



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

August 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 July 2019

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the July 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 July 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 Teams  
 NU New Hampshire work orders from 7/1/2019 to 7/31/2019  
 Total orders in sample: 58

Orders responded to in < 30 minutes for Regular Hours: 36 (62% 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	
7/1/2019	1:17:08 PM	202 CABOT ST	PORTSMOUTH	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520190000460320001		0	10	7/1/2019 13:17	7/1/2019 13:15	7/1/2019 13:20	7/1/2019 13:26	7/1/2019	1:40:12 PM	14	8	Regular Hours	< 30 minutes
7/1/2019	2:13:27 PM	307 OCEAN RD	PORTSMOUTH	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	0520190000460546001		0	12	7/1/2019 14:14	7/1/2019 14:15	7/1/2019 14:16	7/1/2019 14:27	7/1/2019	3:55:56 PM	88	14	Regular Hours	< 30 minutes
7/2/2019	9:55:22 AM	298 EXETER RD	HAMPTON	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520190000462983001		0	12	7/2/2019 9:55	7/2/2019 9:53	7/2/2019 9:54	7/2/2019 10:06	7/2/2019	10:24:22 AM	18	10	Regular Hours	< 30 minutes
7/2/2019	1:07:35 PM	7 WENTWORTH AVE	HAMPTON	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	0520190000463710001		0	9	7/2/2019 13:07	7/2/2019 13:05	7/2/2019 13:07	7/2/2019 13:14	7/2/2019	2:58:50 PM	103	7	Regular Hours	< 30 minutes
7/5/2019	2:00:35 PM	48 PLYMOUTH ST	HAMPTON	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	0520190000470264001		0	21	7/5/2019 14:01	7/5/2019 14:01	7/5/2019 14:01	7/5/2019 14:22	7/5/2019	2:49:13 PM	26	22	Regular Hours	< 30 minutes
7/8/2019	8:00:32 AM	17 J ST 1	HAMPTON	NH	Jeffrey Croteau	1147 - 0	GAS LEAK OUTSIDE	0520190000471186001		0	22	7/8/2019 8:01	7/8/2019 8:01	7/8/2019 8:03	7/8/2019 8:24	7/8/2019	9:29:49 AM	65	23	Regular Hours	< 30 minutes
7/8/2019	8:26:06 AM	72 MOORING DR	HAMPTON	NH	Lance Keely	1146 - 0	GAS LEAK INSIDE	0520190000471262001		2	23	7/8/2019 8:28	7/8/2019 8:28	7/8/2019 8:29	7/8/2019 8:52	7/8/2019	9:09:34 AM	16	26	Regular Hours	< 30 minutes
7/8/2019	10:17:33 AM	1725 WOODBURY AVE	PORTSMOUTH	NH	Lance Keely	1147 - 0	GAS LEAK OUTSIDE	0520190000472014001		0	12	7/8/2019 10:18	7/8/2019 10:18	7/8/2019 10:19	7/8/2019 10:31	7/8/2019	12:13:07 PM	101	13	Regular Hours	< 30 minutes
7/8/2019	10:48:16 AM	7 NOEL ST	HAMPTON	NH	Jeffrey Croteau	1147 - 0	GAS LEAK OUTSIDE	0520190000472087001		0	15	7/8/2019 10:48	7/8/2019 10:49	7/8/2019 10:50	7/8/2019 11:04	7/8/2019	12:28:00 PM	83	16	Regular Hours	< 30 minutes
7/9/2019	9:33:17 AM	516 HOOKSETT ST	SEABROOK	NH	Lance Keely	1147 - 0	GAS LEAK OUTSIDE	0520190000475230001		0	17	7/9/2019 9:33	7/9/2019 9:34	7/9/2019 9:35	7/9/2019 9:51	7/9/2019	11:16:34 AM	84	18	Regular Hours	< 30 minutes
7/9/2019	10:10:13 AM	349 OCEAN BLVD	HAMPTON	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	0520190000475370001		2	23	7/9/2019 10:12	7/9/2019 10:12	7/9/2019 10:13	7/9/2019 10:35	7/9/2019	11:50:16 AM	74	25	Regular Hours	< 30 minutes
