



FILED ELECTRONICALLY

April 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 March 2020

Dear Director Howland:

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

A handwritten signature in black ink, appearing to read "Chris Goulding", written in a cursive style.

Christopher Goulding,
Director, Rates and Revenue Requirements

Enclosure

cc: Christopher LeBlanc, USC

Christopher Goulding
Director, Rates & Revenue Requirements
gouldingc@unitil.com

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Emergency Response Times
 NU New Hampshire work orders from 3/1/2020 to 3/31/2020
 Total orders in sample: 38

Orders responded to in < 30 minutes for Regular Hours: 20 (53% 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		
3/2/2020	9:08:40 AM	111 NEW CASTLE AVE	PORTSMOUTH	NH	Christopher Trueman	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	05202000012430601		1	6	3/2/2020 9:09	3/2/2020 9:13	3/2/2020 9:13	3/2/2020 9:19	3/2/2020	11:09:13 AM	109	11	Regular Hours	< 30 minutes
3/2/2020	2:38:04 PM	63 CLINTON ST	SEABROOK	NH	Christopher Trueman	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000125773001		1	8	3/2/2020 14:39	3/2/2020 14:42	3/2/2020 14:43	3/2/2020 14:50	3/2/2020	3:42:06 PM	51	12	Regular Hours	< 30 minutes
3/2/2020	3:10:26 PM	203 PORTSMOUTH AVE	SEABROOK	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000105681001		1	15	3/2/2020 15:12	3/2/2020 15:17	3/2/2020 15:12	3/2/2020 15:26	3/2/2020	3:53:04 PM	26	16	Regular Hours	< 30 minutes
3/4/2020	12:51:51 PM	417 WOODBURY AVE	PORTSMOUTH	NH	Daniel LaFortune	David Martineau	1146 - 0	GAS LEAK INSIDE	052020000131530001		0	6	3/4/2020 12:52	3/4/2020 12:58	3/4/2020 12:59	3/4/2020 13:05	3/4/2020	1:52:10 PM	46	13	Regular Hours	< 30 minutes
3/9/2020	8:52:48 AM	200 GRIFFIN RD 1	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000139229001		0	10	3/9/2020 8:53	3/9/2020 8:53	3/9/2020 8:54	3/9/2020 9:03	3/9/2020	11:10:39 AM	26	10	Regular Hours	< 30 minutes
3/9/2020	10:09:47 AM	73 KINGSTON RD C 2-3 COBBLESTONE 2-3	EXETER	NH	Daniel LaFortune	David Martineau	1147 - 0	GAS LEAK OUTSIDE	052020000139173001		0	18	3/9/2020 10:01	3/9/2020 10:00	3/9/2020 10:01	3/9/2020 10:18	3/9/2020	11:58:06 AM	99	18	Regular Hours	< 30 minutes
3/11/2020	9:43:08 AM	68 LINCOLN AVE	PORTSMOUTH	NH	Daniel LaFortune	David Martineau	1146 - 0	GAS LEAK INSIDE	052020000144222001		0	6	3/11/2020 9:43	3/11/2020 9:44	3/11/2020 9:44	3/11/2020 9:50	3/11/2020	10:11:04 AM	20	7	Regular Hours	< 30 minutes
3/12/2020	10:32:15 AM	55 BREWERY LN #1 LEFT, 1F	PORTSMOUTH	NH	Christopher Trueman	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	052020000146514001		0	8	3/12/2020 10:32	3/12/2020 10:33	3/12/2020 10:33	3/12/2020 10:41	3/12/2020	12:54:47 PM	132	9	Regular Hours	< 30 minutes
3/12/2020	10:47:17 AM	47 SCOTT AVE	SEABROOK	NH	Joseph Kearns	Michael Talis	1146 - 0	GAS LEAK INSIDE	052020000146565001		0	14	3/12/2020 10:47	3/12/2020 10:47	3/12/2020 10:48	3/12/2020 11:01	3/12/2020	11:36:32 AM	34	14	Regular Hours	< 30 minutes
3/13/2020	9:06:33 AM	12 CHAPEL ST	DOVER	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000147820001		0	10	3/13/2020 9:06	3/13/2020 9:03	3/13/2020 9:10	3/13/2020 9:13	3/13/2020	11:06:10 AM	112	7	Regular Hours	< 30 minutes
3/17/2020	11:02:33 AM	33 TROUBLE CALL WAY	HAMPTON	NH	Joseph Kearns	Jason Brooks	9100 - 0	TC GAS LEAK OUTSIDE	052020000152518001		0	18	3/17/2020 11:03	3/17/2020 11:03	3/17/2020 11:05	3/17/2020 11:21	3/17/2020	12:24:13 PM	62	19	Regular Hours	< 30 minutes
