



FILED ELECTRONICALLY

July 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 June 2020

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the June 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 June 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 5 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

Emergency Response Times
 NU New Hampshire work orders from 6/1/2020 to 6/30/2020
 Total orders in sample: 35

Orders responded to in < 30 minutes for Regular Hours: 24 (69% of total records returned.)

Order Taken	Address	Town	State	Sev. 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	
6/1/2020	1:02:21 PM	111 SPARHAWK ST	PORTSMOUTH	NH	Lance Keely	1147 - 0	GAS LEAK INSIDE	05202000028242001		0	6	6/1/2020 13:02	6/1/2020 13:00	6/1/2020 13:02	6/1/2020 13:07	6/1/2020 13:07	1:26:58 PM	19	5	Regular Hours	< 30 minutes
6/30/2020	2:15:08 PM	499 CENTRAL AVE	DOVER	NH	Matthew McCarron	1146 - 0	GAS LEAK INSIDE	052020000319017001		0	5	6/30/2020 14:15	6/30/2020 14:16	6/30/2020 14:17	6/30/2020 14:22	6/30/2020 14:22	3:01:51 PM	39	7	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 4 (11% of total records returned.)

Order Taken	Address	Town	State	Sev. 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	
6/5/2020	6:46:35 PM	1018 OCEAN BLVD	HAMPTON	NH	John Wiley	1147 - 0	GAS LEAK OUTSIDE	052020000271641001		0	18	6/5/2020 18:46	6/5/2020 18:49	6/5/2020 18:50	6/5/2020 19:08	6/5/2020 19:08	8:07:52 PM	59	22	After Hours	< 30 minutes
6/29/2020	5:31:51 PM	187 HIGH ST	SOMERSWORTH	NH	Jeffrey Crocabeau	1146 - 0	GAS LEAK INSIDE	052020000317705001		0	16	6/29/2020 17:32	6/29/2020 17:33	6/29/2020 17:36	6/29/2020 17:50	6/29/2020 17:50	6:20:56 PM	30	18	After Hours	< 30 minutes

Orders responded to in < 30 minutes for Weekend/Holiday Hours: 2 (6% of total records returned.)

Order Taken	Address	Town	State	Sev. 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	
6/7/2020	7:02:03 PM	285 WINNACUNNET RD #2	HAMPTON	NH	Jeffrey Crocabeau	1146 - 0	GAS LEAK INSIDE	052020000271960001		0	1	6/7/2020 19:02	6/7/2020 19:00	6/7/2020 19:01	6/7/2020 19:01	6/7/2020 19:01	7:18:13 PM	16	0	Weekend/Holiday Hours	< 30 minutes
6/28/2020	12:16:36 PM	57 TROUBLE CALL WAY	PLAISTOW	NH	Anthony Beck	9100 - 0	TC GAS LEAK OUTSIDE	052020000314430001		1	9	6/28/2020 12:18	6/28/2020 12:27	6/28/2020 12:28	6/28/2020 12:37	6/28/2020 12:37	1:38:18 PM	60	20	Weekend/Holiday Hours	< 30 minutes

Orders responded to in 31-45 Minutes for Regular Hours: 2 (6% of total records returned.)

Order Taken	Address	Town	State	Sev. 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	
6/8/2020	12:57:53 PM	260 S BROADWAY PETSMAST	SALEM	NH	Anthony Beck	1147 - 0	GAS LEAK OUTSIDE	052020000273859001		1	30	6/8/2020 12:58	6/8/2020 12:59	6/8/2020 13:01	6/8/2020 13:29	6/8/2020 13:29	3:02:42 PM	93	31	Regular Hours	31-45 Minutes
6/26/2020	2:18:21 PM	18 MELCHER ST	PORTSMOUTH	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	052020000313921001		0	38	6/26/2020 14:19	6/26/2020 14:20	6/26/2020 14:20	6/26/2020 14:58	6/26/2020 14:58	5:16:49 PM	137	40	Regular Hours	31-45 Minutes

Orders responded to in 31-45 Minutes for After Hours: 1 (3% of total records returned.)