7/9/2019	12:31:47 PM	60 PLYMOUTH ST	HAMPTON	NH	Lance Keely	1146 - 0	GAS LEAK INSIDE	0520190000475827001		0	22	7/9/2019 12:32	7/9/2019 12:32	7/9/2019 12:35	7/9/2019 12:55	7/9/2019	1:31:39 PM	36	23	Regular Hours	< 30 minutes
7/10/2019	9:07:30 AM	55 DUNNS BRIDGE LN	DOVER	NH	Lance Keely	1147 - 0	GAS LEAK OUTSIDE	0520190000477870001		0	8	7/10/2019 9:07	7/10/2019 9:08	7/10/2019 9:16	7/10/2019 9:16	7/10/2019	10:42:30 AM	86	8	Regular Hours	< 30 minutes
7/12/2019	9:30:47 AM	3 GREENLEAF WOODS DR MPLE 102	PORTSMOUTH	NH	Jeffrey Croteau	1146 - 0	GAS LEAK INSIDE	0520190000484114001		0	3	7/12/2019 9:31	7/12/2019 9:31	7/12/2019 9:32	7/12/2019 9:34	7/12/2019	10:21:07 AM	46	3	Regular Hours	< 30 minutes
7/16/2019	10:59:58 AM	634 CENTRAL AVE FL 2	DOVER	NH	Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	0520190000491394001		1	17	7/16/2019 11:01	7/16/2019 11:03	7/16/2019 11:05	7/16/2019 11:21	7/16/2019	12:53:08 PM	91	21	Regular Hours	< 30 minutes
7/16/2019	11:17:05 AM	20 ESKER RD	HAMPTON	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520190000491478001		0	15	7/16/2019 11:17	7/16/2019 11:19	7/16/2019 11:23	7/16/2019 11:34	7/16/2019	11:59:49 AM	24	17	Regular Hours	< 30 minutes
7/17/2019	7:52:42 AM	27 WASHINGTON ST A	ROCHESTER	NH	Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	0520190000493495001		0	15	7/17/2019 7:52	7/17/2019 7:53	7/17/2019 7:53	7/17/2019 8:08	7/17/2019	10:23:01 AM	134	16	Regular Hours	< 30 minutes
7/17/2019	11:57:43 AM	752 SOUTH ST	PORTSMOUTH	NH	Jeffrey Croteau	1147 - 0	GAS LEAK OUTSIDE	0520190000494601001		0	2	7/17/2019 11:58	7/17/2019 12:01	7/17/2019 12:02	7/17/2019 12:04	7/17/2019	1:46:40 PM	102	6	Regular Hours	< 30 minutes
7/18/2019	9:30:08 AM	24 WATER ST	EXETER	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520190000497324001		0	16	7/18/2019 9:30	7/18/2019 9:28	7/18/2019 9:29	7/18/2019 9:44	7/18/2019	10:09:00 AM	24	14	Regular Hours	< 30 minutes
7/19/2019	10:04:48 AM	12 LEWIS LN 12	ATKINSON	NH	Troy Kimball	1147 - 0	GAS LEAK OUTSIDE	0520190000501067001		0	16	7/19/2019 10:05	7/19/2019 10:06	7/19/2019 10:06	7/19/2019 10:23	7/19/2019	11:25:51 AM	62	18	Regular Hours	< 30 minutes
7/19/2019	1:56:03 PM	160 PLAISTOW RD 20-21	PLAISTOW	NH	Troy Kimball	1147 - 0	GAS LEAK OUTSIDE	0520190000501812001		0	19	7/19/2019 13:56	7/19/2019 13:58	7/19/2019 13:58	7/19/2019 14:17	7/19/2019	3:35:43 PM	77	21	Regular Hours	< 30 minutes
7/22/2019	2:01:55 PM	8 NOEL ST	HAMPTON	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520190000504901001		0	11	7/22/2019 14:02	7/22/2019 13:59	7/22/2019 14:00	7/22/2019 14:11	7/22/2019	2:54:39 PM	43	9	Regular Hours	< 30 minutes
7/24/2019	1:05:48 PM	343 ATLANTIC AVE NORTH	SEABROOK	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	0520190000512428001		0	21	7/24/2019 13:06	7/24/2019 13:03	7/24/2019 13:06	7/24/2019 13:25	7/24/2019	3:23:14 PM	118	19	Regular Hours	< 30 minutes
