



**BY OVERNIGHT MAIL AND ELECTRONICALLY**

March 13, 2020

Debra Howland, Executive Director and Secretary  
New Hampshire Public Utilities Commission  
21 S. Fruit St, Suite 10  
Concord, N.H. 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 11-196 – Emergency Response Odor Call Report (“Report”) for February 2020

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the February 2020 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 February 2020 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.

Very truly yours,

**Christopher Goulding/E**

Christopher Goulding,  
Director, Rates and Revenue Requirements

Enclosure

cc: Christopher LeBlanc, USC

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Christopher Goulding  
Director, Rates & Revenue Requirements  
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Emergency Response Times  
 NU New Hampshire work orders from 2/1/2020 to 2/29/2020  
 Total orders in sample: 52

Orders responded to in < 30 minutes for Regular Hours: 50 (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	
2/3/2020	8:05:28 AM	8 MAGNOLIA LN	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000053623001		1	21	2/3/2020 8:06	2/3/2020 8:07	2/3/2020 8:07	2/3/2020 8:28	2/3/2020	10:29:03 AM	117	23	Regular Hours	< 30 minutes
2/4/2020	1:45:30 PM	2919 LAFAYETTE RD	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000069848001		0	21	2/4/2020 13:46	2/4/2020 13:45	2/4/2020 13:45	2/4/2020 13:56	2/4/2020	3:37:13 PM	100	11	Regular Hours	< 30 minutes
2/5/2020	1:33:30 PM	3 LAFAYETTE RD J	NH	Anthony Beck	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520200000071411001		0	14	2/5/2020 13:34	2/5/2020 13:36	2/5/2020 13:42	2/5/2020 13:51	2/5/2020	2:55:12 PM	84	17	Regular Hours	< 30 minutes
2/6/2020	9:28:21 AM	430 STATE ROUTE 288 F	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000070707001		0	24	2/6/2020 9:28	2/6/2020 9:29	2/6/2020 9:36	2/6/2020 9:53	2/6/2020	10:57:06 AM	63	25	Regular Hours	< 30 minutes
2/6/2020	11:53:56 AM	134 NEWTON RD UNIT 13 FORMERLY 10	NH	Joseph Kearns	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000073192001		0	27	2/6/2020 11:54	2/6/2020 11:54	2/6/2020 11:56	2/6/2020 12:22	2/6/2020	12:47:40 PM	25	28	Regular Hours	< 30 minutes
2/6/2020	2:11:27 PM	3 GREENLEAF WOODS DR MPLE 102	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000073517001		0	7	2/6/2020 14:11	2/6/2020 14:11	2/6/2020 14:12	2/6/2020 14:19	2/6/2020	2:37:45 PM	18	7	Regular Hours	< 30 minutes
2/7/2020	7:26:51 AM	56 EPPING RD	NH	Daniel LaFortune	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000073890001		0	10	2/7/2020 7:27	2/7/2020 7:27	2/7/2020 7:30	2/7/2020 7:38	2/7/2020	9:18:36 AM	100	11	Regular Hours	< 30 minutes
2/10/2020	1:41:29 PM	3 HEATHER LN	NH	John Wiley	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000078829001		1	7	2/10/2020 13:42	2/10/2020 13:43	2/10/2020 13:44	2/10/2020 13:51	2/10/2020	2:05:45 PM	14	10	Regular Hours	< 30 minutes
2/11/2020	8:23:22 AM	56 DURHAM RD S2	NH	Jeffrey Croteau	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000080951001		0	21	2/11/2020 8:24	2/11/2020 8:23	2/11/2020 8:25	2/11/2020 8:45	2/11/2020	9:04:15 AM	18	22	Regular Hours	< 30 minutes
2/11/2020	9:16:40 AM	100 CLUBHOUSE ST	NH	Jeffrey Croteau	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520200000080961001		1	20	2/11/2020 9:17	2/11/2020 9:19	2/11/2020 9:20	2/11/2020 9:40	2/11/2020	11:01:46 AM	81	23	Regular Hours	< 30 minutes
2/12/2020	8:56:17 AM	21 LANGDON ST	NH	Jeffrey Croteau	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520200000083450001		0	1	2/12/2020 8:56	2/12/2020 8:56	2/12/2020 8:57	2/12/2020 8:57	2/12/2020	10:46:14 AM	108	1	Regular Hours	< 30 minutes