3/20/2020	9:45:42 AM	105 TOWLE FARM RD REST HAYSEED RESTAURANT	HAMPTON	NH	Joseph Kearns	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000156784001		0	14	3/20/2020 9:46	3/20/2020 9:46	3/20/2020 9:47	3/20/2020 10:00	3/20/2020	10:19:15 AM	18	14	Regular Hours	< 30 minutes
3/25/2020	2:08:24 PM	41 WASHINGTON ST SHOP	SEABROOK	NH	Joseph Kearns	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000162809001		2	18	3/25/2020 14:10	3/25/2020 14:11	3/25/2020 14:12	3/25/2020 14:29	3/25/2020	2:41:32 PM	12	20	Regular Hours	< 30 minutes
3/26/2020	11:38:26 AM	37 PINE ST A	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052020000163938001		1	21	3/26/2020 11:39	3/26/2020 11:39	3/26/2020 11:40	3/26/2020 12:00	3/26/2020	1:08:15 PM	67	22	Regular Hours	< 30 minutes
3/26/2020	12:50:31 PM	33 TROUBLE CALL WAY	HAMPTON	NH	Daniel LaFortune	Jason Brooks	9100 - 0	TC GAS LEAK OUTSIDE	052020000164097001		0	8	3/26/2020 12:53	3/26/2020 12:53	3/26/2020 12:55	3/26/2020 13:01	3/26/2020	2:54:06 PM	112	11	Regular Hours	< 30 minutes
3/27/2020	2:01:32 PM	19 HARRISON AVE B	ROCHESTER	NH	Jeffrey Croteau	David Martineau	1147 - 0	GAS LEAK OUTSIDE	052020000165661001		1	21	3/27/2020 14:02	3/27/2020 14:02	3/27/2020 14:03	3/27/2020 14:24	3/27/2020	2:59:37 PM	34	23	Regular Hours	< 30 minutes
3/30/2020	10:47:45 AM	73 VIOLA CIR	SEABROOK	NH	Daniel LaFortune	David Martineau	1147 - 0	GAS LEAK OUTSIDE	052020000166647001		1	12	3/30/2020 10:49	3/30/2020 10:48	3/30/2020 10:49	3/30/2020 11:01	3/30/2020	1:58:08 PM	176	13	Regular Hours	< 30 minutes
3/30/2020	12:04:12 PM	47 EXETER RD	HAMPTON	NH	Christopher Trueman	David Martineau	1146 - 0	GAS LEAK INSIDE	052020000166889001		0	14	3/30/2020 12:04	3/30/2020 12:07	3/30/2020 12:08	3/30/2020 12:22	3/30/2020	1:04:36 PM	42	18	Regular Hours	< 30 minutes
3/30/2020	1:06:58 PM	144 MAIN ST MANT.	PLASTOW	NH	Anthony Beck	David Martineau	1147 - 0	GAS LEAK OUTSIDE	052020000167895001		0	14	3/30/2020 13:05	3/30/2020 13:05	3/30/2020 13:10	3/30/2020 13:19	3/30/2020	2:36:47 PM	76	12	Regular Hours	< 30 minutes
3/31/2020	9:04:02 AM	58 FRANKLIN HTS	ROCHESTER	NH	Robert Pettigrew	David Martineau	1146 - 0	GAS LEAK INSIDE	052020000168039001		0	17	3/31/2020 9:04	3/31/2020 9:05	3/31/2020 9:06	3/31/2020 9:22	3/31/2020	11:11:14 AM	108	18	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 9 (24% 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		
3/5/2020	8:18:54 PM	440 WINNACUNNET RD APT 4	HAMPTON	NH	Lance Keely	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000135416001		0	21	3/5/2020 18:19	3/5/2020 18:19	3/5/2020 18:20	3/5/2020 18:40	3/5/2020	7:04:50 PM	24	21	After Hours	< 30 minutes
3/9/2020	5:00:54 PM	1210 SOUTH ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000140769001		1	23	3/9/2020 17:52	3/9/2020 17:02	3/9/2020 17:03	3/9/2020 17:25	3/9/2020	5:56:42 PM	30	24	After Hours	< 30 minutes
3/9/2020	7:54:12 PM	105 SPRINGBROOK CIR	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000140829001		0	27	3/9/2020 19:04	3/9/2020 19:55	3/9/2020 19:55	3/9/2020 20:22	3/9/2020	8:39:35 PM	16	28	After Hours	< 30 minutes
3/12/2020	5:56:27 PM	129 ALDRICH RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000147528001		0	24	3/12/2020 17:57	3/12/2020 17:57	3/12/2020 17:58	3/12/2020 18:22	3/12/2020	6:38:07 PM	15	25	After Hours	< 30 minutes
3/16/2020	4:24:53 PM	380 OCEAN RD 16	PORTSMOUTH	NH	John Wiley	David Martineau	1146 - 0	GAS LEAK INSIDE	052020000151848001		1	13	3/16/2020 16:26	3/16/2020 16:29	3/16/2020 16:29	3/16/2020 16:42	3/16/2020	5:55:53 PM	73	17	After Hours	< 30 minutes