7/24/2019	3:36:02 PM	15 HAMPTON MDWS	HAMPTON	NH	Lance Keely	1147 - 0	GAS LEAK OUTSIDE	0520190000512922001		1	9	7/24/2019 15:37	7/24/2019 15:37	7/24/2019 15:38	7/24/2019 15:47	7/24/2019	5:09:55 PM	82	11	Regular Hours	< 30 minutes
7/25/2019	7:42:16 AM	29 STATION DR	DOVER	NH	John Wiley	1146 - 0	GAS LEAK INSIDE	0520190000513599001		0	22	7/25/2019 7:42	7/25/2019 7:43	7/25/2019 7:43	7/25/2019 8:05	7/25/2019	8:19:50 AM	14	23	Regular Hours	< 30 minutes
7/25/2019	11:54:20 AM	29 MAIN ST	EXETER	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	0520190000514880001		0	21	7/25/2019 11:55	7/25/2019 11:57	7/25/2019 11:58	7/25/2019 12:18	7/25/2019	1:46:24 PM	88	24	Regular Hours	< 30 minutes
7/26/2019	1:35:30 PM	131 COURT ST UNIT 9	EXETER	NH	John Wiley	1147 - 0	GAS LEAK OUTSIDE	0520190000518107001		1	27	7/26/2019 13:36	7/26/2019 13:36	7/26/2019 13:37	7/26/2019 14:04	7/26/2019	2:47:10 PM	42	28	Regular Hours	< 30 minutes
7/29/2019	8:21:50 AM	12 NORTHAM DR	DOVER	NH	Robert Pettigrew	1147 - 0	GAS LEAK OUTSIDE	0520190000520240001		0	0	7/29/2019 8:22	7/29/2019 8:30	7/29/2019 8:30	7/29/2019 8:30	7/29/2019	9:07:41 AM	37	8	Regular Hours	< 30 minutes
7/29/2019	8:39:34 AM	72 RAILROAD AVE	SEABROOK	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	0520190000520318001		0	15	7/29/2019 8:39	7/29/2019 8:37	7/29/2019 8:38	7/29/2019 8:52	7/29/2019	10:20:38 AM	88	13	Regular Hours	< 30 minutes
7/29/2019	10:17:38 AM	200 HIGH ST	EXETER	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	0520190000522460001		2	5	7/29/2019 10:19	7/29/2019 10:18	7/29/2019 10:23	7/29/2019 10:24	7/29/2019	12:50:29 PM	146	6	Regular Hours	< 30 minutes
7/29/2019	2:04:49 PM	245 OCEAN BLVD 2	HAMPTON	NH	John Wiley	1147 - 0	GAS LEAK OUTSIDE	0520190000523809001		0	6	7/29/2019 14:05	7/29/2019 14:05	7/29/2019 14:05	7/29/2019 14:11	7/29/2019	3:08:12 PM	56	6	Regular Hours	< 30 minutes
7/30/2019	9:01:47 AM	5 STERLING HILL LN COMM	EXETER	NH	Kevin Clifford	1146 - 0	GAS LEAK INSIDE	0520190000524450001		0	14	7/30/2019 9:02	7/30/2019 9:57	7/30/2019 9:58	7/30/2019 9:12	7/30/2019	9:55:43 AM	43	10	Regular Hours	< 30 minutes
7/30/2019	9:34:33 AM	4 STERLING HILL LN HSE M TR	EXETER	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520190000526984001		1	22	7/30/2019 9:35	7/30/2019 9:33	7/30/2019 9:33	7/30/2019 9:55	7/30/2019	10:20:24 AM	24	20	Regular Hours	< 30 minutes
7/30/2019	11:09:13 AM	157 HIGH ST FL 1	PORTSMOUTH	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520190000526994001		0	0	7/30/2019 11:09	7/30/2019 11:19	7/30/2019 11:19	7/30/2019 11:19	7/30/2019	11:43:12 AM	23	10	Regular Hours	< 30 minutes
7/31/2019	8:50:26 AM	424 ISLINGTON ST	PORTSMOUTH	NH	Kevin Clifford	1147 - 0	GAS LEAK OUTSIDE	0520190000526999001		0	6	7/31/2019 8:50	7/31/2019 8:46	7/31/2019 8:46	7/31/2019 8:53	7/31/2019	10:30:59 AM	97	2	Regular Hours	< 30 minutes
7/31/2019	12:13:57 PM	38 NORTON RD	HAMPTON	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520190000530568001		0	19	7/31/2019 12:14	7/31/2019 12:13	7/31/2019 12:14	7/31/2019 12:33	7/31/2019	12:50:32 PM	17	19	Regular Hours	< 30 minutes