2/13/2020	1:23:05 PM	27 BITTERSWEET LN	NH	Daniel LaFortune	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520200000086902001		0	10	2/13/2020 13:23	2/13/2020 13:23	2/13/2020 13:27	2/13/2020 13:34	2/13/2020	3:00:37 PM	86	11	Regular Hours	< 30 minutes
2/14/2020	8:42:03 AM	23 GRANITE ST	NH	Robert Pettigrew	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000088962001		0	1	2/14/2020 8:42	2/14/2020 8:43	2/14/2020 8:44	2/14/2020 8:45	2/14/2020	9:24:17 AM	38	3	Regular Hours	< 30 minutes
2/14/2020	1:06:16 PM	1 HIGHLINER AVE	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000088948001		0	6	2/14/2020 13:06	2/14/2020 13:06	2/14/2020 13:07	2/14/2020 13:13	2/14/2020	2:45:36 PM	92	6	Regular Hours	< 30 minutes
2/18/2020	9:27:51 AM	4 BROOKSIDE DR 4	NH	Joseph Kearns	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000094063001		0	25	2/18/2020 9:28	2/18/2020 9:30	2/18/2020 9:32	2/18/2020 9:56	2/18/2020	10:29:11 AM	32	28	Regular Hours	< 30 minutes
2/18/2020	11:55:23 AM	17 TROUBLE CALL WAY	NH	Daniel LaFortune	Lynne Copp	9100 - 0	TC GAS LEAK OUTSIDE	0520200000094627001		0	18	2/18/2020 11:56	2/18/2020 11:56	2/18/2020 11:58	2/18/2020 12:14	2/18/2020	2:10:45 PM	116	19	Regular Hours	< 30 minutes
2/18/2020	1:10:25 PM	61 TROUBLE CALL WAY	NH	Anthony Beck	Lynne Copp	9100 - 0	TC GAS LEAK OUTSIDE	0520200000094855001		0	26	2/18/2020 13:10	2/18/2020 13:10	2/18/2020 13:16	2/18/2020 13:37	2/18/2020	2:43:04 PM	65	27	Regular Hours	< 30 minutes
2/20/2020	3:49:35 PM	103 PLAISTOW RD 4	NH	Joseph Kearns	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000102752001		0	25	2/20/2020 15:50	2/20/2020 15:53	2/20/2020 15:54	2/20/2020 16:19	2/20/2020	5:10:19 PM	50	29	Regular Hours	< 30 minutes
2/21/2020	1:00:20 PM	104 WASHINGTON ST UNIT 201	NH	Mathew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000104678001		0	17	2/21/2020 13:00	2/21/2020 13:06	2/21/2020 13:06	2/21/2020 13:24	2/21/2020	4:12:10 PM	167	24	Regular Hours	< 30 minutes
2/21/2020	1:29:23 PM	30 EXETER RD	NH	Joseph Kearns	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000104797001		0	8	2/21/2020 13:29	2/21/2020 13:30	2/21/2020 13:31	2/21/2020 13:38	2/21/2020	2:24:37 PM	46	9	Regular Hours	< 30 minutes
2/21/2020	5:17:34 PM	42 DOVER POINT RD UNIT M	NH	Lance Keely	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000105112001		0	6	2/21/2020 15:18	2/21/2020 15:18	2/21/2020 15:19	2/21/2020 15:27	2/21/2020	5:34:45 PM	97	10	Regular Hours	< 30 minutes
2/24/2020	10:35:38 AM	5 BELKNAP ST HSE	NH	Kevin Clifford	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520200000107817001		0	15	2/24/2020 10:35	2/24/2020 10:34	2/24/2020 10:35	2/24/2020 10:49	2/24/2020	1:30:10 PM	160	14	Regular Hours	< 30 minutes
2/24/2020	12:45:55 PM	4 SALEM ST	NH	Jeffrey Croteau	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000110821001		0	4	2/24/2020 12:46	2/24/2020 12:46	2/24/2020 12:47	2/24/2020 12:51	2/24/2020	1:39:48 PM	48	5	Regular Hours	< 30 minutes
2/25/2020	12:50:00 PM	45 NEW YORK ST 1	NH	Kevin Clifford	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000112760001		0	18	2/25/2020 12:50	2/25/2020 12:46	2/25/2020 12:48	2/25/2020 13:05	2/25/2020	1:44:40 PM	39	15	Regular Hours	< 30 minutes
2/25/2020	2:02:32 PM	31 RIVER ST	NH	Joseph Kearns	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000113068001		0	0	2/25/2020 14:02	2/25/2020 14:03	2/25/2020 14:03	2/25/2020 14:03	2/25/2020	3:14:10 PM	70	1	Regular Hours	< 30 minutes
2/25/2020	3:23:14 PM	129 EPPING AVE 300T	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK OUTSIDE	0520200000113383001		0	8	2/25/2020 15:23	2/25/2020 15:24	2/25/2020 15:25	2/25/2020 15:33	2/25/2020	3:56:59 PM	23	9	Regular Hours	< 30 minutes
