



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

July 9, 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 June 2019

Dear Director Howland:

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

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Emergency Response Times
 NU New Hampshire work orders from 6/1/2019 to 6/30/2019
 Total orders in sample: 36

Orders responded to in < 30 minutes for Regular Hours: 21 (58% 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				
6/3/2019	8:52:01 AM	117 TROUBLE CALL WAY	DOVER	NH	David Perreault	Lynne Copp	9100 - 0	TC GAS LEAK OUTSIDE	0520190000382128001		0	13	6/3/2019 8:52	6/3/2019 8:52	6/3/2019 8:53	6/3/2019 9:06	6/3/2019	10:53:46 AM	107	14	Regular Hours	< 30 minutes		
6/3/2019	11:16:11 AM	115 ATLANTIC AVE	SEABROOK	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000383378001		0	17	6/3/2019 11:16	6/3/2019 11:14	6/3/2019 11:16	6/3/2019 11:32	6/3/2019	1:08:28 PM	96	16	Regular Hours	< 30 minutes		
6/3/2019	3:44:03 PM	14 FARVIEW DR	PORTSMOUTH	NH	Jeffrey Croteau	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520190000385566001		0	11	6/3/2019 15:44	6/3/2019 15:44	6/3/2019 15:45	6/3/2019 15:55	6/3/2019	5:16:18 PM	80	11	Regular Hours	< 30 minutes		
6/4/2019	9:04:06 AM	29 SEAVIEW AVE	HAUGHTON	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000387716001		0	10	6/4/2019 9:04	6/4/2019 9:04	6/4/2019 9:06	6/4/2019 9:15	6/4/2019	11:38:03 AM	142	11	Regular Hours	< 30 minutes		
6/5/2019	2:22:29 PM	18 J ST	HAUGHTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000392140001		0	17	6/5/2019 14:23	6/5/2019 14:23	6/5/2019 14:23	6/5/2019 14:40	6/5/2019	3:48:45 PM	67	18	Regular Hours	< 30 minutes		
6/9/2019	1:23:06 PM	397 LAFAVETTE RD	HAUGHTON	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000396140001		0	20	6/9/2019 13:23	6/9/2019 13:23	6/9/2019 13:23	6/9/2019 13:44	6/9/2019	3:28:17 PM	103	21	Regular Hours	< 30 minutes		
8/10/2019	6:04:22 AM	4 STERLING HILL LN 427	EXETER	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000403648001		0	14	8/10/2019 6:04	8/10/2019 6:05	8/10/2019 6:05	8/10/2019 6:19	8/10/2019	9:40:09 AM	20	15	Regular Hours	< 30 minutes		
8/13/2019	9:01:24 AM	150 BRACKETT RD	PORTSMOUTH	NH	Robert Phlegrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000411488001		0	7	8/13/2019 9:01	8/13/2019 9:01	8/13/2019 9:05	8/13/2019 9:09	8/13/2019	10:04:26 AM	54	8	Regular Hours	< 30 minutes		
8/14/2019	9:56:54 AM	12 TOFFREE LN	DOVER	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000414740001		0	9	8/14/2019 9:57	8/14/2019 9:57	8/14/2019 9:57	8/14/2019 10:06	8/14/2019	10:27:25 AM	20	9	Regular Hours	< 30 minutes		
8/17/2019	10:17:48 AM	6 JANS LN	HAUGHTON	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000419495001		0	3	8/17/2019 10:18	8/17/2019 10:18	8/17/2019 10:17	8/17/2019 10:20	8/17/2019	11:10:15 AM	49	3	Regular Hours	< 30 minutes		
8/17/2019	10:41:56 AM	1 QUALITY WAY	DOVER	NH	David Perreault	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000419605001		0	10	8/17/2019 10:42	8/17/2019 10:44	8/17/2019 10:44	8/17/2019 10:54	8/17/2019	12:14:25 PM	80	12	Regular Hours	< 30 minutes		
8/19/2019	9:41:06 AM	2 SWEETBRAR LN	ROCHESTER	NH	David Perreault	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520190000427413001		0	16	8/19/2019 9:41	8/19/2019 9:43	8/19/2019 9:44	8/19/2019 10:00	8/19/2019	10:45:22 AM	45	19	Regular Hours	< 30 minutes		
8/19/2019	1:01:13 PM	20 KINGS HWY	HAUGHTON	NH	Daniel LaFortune	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520190000428484001		0	17	8/19/2019 13:01	8/19/2019 13:00	8/19/2019 13:01	8/19/2019 13:17	8/19/2019	1:49:33 PM	31	16	Regular Hours	< 30 minutes		
8/21/2019	9:24:32 AM	15 HEATHER LN	HAUGHTON	NH	Daniel LaFortune	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000434583001		0	10	8/21/2019 9:24	8/21/2019 9:22	8/21/2019 9:24	8/21/2019 9:33	8/21/2019	11:03:10 AM	89	8	Regular Hours	< 30 minutes		
8/24/2019	9:30:17 AM	78 ESKER RD A RIGH	HAUGHTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000438877001		0	13	8/24/2019 9:31	8/24/2019 9:29	8/24/2019 9:30	8/24/2019 9:43	8/24/2019	10:03:04 AM	19	12	Regular Hours	< 30 minutes		
8/24/2019	10:00:44 AM	3 OCEAN BLVD BLDG B	HAUGHTON	NH	Daniel LaFortune	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520190000438996001		1	14	8/24/2019 10:02	8/24/2019 10:00	8/24/2019 10:03	8/24/2019 10:14	8/24/2019	10:45:58 AM	31	13	Regular Hours	< 30 minutes		
8/25/2019	12:31:06 PM	9 SILVER BROOK RD	SALEM	NH	Anthony Beck	David Marlinage	1146 - 0	GAS LEAK INSIDE	052019000044288001		0	17	8/25/2019 12:31	8/25/2019 12:32	8/25/2019 12:34	8/25/2019 12:49	8/25/2019	1:09:45 PM	20	18	Regular Hours	< 30 minutes		
8/27/2019	9:12:06 AM	105 WOODLAND GRN	ROCHESTER	NH	David Perreault	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520190000451678001		0	1	8/27/2019 9:12	8/27/2019 9:12	8/27/2019 9:14	8/27/2019 9:14	8/27/2019	10:33:18 AM	79	2	Regular Hours	< 30 minutes		
8/27/2019	9:12:19 AM	30 DAVIS BLVD	E. ROCHESTER	NH	John Wiley	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520190000451684001		0	7	8/27/2019 9:12	8/27/2019 9:19	8/27/2019 9:19	8/27/2019 9:26	8/27/2019	10:08:18 AM	41	14	Regular Hours	< 30 minutes		
8/27/2019	9:54:51 AM	124 N MAIN ST 4	ROCHESTER	NH	Jeffrey Croteau	Michael Talis	1146 - 0	GAS LEAK INSIDE	05201900004516932001		0	0	8/27/2019 9:55	8/27/2019 9:55	8/27/2019 9:55	8/27/2019 9:56	8/27/2019	10:10:08 AM	13	1	Regular Hours	< 30 minutes		
8/28/2019	1:20:03 PM	156 N MAIN ST A	ROCHESTER	NH	Lance Keely	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520190000455722001		0	14	8/28/2019 14:08	8/28/2019 14:10	8/28/2019 14:10	8/28/2019 14:25	8/28/2019	4:08:45 PM	103	17	Regular Hours	< 30 minutes		