  

Orders responded to in < 30 minutes for After Hours: 12 (21% 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	
7/1/2019	9:18:40 PM	80 OXFORD AVE	PORTSMOUTH	NH	Lance Keely	1146 - 0	GAS LEAK INSIDE	0520190000461331001		-1	12	7/1/2019 21:16	7/1/2019 21:23	7/1/2019 21:23	7/1/2019 21:35	7/1/2019	10:05:11 PM	29	16	After Hours	< 30 minutes
7/9/2019	11:15:11 PM	65 PARTRIDGE GREEN WAY	ROCHESTER	NH	Kevin Clifford	1146 - 0	GAS LEAK INSIDE	0520190000476891001		1	18	7/9/2019 23:17	7/9/2019 23:19	7/9/2019 23:19	7/9/2019 23:37	7/9/2019	12:06:30 AM	29	22	After Hours	< 30 minutes
7/10/2019	4:55:29 PM	8 SOMERSWORTH PLZ	SOMERSWORTH	NH	John Wiley	1147 - 0	GAS LEAK OUTSIDE	0520190000479647001		1	13	7/10/2019 16:56	7/10/2019 17:03	7/10/2019 17:03	7/10/2019 17:16	7/10/2019	5:52:03 PM	35	21	After Hours	< 30 minutes
7/11/2019	9:59:35 PM	616 PORTLAND ST UNIT 42	ROCHESTER	NH	Kevin Clifford	1147 - 0	GAS LEAK OUTSIDE	0520190000482964001		0	25	7/11/2019 21:59	7/11/2019 22:01	7/11/2019 22:01	7/11/2019 22:26	7/11/2019	11:20:40 AM	54	26	After Hours	< 30 minutes
7/15/2019	9:05:40 PM	15 HARRIS AVE	HAMPTON	NH	John Wiley	1146 - 0	GAS LEAK INSIDE	0520190000488739001		1	13	7/15/2019 21:06	7/15/2019 21:07	7/15/2019 21:07	7/15						

Emergency Response Times  
 NU New Hampshire work orders from 7/1/2019 to 7/31/2019  
 Total orders in sample: 58