2/26/2020	8:40:54 AM	149 ATLANTIC AVE	NH	Joseph Kearns	Michael Talis	1146 - 0	GAS LEAK INSIDE	0520200000115131001		0	7	2/26/2020 8:41	2/26/2020 8:43	2/26/2020 8:43	2/26/2020 8:50	2/26/2020	9:55:57 AM	65	10	Regular Hours	< 30 minutes
2/26/2020	11:05:39 AM	180 ISLINGTON ST	NH	Christopher Trueman	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000115489001		2	6	2/26/2020 11:07	2/26/2020 11:10	2/26/2020 11:10	2/26/2020 11:17	2/26/2020	12:06:23 PM	49	11	Regular Hours	< 30 minutes
2/26/2020	3:01:41 PM	18 DANIEL ST	NH	Joseph Kearns	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000116434001		1	16	2/26/2020 15:03	2/26/2020 15:03	2/26/2020 15:04	2/26/2020 15:20	2/26/2020	3:52:16 PM	32	18	Regular Hours	< 30 minutes
2/26/2020	3:30:02 PM	4 PLAISTOW RD 5	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000116513001		0	17	2/26/2020 15:30	2/26/2020 15:31	2/26/2020 15:34	2/26/2020 15:49	2/26/2020	4:08:24 PM	19	19	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 13 (25% 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	
2/3/2020	10:09:57 PM	20 CHESTNUT ST 1	NH	John Wiley	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520200000066622001		0	6	2/3/2020 22:10	2/3/2020 22:17	2/3/2020 22:17	2/3/2020 22:24	2/3/2020	10:45:57 PM	21	14	After Hours	< 30 minutes
2/4/2020	4:03:46 PM	5 UNION ST MSTR HEAT	NH	John Wiley	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000069272001		0	19	2/4/2020 16:04	2/4/2020 16:04	2/4/2020 16:04	2/4/2020 16:23	2/4/2020	4:46:43 PM	22	20	After Hours	< 30 minutes
2/5/2020	2:21:20 AM	11 TIFFANY RD	NH	Joseph Kearns	Scott Lacourne	1146 - 0	GAS LEAK INSIDE	0520200000069540001		0	3	2/5/2020 2:22	2/5/2020 2:31	2/5/2020 2:32	2/5/2020 2:34	2/5/2020	2:36:55 AM	2	13	After Hours	< 30 minutes
2/5/2020	8:29:18 PM	25 DRON WAY	NH	Lance Keely	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000070377001		1	22	2/5/2020 20:30	2/5/2020 20:31	2/5/2020 20:31	2/5/2020 20:53	2/5/2020	9:06:19 PM	12	24	After Hours	< 30 minutes
2/13/2020	4:52:55 PM	27 FIRST ST B	NH	Lance Keely	David Marlinage	1147 - 0	GAS LEAK OUTSIDE	0520200000087921001		0	10	2/13/2020 16:53	2/13/2020 16:53	2/13/2020 16:54	2/13/2020 17:04	2/13/2020	5:31:29 PM	87	11	After Hours	< 30 minutes
2/13/2020	9:06:44 PM	400 CENTRAL ST UNIT 208 BLDG 4	NH	Anthony Beck	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000088032001		0	18	2/13/2020 21:07	2/13/2020 21:14	2/13/2020 21:15	2/13/2020 21:32	2/13/2020	9:56:53 PM	24	28	After Hours	< 30 minutes
2/14/2020	5:04:33 PM	55 MOULTON RD	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000090367001		0	4	2/14/2020 17:05	2/14/2020 17:08	2/14/2020 17:08	2/14/2020 17:12	2/14/2020	5:30:35 PM	17	8	After Hours	< 30 minutes
2/17/2020	7:48:25 PM	158 N MAIN ST	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000092717001		0	9	2/17/2020 19:48	2/17/2020 19:48	2/17/2020 19:49	2/17/2020 19:56	2/17/2020	9:23:35 PM	84	10	After Hours	< 30 minutes
2/18/2020	5:19:36 PM	162 ROCKLAND ST APT 1	NH	Lance Keely	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000090646001		0	13	2/18/2020 17:20	2/18/2020 17:19	2/18/2020 17:20	2/18/2020 17:33	2/18/2020	7:18:19 PM	105	13	After Hours	< 30 minutes
2/18/2020	4:11:15 PM	775 LAFAYETTE RD	NH	Lance Keely	Jason Brooks	1147 - 0	GAS LEAK INSIDE	0520200000094615001		0	4	2/18/2020 17:12	2/18/2020 16:12	2/18/2020 16:13	2/18/2020 16:17	2/18/2020	5:33:16 PM	75	6	After Hours	< 30 minutes
2/26/2020	6:50:40 PM	302 WASHINGTON ST	NH	Lance Keely	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000116886001		0	7	2/26/2020 18:51	2/26/2020 18:								

