



**FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY**

October 14, 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 September 2019

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the September 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 September 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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Hampton, NH 03842

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<b>Orders responded to in &lt; 30 minutes for Weekend/Holiday Hours: 6 (11% 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		
9/1/2019	11:54:54 AM	24 NICOLE ST	ROCHESTER	NH	Kevin Clifford	Ryan Tandif	1147 - 0	GAS LEAK OUTSIDE	052019000597287001		0	14	9/1/2019 11:55	9/1/2019 11:53	9/1/2019 11:53	9/1/2019 12:08	9/1/2019	2:05:04 PM	116	13	Weekend/Holiday Hours	< 30 minutes
9/8/2019	4:38:02 PM	31 PARRTRIDGE LN	PLAISTOW	NH	Kurt House	Rene Borteleau	1147 - 0	GAS LEAK OUTSIDE	052019000609750001		1	4	9/8/2019 16:39	9/8/2019 16:44	9/8/2019 16:45	9/8/2019 16:49	9/8/2019	5:33:27 PM	43	11	Weekend/Holiday Hours	< 30 minutes
9/28/2019	10:06:11 AM	6 TAMARACK DR	DOVER	NH	Robert Pettigrew	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520190006087036001		1	5	9/28/2019 10:07	9/28/2019 10:10	9/28/2019 10:10	9/28/2019 10:15	9/28/2019	11:37:31 AM	81	9	Weekend/Holiday Hours	< 30 minutes
9/28/2019	11:39:23 AM	470 WINNACUNNET RD 15	HAMPTON	NH	John Wiley	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520190006087052001		2	12	9/28/2019 11:41	9/28/2019 11:43	9/28/2019 11:43	9/28/2019 11:55	9/28/2019	12:25:26 PM	30	15	Weekend/Holiday Hours	< 30 minutes
9/28/2019	12:45:51 PM	20 ARCH ST	DOVER	NH	Robert Pettigrew	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	0520190006087065001		1	4	9/28/2019 12:47	9/28/2019 12:50	9/28/2019 12:51	9/28/2019 12:55	9/28/2019	2:14:26 PM	79	9	Weekend/Holiday Hours	< 30 minutes
9/28/2019	3:26:56 PM	12 TIFFANY RD	SALEM	NH	Troy Kimball	Samantha Keach	1146 - 0	GAS LEAK INSIDE	0520190006087077001		3	14	9/28/2019 15:30	9/28/2019 15:35	9/28/2019 15:35	9/28/2019 15:50	9/28/2019	4:14:27 PM	24	23	Weekend/Holiday Hours	< 30 minutes
<b>Orders responded to in 31-45 Minutes for Regular Hours: 2 (4% of total records returned.)</b>																						
9/1/2019	7:38:50 AM	45 ALLEN ST 8	ROCHESTER	NH	Jeffrey Croteau	Michael Tails	1146 - 0	GAS LEAK INSIDE	052019000613999001		1	29	9/10/2019 7:39	9/10/2019 7:44	9/10/2019 7:45	9/10/2019 8:13	9/10/2019	8:42:01 AM	28	35	Regular Hours	31-45 Minutes
9/17/2019	9:17:03 AM	191 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	David Martinge	1146 - 0	GAS LEAK INSIDE	05201900063929001		0	33	9/17/2019 9:17	9/17/2019 9:17	9/17/2019 9:22	9/17/2019 9:50	9/17/2019	10:15:03 AM	24	33	Regular Hours	31-45 Minutes
<b>Orders responded to in 31-45 Minutes for After Hours: 1 (2% of total records returned.)</b>																						
9/10/2019	9:16:46 PM	12 COMANCHE ST	DOVER	NH	Kevin Ruel	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052019000616290001		1	26	9/10/2019 21:18	9/10/2019 21:33	9/10/2019 21:33	9/10/2019 21:59	9/10/2019	11:03:35 PM	64	42	After Hours	31-45 Minutes
<b>Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (2% of total records returned.)</b>																						
9/21/2019	5:10:46 PM	504 6TH ST	DOVER	NH	Daniel Lafortune	Samantha Keach	1146 - 0	GAS LEAK INSIDE	052019000688451001		2	24	9/21/2019 17:12	9/21/2019 17:23	9/21/2019 17:23	9/21/2019 17:47	9/21/2019	6:05:57 PM	18	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: 0 (% of total records returned.)</b>																						
<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 9/1/2019 to 9/30/2019

Total orders in sample: 54

**Sep-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	54%	15	21	57%	15	3	30%	15	5	71%
30	21	93%	30	14	95%	30	6	90%	30	1	86%
45	4	100%	45	2	100%	45	1	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>54</b>		<b>Total</b>	<b>37</b>		<b>Total</b>	<b>10</b>		<b>Total</b>	<b>7</b>	

**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%
<b>Total</b>	<b>39</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>6</b>	

**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>	

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>	

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>	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	318	42%	15	254	53%	15	38	22%	15	26	22%
30	369	90%	30	200	95%	30	100	82%	30	69	80%
45	72	99%	45	23	100%	45	29	99%	45	20	97%
60	5	100%	60	0	100%	60	2	100%	60	3	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>765</b>		<b>Total</b>	<b>477</b>		<b>Total</b>	<b>169</b>		<b>Total</b>	<b>119</b>	