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 3 (5% 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
7/7/2019	10:58:51 AM 700 CENTRAL ST UNIT 107 BLDG 1	SALEM	NH	Troy Kimball	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520190000470781001		0	16	7/7/2019 10:59	7/7/2019 11:06	7/7/2019 11:06	7/7/2019 11:23	7/7/2019 12:27:31 PM	64	24	Weekend/Holiday Hours	< 30 minutes
7/13/2019	4:14:57 PM 18 HAMPTON FALLS RD 1/2	EXETER	NH	John Wiley	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520190000485707001		1	10	7/13/2019 16:16	7/13/2019 16:21	7/13/2019 16:21	7/13/2019 16:31	7/13/2019 5:24:18 PM	53	16	Weekend/Holiday Hours	< 30 minutes
7/14/2019	6:04:00 PM 700 CENTRAL ST UNIT 107 BLDG 1	SALEM	NH	Kurt House	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520190000485807001		0	14	7/14/2019 18:04	7/14/2019 18:17	7/14/2019 18:19	7/14/2019 18:31	7/14/2019 7:04:51 PM	32	27	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes for Regular Hours: 1 (2% of total records returned.)																				
7/18/2019	3:51:30 PM 4 DENISE ST	PORTSMOUTH	NH	Anthony Beck	David Martineau	1146 - 0	GAS LEAK INSIDE	0520190000499197001		1	42	7/18/2019 15:52	7/18/2019 15:53	7/18/2019 16:02	7/18/2019 16:35	7/18/2019 4:56:54 PM	21	44	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 3 (5% of total records returned.)																				
7/8/2019	4:55:07 PM 89 MAIN ST A	EAST KINGSTON	NH	Troy Kimball	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520190000473550001		3	23	7/8/2019 16:58	7/8/2019 17:04	7/8/2019 17:05	7/8/2019 17:27	7/8/2019 6:16:44 PM	48	32	After Hours	31-45 Minutes
7/9/2019	9:02:35 PM 111 OCEAN DR	SEABROOK	NH	Jeffrey Croteau	David Martineau	1147 - 0	GAS LEAK OUTSIDE	0520190000476882001		0	38	7/9/2019 21:03	7/9/2019 21:09	7/9/2019 21:09	7/9/2019 21:47	7/9/2019 11:21:57 PM	94	45	After Hours	31-45 Minutes
7/22/2019	4:11:53 PM 800 LAFAYETTE RD	PORTSMOUTH	NH	Lance Keely	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520190000505382001		0	34	7/22/2019 16:12	7/22/2019 16:12	7/22/2019 16:13	7/22/2019 16:47	7/22/2019 5:05:24 PM	17	35	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 2 (3% of total records returned.)																				
7/20/2019	3:54:33 PM 1 MILL RD	HAMPTON	NH	Daniel LaFortune	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520190000502474001		0	27	7/20/2019 15:55	7/20/2019 15:58	7/20/2019 16:00	7/20/2019 16:25	7/20/2019 5:02:11 PM	36	31	Weekend/Holiday Hours	31-45 Minutes
7/20/2019	8:23:46 PM 138 HAMPTON MDWS	HAMPTON	NH	Daniel LaFortune	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520190000502490001		0	25	7/20/2019 20:24	7/20/2019 20:29	7/20/2019 20:29	7/20/2019 20:55	7/20/2019 9:19:49 PM	24	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: 0 (% of total records returned.)																				
Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)																				
7/7/2019	5:45:51 PM 5 CHESTNUT ST	EXETER	NH	Jeffrey Croteau	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520190000470813001		0	42	7/7/2019 17:46	7/7/2019 17:50	7/7/2019 17:51	7/7/2019 18:32	7/7/2019 7:16:07 PM	43	47	Weekend/Holiday Hours	46-60 Minutes
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 7/1/2019 to 7/31/2019

Total orders in sample: 58

**Jul-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	20	34%	15	18	49%	15	2	13%	15	0	0%
30	31	88%	30	18	97%	30	10	80%	30	3	50%
45	6	98%	45	1	100%	45	3	100%	45	2	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>58</b>		<b>Total</b>	<b>37</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>6</b>	

**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%
<b>Total</b>	<b>36</b>		<b>Total</b>	<b>23</b>		<b>Total</b>	<b>6</b>		<b>Total</b>	<b>7</b>	

**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>	

Emergency Response Times

NU New Hampshire work orders from 7/1/2019 to 7/31/2019

Total orders in sample: 58

**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 7/1/2019 to 7/31/2019

Total orders in sample: 58

**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>	

Emergency Response Times

NU New Hampshire work orders from 7/1/2019 to 7/31/2019

Total orders in sample: 58

**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>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	327	40%	15	255	52%	15	41	24%	15	31	20%
30	402	89%	30	212	95%	30	99	81%	30	91	78%
45	81	99%	45	23	100%	45	30	99%	45	28	96%
60	8	100%	60	0	100%	60	2	100%	60	6	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>819</b>		<b>Total</b>	<b>490</b>		<b>Total</b>	<b>172</b>		<b>Total</b>	<b>157</b>	