Emergency Response Times  
 NU New Hampshire work orders from 2/1/2020 to 2/29/2020  
 Total orders in sample: 52

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 4 (8% 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	
2/16/2020	5:51:36 PM	20 ROMEO CT	SALEM	NH	Troy Kimball	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	05202000009057001		1	21	2/16/2020 17:53	2/16/2020 17:57	2/16/2020 17:58	2/16/2020 18:19	2/16/2020 6:45:40 PM	25	28	Weekend/Holiday Hours	< 30 minutes
2/16/2020	9:49:20 PM	23 LINCOLN ST	EXETER	NH	Jeffrey Croteau	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	05202000009057001		0	0	2/16/2020 21:49	2/16/2020 21:49	2/16/2020 21:49	2/16/2020 21:49	2/16/2020 10:42:52 PM	53	0	Weekend/Holiday Hours	< 30 minutes
2/22/2020	10:42:04 AM	134 NEWTON RD UNIT 11	PLAISTOW	NH	Kurt House	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000105473001		0	5	2/22/2020 10:42	2/22/2020 10:53	2/22/2020 10:53	2/22/2020 10:58	2/22/2020 11:25:21 AM	26	16	Weekend/Holiday Hours	< 30 minutes
2/22/2020	11:43:18 AM	482 HIGH ST UNIT 4	HAMPTON	NH	Joseph Kearns	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000105482001		0	21	2/22/2020 11:43	2/22/2020 11:43	2/22/2020 11:44	2/22/2020 12:05	2/22/2020 12:28:33 PM	23	21	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 Minutes for Regular Hours: 1 (2% of total records returned.)																					
2/24/2020	10:49:55 AM	28 COLD SPRING CIR	ROCHESTER	NH	Christopher Trueman	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	052020000107947001		7	27	2/24/2020 10:57	2/24/2020 10:58	2/24/2020 10:58	2/24/2020 11:28	2/24/2020 1:44:00 PM	137	38	Regular Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for After Hours: 2 (4% of total records returned.)																					
2/17/2020	6:34:24 AM	3 EVERGREEN RD	HAMPTON	NH	Jeffrey Croteau	Michael Talis	1146 - 0	GAS LEAK INSIDE	052020000090580001		0	27	2/17/2020 6:34	2/17/2020 6:40	2/17/2020 6:40	2/17/2020 7:08	2/17/2020 7:40:06 AM	31	33	After Hours	31-45 Minutes
2/20/2020	8:03:12 PM	9 BEACHWOOD CT	ATKINSON	NH	Joseph Kearns	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000102986001		0	24	2/20/2020 20:04	2/20/2020 20:10	2/20/2020 20:11	2/20/2020 20:35	2/20/2020 8:53:40 PM	18	32	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 2 (4% of total records returned.)																					
2/16/2020	10:24:45 AM	15 GARFIELD ST	EXETER	NH	Jeffrey Croteau	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	052020000090535001		1	33	2/16/2020 10:28	2/16/2020 10:31	2/16/2020 10:31	2/16/2020 11:05	2/16/2020 12:07:32 PM	62	40	Weekend/Holiday Hours	31-45 Minutes
2/16/2020	8:38:38 PM	23 LINCOLN ST	EXETER	NH	Jeffrey Croteau	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052020000090566001		1	34	2/16/2020 20:40	2/16/2020 20:44	2/16/2020 20:44	2/16/2020 21:19	2/16/2020 9:47:08 PM	27	40	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: 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 2/1/2020 to 2/29/2020

