  
 Total orders in sample: 63

**May-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	43%	15	24	55%	15	3	23%	15	0	0%
30	26	84%	30	18	95%	30	7	77%	30	1	17%
45	9	98%	45	2	100%	45	3	100%	45	4	83%
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>63</b>		<b>Total</b>	<b>44</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>6</b>	

**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>	

Emergency Response Times  
 NU New Hampshire work orders from 5/1/2019 to 5/31/2019  
 Total orders in sample: 63

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>	

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>	

Emergency Response Times  
 NU New Hampshire work orders from 5/1/2019 to 5/31/2019  
 Total orders in sample: 63

**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>	

**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>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	323	39%	15	242	49%	15	46	26%	15	35	21%
30	416	88%	30	221	95%	30	99	82%	30	96	77%
45	87	99%	45	25	100%	45	29	98%	45	33	96%
60	9	100%	60	1	100%	60	3	100%	60	5	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>489</b>		<b>Total</b>	<b>177</b>		<b>Total</b>	<b>170</b>	