



FILED ELECTRONICALLY

August 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 July 2020

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the July 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 July 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 7/1/2020 to 7/31/2020

Total orders in sample: 58

Orders responded to in < 30 minutes for Regular Hours: 29 (50% 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	
7/1/2020	12:43:01 PM	7 BATTOCK AVE	HAMPTON	NH	Joseph Kearns	David Maritage	1146-0	GAS LEAK INSIDE	05202000032045001	0	16	7/1/2020 12:43	7/1/2020 12:43	7/1/2020 12:46	7/1/2020 13:03	7/1/2020	1:27:17 PM	24	19	Regular Hours	< 30 minutes
7/1/2020	3:01:19 PM	77 BATTOCK AVE	HAMPTON	NH	Joseph Kearns	Jason Brooks	1146-0	GAS LEAK INSIDE	052020000320937001	2	11	7/1/2020 15:03	7/1/2020 15:05	7/1/2020 15:05	7/1/2020 15:15	7/1/2020	3:30:33 PM	14	14	Regular Hours	< 30 minutes
7/1/2020	3:14:58 PM	24 TROUBLE CALL WAY	EXETER	NH	Matthew McCarron	David Maritage	9100-0	TC GAS LEAK OUTSIDE	052020000320972001	3	18	7/1/2020 15:17	7/1/2020 15:18	7/1/2020 15:18	7/1/2020 15:37	7/1/2020	4:51:07 PM	74	22	Regular Hours	< 30 minutes
7/2/2020	7:52:34 AM	211 UNION ST	PORTSMOUTH	NH	Matthew McCarron	David Maritage	1147-0	GAS LEAK OUTSIDE	052020000320916001	1	2	7/2/2020 05:27	7/2/2020 05:28	7/2/2020 05:30	7/2/2020 05:31	7/2/2020	8:22:23 AM	111	4	Regular Hours	< 30 minutes
7/6/2020	3:09:59 PM	86 BEMBROKE ST	SEABROOK	NH	John Wiley	Jason Brooks	1146-0	GAS LEAK INSIDE	05202000032298001	0	10	7/6/2020 7:53	7/6/2020 7:53	7/6/2020 8:03	7/6/2020	8:18:55 AM	14	11	Regular Hours	< 30 minutes	
7/6/2020	3:09:59 PM	45 BRIDLE PATH	DOVER	NH	Matthew McCarron	Jason Brooks	1146-0	GAS LEAK INSIDE	05202000032367001	0	12	7/6/2020 10:10	7/6/2020 10:10	7/6/2020 10:11	7/6/2020 10:23	7/6/2020	5:21:44 PM	118	13	Regular Hours	< 30 minutes
7/7/2020	8:46:50 AM	103 NINA AVE	HAMPTON	NH	Joseph Kearns	Jason Brooks	1146-0	GAS LEAK INSIDE	05202000032409001	1	20	7/7/2020 8:48	7/7/2020 8:48	7/7/2020 8:51	7/7/2020 9:10	7/7/2020	9:37:02 AM	26	23	Regular Hours	< 30 minutes
7/7/2020	10:27:28 AM	40 SUNNINGDALE DR LOT 17	SOMERSWORTH	NH	Matthew McCarron	Jason Brooks	1147-0	GAS LEAK OUTSIDE	05202000032433001	0	6	7/7/2020 10:28	7/7/2020 10:28	7/7/2020 10:29	7/7/2020 10:35	7/7/2020	11:52:42 AM	77	7	Regular Hours	< 30 minutes
7/9/2020	3:17:40 PM	81 MAPLE ST	SOMERSWORTH	NH	Matthew McCarron	Jason Brooks	1146-0	GAS LEAK INSIDE	05202000032849001	0	17	7/9/2020 15:17	7/9/2020 15:18	7/9/2020 15:18	7/9/2020 15:36	7/9/2020	4:58:13 PM	81	18	Regular Hours	< 30 minutes
7/10/2020	7:44:13 AM	LISA BETH DR	DOVER	NH	Kevin Clifford	David Maritage	1147-0	GAS LEAK OUTSIDE	052020000329512001	0	10	7/10/2020 7:44	7/10/2020 7:44	7/10/2020 7:45	7/10/2020 7:54	7/10/2020	9:26:53 AM	91	10	Regular Hours	< 30 minutes
7/10/2020	8:28:54 AM	37 BAYBERRY DR	ATKINSON	NH	Troy Kimball	David Maritage	1146-0	GAS LEAK INSIDE	052020000329578001	0	21	7/10/2020 8:29	7/10/2020 8:31	7/10/2020 8:32	7/10/2020 8:52	7/10/2020	9:15:34 AM	23	23	Regular Hours	< 30 minutes
7/10/2020	9:59:42 AM	10 NEW BELLAMY LN	DOVER	NH	Kevin Clifford	David Maritage	1147-0	GAS LEAK OUTSIDE	052020000329864001	0	14	7/10/2020 10:00	7/10/2020 10:01	7/10/2020 10:03	7/10/2020 10:16	7/10/2020	11:36:27 AM	80	16	Regular Hours	< 30 minutes
