



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

September 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 August 2019

Dear Director Howland:

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

6 Liberty Lane West
Hampton, NH 03842

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

simmons@unitil.com

Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 2 (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		
8/11/2019	8:54:51 AM	81 BROWN AVE	HAMPTON	NH	Robert Pettigrew	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520190000549196001		3	33	8/11/2019 8:58	8/11/2019 9:01	8/11/2019 9:05	8/11/2019 9:34	8/11/2019	10:57:41 AM	83	39	Weekend/Holiday Hours	31-45 Minutes
8/25/2019	7:21:57 AM	164 MAPLE ST	SOMERSWORTH	NH	Daniel Lafortune	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520190000580190001		1	33	8/25/2019 7:23	8/25/2019 7:26	8/25/2019 7:29	8/25/2019 8:00	8/25/2019	8:26:07 AM	26	38	Weekend/Holiday Hours	31-45 Minutes
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.)																						
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 Weekend/Holiday 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 61-75 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 61-75 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 61-75 Minutes for Weekend/Holiday 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 > 75 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 > 75 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 > 75 Minutes for Weekend/Holiday 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		

Emergency Response Times
 NU New Hampshire work orders from 8/1/2019 to 8/31/2019
 Total orders in sample: 39

Aug-19

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	16	41%	15	11	55%	15	4	31%	15	1	17%
30	16	82%	30	7	90%	30	6	77%	30	3	67%
45	7	100%	45	2	100%	45	3	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	39		Total	20		Total	13		Total	6	

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%
Total	58		Total	37		Total	15		Total	6	

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	

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	

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	324	40%	15	250	53%	15	45	25%	15	29	19%
30	386	89%	30	202	95%	30	98	81%	30	86	77%
45	83	99%	45	22	100%	45	32	99%	45	29	96%
60	7	100%	60	0	100%	60	2	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	801		Total	474		Total	177		Total	150	