Total orders in sample: 52

**Feb-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	50%	15	17	55%	15	8	53%	15	1	17%
30	21	90%	30	13	97%	30	5	87%	30	3	67%
45	5	100%	45	1	100%	45	2	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>52</b>		<b>Total</b>	<b>31</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>6</b>	

**Jan-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	46%	15	27	49%	15	5	33%	15	3	50%
30	35	92%	30	25	95%	30	8	87%	30	2	83%
45	4	97%	45	1	96%	45	2	100%	45	1	100%
60	2	100%	60	2	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>76</b>		<b>Total</b>	<b>55</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>6</b>	

**Dec-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	33	42%	15	30	54%	15	3	17%	15	0	0%
30	39	92%	30	24	96%	30	12	83%	30	3	75%
45	6	100%	45	2	100%	45	3	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>78</b>		<b>Total</b>	<b>56</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>4</b>	

Emergency Response Times

NU New Hampshire work orders from 2/1/2020 to 2/29/2020

Total orders in sample: 52

**Nov-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	34%	15	17	44%	15	2	13%	15	6	30%
30	37	84%	30	21	97%	30	9	73%	30	7	65%
45	12	100%	45	1	100%	45	4	100%	45	7	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>74</b>		<b>Total</b>	<b>39</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>20</b>	

**Oct-19**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	41%	15	22	56%	15	5	28%	15	1	9%
30	31	87%	30	14	92%	30	9	78%	30	8	82%
45	9	100%	45	3	100%	45	4	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>68</b>		<b>Total</b>	<b>39</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>11</b>	

**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>	

Emergency Response Times

NU New Hampshire work orders from 2/1/2020 to 2/29/2020

Total orders in sample: 52

**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>	

Emergency Response Times

NU New Hampshire work orders from 2/1/2020 to 2/29/2020

Total orders in sample: 52

**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>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	315	43%	15	251	54%	15	42	25%	15	22	22%
30	332	89%	30	192	95%	30	93	81%	30	47	70%
45	78	99%	45	19	100%	45	31	100%	45	28	98%
60	4	100%	60	2	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>729</b>		<b>Total</b>	<b>464</b>		<b>Total</b>	<b>166</b>		<b>Total</b>	<b>99</b>	