Orders responded to in < 30 minutes for After Hours: 6 (17% 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				
6/5/2019	4:40:19 PM	400 CENTRAL ST UNIT 405	SALEM	NH	Anthony Beck	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520190000362591001		0	24	6/5/2019 16:40	6/5/2019 16:46	6/5/2019 16:48	6/5/2019 17:10	6/5/2019	5:53:39 PM	42	30	After Hours	< 30 minutes		
6/5/2019	10:27:21 PM	19 SPINNAKER WAY	PORTSMOUTH	NH	Lance Keely	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520190000362855001		0	10	6/5/2019 22:27	6/5/2019 22:34	6/5/2019 22:34	6/5/2019 22:45	6/5/2019	11:09:35 PM	24	17	After Hours	< 30 minutes		
6/13/2019	4:04:59 PM	382 BARTLETT ST	PORTSMOUTH	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520190000412893001		0	9	6/13/2019 16:05	6/13/2019 16:05	6/13/2019 16:05	6/13/2019 16:14	6/13/2019	4:33:17 PM	18	9	After Hours	< 30 minutes		
6/18/2019	7:21:10 PM	486 WINNACUNNETT RD B	HAUGHTON	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520190000425816001		0	9	6/18/2019 19:21	6/18/2019 19:21	6/18/2019 19:22	6/18/2019 19:30	6/18/2019	7:42:39 PM	11	9	After Hours	< 30 minutes		
6/26/2019	4:10:00 PM	55 MILLER AVE APT 2	PORTSMOUTH	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000450177001		0	11	6/26/2019 16:10	6/26/2019 16:10	6/26/2019 16:10	6/26/2019 16:21	6/26/2019	4:55:53 PM	34	11	After Hours	< 30 minutes		
6/28/2019	4:15:16 PM	19 UNION ST	ROCHESTER	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000456504001		0	16	6/28/2019 16:15	6/28/2019 16:16	6/28/2019 16:16	6/28/2019 16:32	6/28/2019	5:04:41 PM	32	16	After Hours	< 30 minutes		