Order Taken	Address	Town	State	Sev. 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	
6/25/2020	10:09:14 PM	581 OCEAN BLVD #5	HAMPTON	NH	Lance Keely	1146 - 0	GAS LEAK INSIDE	052020000311928001		2	27	6/25/2020 22:11	6/25/2020 22:14	6/25/2020 22:14	6/25/2020 22:41	6/25/2020 22:41	11:03:23 PM	21	32	After Hours	31-45 Minutes

Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (3% of total records returned.)

Order Taken	Address	Town	State	Sev. 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	
6/6/2020	8:10:17 PM	8 N OREAST LN	HAMPTON	NH	Jeffrey Crocabeau	1147 - 0	GAS LEAK OUTSIDE	052020000271834001		0	37	6/6/2020 20:10	6/6/2020 20:13	6/6/2020 20:14	6/6/2020 20:51	6/6/2020 20:51	10:06:46 PM	77	40	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	Sev. 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
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Orders responded to in 46-60 Minutes for After Hours: 0 (% of total records returned.)

Order Taken	Address	Town	State	Sev. 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
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Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 1 (3% of total records returned.)

Order Taken	Address	Town	State	Sev. 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	
6/13/2020	12:29:16 PM	11 GREENOUGH RD UNIT 2	PLAISTOW	NH	Christopher Trueman	1146 - 0	GAS LEAK INSIDE	052020000287013001		2	38	6/13/2020 12:31	6/13/2020 12:41	6/13/2020 12:42	6/13/2020 13:19	6/13/2020 13:19	2:22:52 PM	63	50	Weekend/Holiday Hours	46-60 Minutes

Orders responded to in 61-75 Minutes for Regular Hours: 0 (% of total records returned.)

Order Taken	Address	Town	State	Sev. 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
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Orders responded to in 61-75 Minutes for After Hours: 0 (% of total records returned.)

Order Taken	Address	Town	State	Sev. 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
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Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)

Order Taken	Address	Town	State	Sev. 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
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Orders responded to in > 75 Minutes for Regular Hours: 0 (% of total records returned.)

Order Taken	Address	Town	State	Sev. 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
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Orders responded to in > 75 Minutes for After Hours: 0 (% of total records returned.)

Order Taken	Address	Town	State	Sev. 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
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Orders responded to in > 75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)

Order Taken	Address	Town	State	Sev. 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
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Emergency Response Times

NU New Hampshire work orders from 6/1/2020 to 6/30/2020

Total orders in sample: 35

Jun-20

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	16	46%	15	15	58%	15	0	0%	15	1	25%
30	14	86%	30	9	92%	30	4	80%	30	1	50%
45	4	97%	45	2	100%	45	1	100%	45	1	75%
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	35		Total	26		Total	5		Total	4	

May-20

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	14	36%	15	11	61%	15	3	23%	15	0	0%
30	17	79%	30	6	94%	30	6	69%	30	5	63%
45	8	100%	45	1	100%	45	4	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	39		Total	18		Total	13		Total	8	

Apr-20

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	12	44%	15	11	61%	15	1	25%	15	0	0%
30	15	100%	30	7	100%	30	3	100%	30	5	100%
45	0	100%	45	0	100%	45	0	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	27		Total	18		Total	4		Total	5	

Emergency Response Times

NU New Hampshire work orders from 6/1/2020 to 6/30/2020

Total orders in sample: 35

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 6/1/2020 to 6/30/2020

Total orders in sample: 35

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 6/1/2020 to 6/30/2020

Total orders in sample: 35

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	271	42%	15	212	54%	15	39	26%	15	20	22%
30	293	88%	30	166	95%	30	84	81%	30	43	70%
45	70	99%	45	16	99%	45	29	100%	45	25	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	638		Total	396		Total	152		Total	90	