3/24/2020	8:20:15 PM	41 REDDEN ST	DOVER	NH	Lance Keely	David Martineau	1146 - 0	GAS LEAK INSIDE	052020000161813001		1	13	3/24/2020 20:21	3/24/2020 20:22	3/24/2020 20:23	3/24/2020 20:36	3/24/2020	8:53:38 PM	17	15	After Hours	< 30 minutes
3/26/2020	5:40:23 PM	2 HILCREST DR	DOVER	NH	Lance Keely	David Martineau	1146 - 0	GAS LEAK INSIDE	052020000164608001		0	12	3/26/2020 17:40	3/26/2020 17:41	3/26/2020 17:42	3/26/2020 17:53	3/26/2020	6:19:18 PM	25	13	After Hours	< 30 minutes
3/26/2020	8:03:42 PM	17 TROUBLE CALL WAY	DOVER	NH	Lance Keely	David Martineau	9100 - 0	TC GAS LEAK OUTSIDE	052020000164643001		0	11	3/26/2020 20:04	3/26/2020 20:04	3/26/2020 20:06	3/26/2020 20:16	3/27/2020	12:36:52 AM	260	12	After Hours	< 30 minutes
3/31/2020	11:20:19 PM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	Jeffrey Croteau	Scott Lacouture	9100 - 0	TC GAS LEAK OUTSIDE	052020000170313001		0	19	3/31/2020 23:21	3/31/2020 23:28	3/31/2020 23:28	3/31/2020 23:48	4/1/2020	12:46:52 AM	58	27	After Hours	< 30 minutes
Orders responded to in < 30 minutes for Weekend/Holiday Hours: 4 (11% 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		
3/14/2020	8:51:11 AM	396 CENTRAL AVE	DOVER	NH	Robert Pettigrew	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	052020000149450001		2	5	3/14/2020 8:53	3/14/2020 8:55	3/14/2020 8:55	3/14/2020 9:00	3/14/2020	2:17:49 PM	316	9	Weekend/Holiday Hours	< 30 minutes
3/14/2020	2:07:55 PM	315 SPRINGBROOK CIR	PORTSMOUTH	NH	Joseph Kearns	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	052020000149563001		2	6	3/14/2020 14:10	3/14/2020 14:10	3/14/2020 14:12	3/14/2020 14:16	3/14/2020	2:49:13 PM	32	8	Weekend/Holiday Hours	< 30 minutes
3/21/2020	7:28:12 PM	72 WILLARD AVE	PORTSMOUTH	NH	Christopher Trueman	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000157945001		1	18	3/21/2020 19:29	3/21/2020 19:37	3/21/2020 19:38	3/21/2020 19:56	3/21/2020	9:17:52 PM	81	27	Weekend/Holiday Hours	< 30 minutes
3/28/2020	12:58:58 PM	7 STERLING HILL LN 714	EXETER	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052020000166014001		0	19	3/28/2020 12:59	3/28/2020 12:59	3/28/2020 13:01	3/28/2020 13:18	3/28/2020	2:43:35 PM	84	19	Weekend/Holiday Hours	< 30 minutes
Orders responded to in 31-45 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 31-45 Minutes for After 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		
3/3/2020	10:21:34 PM	217 BRISTOL ST	SEABROOK	NH	Jeffrey Croteau	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000129066001		0	36	3/3/2020 22:22	3/3/2020 22:28	3/3/2020 22:28	3/3/2020 23:04	3/3/2020	11:34:59 PM	30	43	After Hours	31-45 Minutes
3/30/2020	6:05:40 AM	27 PORTSMOUTH AVE	STRATHAM	NH	Robert Pettigrew	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000166178001		3	28	3/30/2020 6:09	3/30/2020 6:14	3/30/2020 6:15	3/30/2020 6:43	3/30/2020	7:32:44 AM	49	37	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 3 (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		
3/1/2020	12:07:28 PM	28 CHANDLER AVE 5	PLASTOW	NH	Joseph Kearns	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	052020000123030001		1	26	3/1/2020 12:08	3/1/2020 12:13	3/1/2020 12:14	3/1/2020 12:40	3/1/2020	12:52:52 PM	12	32	Weekend/Holiday Hours	31-45 Minutes
3/15/2020	4:17:09 PM	97 DUNNEGAN WOODS	HAMPTON	NH	Jeffrey Croteau	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	052020000149663001		1	33										