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 5 (14% 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				
6/1/2019	7:04:12 PM	48 PARK ST 2	EXETER	NH	Lance Keely	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520190000380924001		0	14	6/1/2019 19:04	6/1/2019 19:16	6/1/2019 19:16	6/1/2019 19:31	6/1/2019	8:56:35 PM	85	27	Weekend/Holiday Hours	< 30 minutes		
6/2/2019	11:15:34 AM	13 DUNLIN WAY	PORTSMOUTH	NH	Lance Keely	Rene Bordoileau	1146 - 0	GAS LEAK INSIDE	0520190000380956001		1	13	6/2/2019 11:16	6/2/2019 11:23	6/2/2019 11:23	6/2/2019 11:36	6/2/2019	12:00:14 PM	23	21	Weekend/Holiday Hours	< 30 minutes		
6/2/2019	12:03:53 PM	15 TIFFANY RD	SALEM	NH	Anthony Beck	Rene Bordoileau	1146 - 0	GAS LEAK INSIDE	0520190000380963001		0	8	6/2/2019 12:04	6/2/2019 12:06	6/2/2019 12:08	6/2/2019 12:15	6/2/2019	12:50:28 PM	34	11	Weekend/Holiday Hours	< 30 minutes		
6/8/2019	11:41:30 AM	33 TROUBLE CALL WAY	HAUGHTON	NH	Cornor Arsensault	Samantha Keach	9102 - 0	TC GAS LEAK INSIDE	0520190000399618001		0	3	6/8/2019 11:42	6/8/2019 11:42	6/8/2019 11:42	6/8/2019 11:45	6/8/2019	12:20:23 PM	34	4	Weekend/Holiday Hours	< 30 minutes		
6/23/2019	6:16:56 PM	72 OLDE FARM LN	ROCHESTER	NH	John Wiley	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520190000436689001		0	8	6/23/2019 18:17	6/23/2019 18:24	6/23/2019 18:24	6/23/2019 18:32	6/23/2019	7:41:33 PM	68	16	Weekend/Holiday Hours	< 30 minutes		

Orders responded to in 31-45 Minutes for Regular Hours: 2 (6% 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				
6/3/2019	11:54:09 AM	400 CENTRAL ST UNIT 115 BLDG 4	SALEM	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520190000383795001		1	30	6/3/2019 11:55	6/3/2019 11:55	6/3/2019 11:55	6/3/2019 12:25	6/3/2019	12:55:59 PM	30	31	Regular Hours	31-45 Minutes		
6/20/2019	3:14:37 PM	506 SPRINGBROOK CIR	PORTSMOUTH	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520190000432883001		2	29	6/20/2019 15:16	6/20/2019 15:17	6/20/2019 15:17	6/20/2019 15:46	6/20/2019	3:59:36 PM	12	32	Regular Hours	31-45 Minutes		

Orders responded to in 31-45 Minutes for After Hours: 0 (% 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				

Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 2 (6% 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				
6/1/2019	3:30:01 PM	400 CENTRAL ST UNIT 115 BLDG 4	SALEM	NH	Anthony Beck	Rene Bordoileau	1146 - 0	GAS LEAK INSIDE	0520190000380910001		4	22	6/1/2019 15:34	6/1/2019 15:38	6/1/2019 15:42	6/1/2019 16:01	6/1/2019	4:30:22 PM	29	31	Weekend/Holiday Hours	31-45 Minutes		
6/30/2019	4:28:04 PM	15 ANCIENT HWY	HAUGHTON	NH	Lance Keely	Rene Bordoileau	1147 - 0	GAS LEAK OUTSIDE	0520190000456648001		0	30	6/30/2019 16:28	6/30/2019 16:34	6/30/2019 16:34	6/30/2019 17:04	6/30/2019	6:36:42 PM	91	38	Weekend/Holiday Hours	31-45 Minutes		

Emergency Response Times

NU New Hampshire work orders from 6/1/2019 to 6/30/2019

Total orders in sample: 36

Orders responded to in 46-60 Minutes for Regular Hours: 0 (% 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
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 6/1/2019 to 6/30/2019

Total orders in sample: 36

Jun-19

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	53%	15	14	61%	15	3	50%	15	2	29%
30	13	89%	30	7	91%	30	3	100%	30	3	71%
45	4	100%	45	2	100%	45	0	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%
Total	36		Total	23		Total	6		Total	7	

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%
Total	63		Total	44		Total	13		Total	6	

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%
Total	61		Total	38		Total	15		Total	8	

Emergency Response Times

NU New Hampshire work orders from 6/1/2019 to 6/30/2019

Total orders in sample: 36

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	

Emergency Response Times

NU New Hampshire work orders from 6/1/2019 to 6/30/2019

Total orders in sample: 36

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	

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	

Emergency Response Times

NU New Hampshire work orders from 6/1/2019 to 6/30/2019

Total orders in sample: 36

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	330	41%	15	248	52%	15	46	27%	15	36	22%
30	393	89%	30	207	95%	30	94	82%	30	92	78%
45	80	99%	45	22	100%	45	28	98%	45	30	96%
60	8	100%	60	0	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%
Total	812		Total	477		Total	171		Total	164	