Emergency Response Times
 NU New Hampshire work orders from 3/1/2020 to 3/31/2020
 Total orders in sample: 38

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 3/1/2020 to 3/31/2020

Total orders in sample: 38

Mar-20

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	17	45%	15	12	60%	15	3	27%	15	2	29%
30	16	87%	30	8	100%	30	6	82%	30	2	57%
45	5	100%	45	0	100%	45	2	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	38		Total	20		Total	11		Total	7	

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%
Total	52		Total	31		Total	15		Total	6	

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%
Total	76		Total	55		Total	15		Total	6	

Emergency Response Times

NU New Hampshire work orders from 3/1/2020 to 3/31/2020

Total orders in sample: 38

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%
Total	78		Total	56		Total	18		Total	4	

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%
Total	74		Total	39		Total	15		Total	20	

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%
Total	68		Total	39		Total	18		Total	11	

Emergency Response Times

NU New Hampshire work orders from 3/1/2020 to 3/31/2020

Total orders in sample: 38

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%
Total	54		Total	37		Total	10		Total	7	

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	

Emergency Response Times

NU New Hampshire work orders from 3/1/2020 to 3/31/2020

Total orders in sample: 38

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	299	43%	15	234	53%	15	43	26%	15	22	23%
30	315	88%	30	184	95%	30	89	80%	30	42	68%
45	79	99%	45	19	100%	45	32	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%
Total	697		Total	439		Total	164		Total	94	