7/10/2020	11:50:12 AM	12 LANGDON AVE	EXETER	NH	Joseph Kearns	David Maritage	1147-0	GAS LEAK OUTSIDE	052020000331161001	0	14	7/10/2020 11:50	7/10/2020 11:51	7/10/2020 11:52	7/10/2020 12:08	7/10/2020	2:12:15 PM	126	15	Regular Hours	< 30 minutes
7/10/2020	1:29:27 PM	81 LOCKE RD	HAMPTON	NH	John Wiley	David Maritage	1147-0	GAS LEAK OUTSIDE	052020000331333001	0	1	7/10/2020 13:28	7/10/2020 13:29	7/10/2020 13:31	7/10/2020 13:31	7/10/2020	1:42:25 PM	11	11	Regular Hours	< 30 minutes
7/10/2020	2:07:47 PM	105 WINNACUNNET RD UNIT 3	HAMPTON	NH	John Wiley	Michael Tails	1146-0	GAS LEAK INSIDE	052020000331384001	0	7	7/10/2020 14:09	7/10/2020 14:11	7/10/2020 14:11	7/10/2020 14:19	7/10/2020	2:38:05 PM	18	1	Regular Hours	< 30 minutes
7/10/2020	3:14:02 PM	222 ASHLAND ST	SEABROOK	NH	Matthew McCarron	Lynne Copp	1147-0	GAS LEAK OUTSIDE	052020000331541001	0	14	7/10/2020 15:14	7/10/2020 15:15	7/10/2020 15:18	7/10/2020 15:29	7/10/2020	4:52:01 PM	82	15	Regular Hours	< 30 minutes
7/13/2020	10:58:24 AM	133 SLINGTON ST UNIT 1	PORTSMOUTH	NH	Daniel LaFortune	Michael Tails	1146-0	GAS LEAK INSIDE	05202000033384001	1	7	7/13/2020 10:59	7/13/2020 11:00	7/13/2020 11:00	7/13/2020 11:07	7/13/2020	11:59:58 AM	52	9	Regular Hours	< 30 minutes
7/14/2020	8:22:46 AM	50 LIBERTY WAY	DOVER	NH	Robert Pettigrew	Jason Brooks	1147-0	GAS LEAK OUTSIDE	052020000335132001	1	5	7/14/2020 08:23	7/14/2020 8:23	7/14/2020 8:24	7/14/2020 8:28	7/14/2020	10:11:05 AM	102	6	Regular Hours	< 30 minutes
7/15/2020	1:19:40 PM	35 WASHINGTON ST	DOVER	NH	Robert Pettigrew	David Maritage	1146-0	GAS LEAK INSIDE	052020000339557001	0	5	7/15/2020 13:20	7/15/2020 13:21	7/15/2020 13:24	7/15/2020 13:26	7/15/2020	2:01:21 PM	34	7	Regular Hours	< 30 minutes
7/17/2020	2:42:50 PM	9 RIVERVIEW TER C	HAMPTON	NH	John Wiley	David Maritage	1147-0	GAS LEAK OUTSIDE	052020000334848001	0	14	7/17/2020 14:43	7/17/2020 14:43	7/17/2020 14:43	7/17/2020 14:57	7/17/2020	3:43:33 PM	46	14	Regular Hours	< 30 minutes
7/23/2020	1:52:29 PM	217 CABOT ST	PORTSMOUTH	NH	Lance Keelty	Jason Brooks	1146-0	GAS LEAK INSIDE	052020000346931001	0	9	7/23/2020 13:52	7/23/2020 13:55	7/23/2020 13:55	7/23/2020 14:04	7/23/2020	2:28:31 PM	21	12	Regular Hours	< 30 minutes
7/23/2020	1:38:41 PM	275 SACAGMRE AVE 45 45 16	PORTSMOUTH	NH	Daniel LaFortune	Jason Brooks	1147-0	GAS LEAK OUTSIDE	052020000335318001	0	0	7/23/2020 13:37	7/23/2020 13:38	7/23/2020 13:38	7/23/2020 13:38	7/23/2020	2:10:02 PM	33	0	Regular Hours	< 30 minutes
7/23/2020	2:44:40 PM	35 PARK ST APT A	DOVER	NH	Robert Pettigrew	Jason Brooks	1146-0	GAS LEAK INSIDE	052020000335332001	0	2	7/23/2020 14:45	7/23/2020 14:46	7/23/2020 14:47	7/23/2020 14:49	7/23/2020	4:16:53 PM	87	4	Regular Hours	< 30 minutes
7/23/2020	10:27:04 AM	61 TROUBLE CALL WAY	SALEM	NH	Joseph Kearns	David Maritage	9100-0	TC GAS LEAK OUTSIDE	052020000335529001	0	21	7/23/2020 10:27	7/23/2020 10:29	7/23/2020 10:29	7/23/2020 10:48	7/23/2020	11:45:03 AM	56	21	Regular Hours	< 30 minutes
7/27/2020	2:49:58 PM	58 DURHAM RD 54	DOVER	NH	Jeffrey Croteau	Jason Brooks	1146-0	GAS LEAK INSIDE	052020000331391001	0	8	7/27/2020 14:50	7/27/2020 14:50	7/27/2020 14:51	7/27/2020 14:59	7/27/2020	3:28:36 PM	27	9	Regular Hours	< 30 minutes
7/29/2020	9:07:55 AM	1500 LAFAYETTE RD	PORTSMOUTH	NH	Robert Pettigrew	Jason Brooks	1146-0	GAS LEAK INSIDE	0520200003364716001	0	9	7/29/2020 9:07	7/29/2020 9:09	7/29/2020 9:10	7/29/2020 9:18	7/29/2020	10:14:52 AM	56	11	Regular Hours	< 30 minutes
7/31/2020	8:53:04 AM	200 WEST RD	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	1147-0	GAS LEAK OUTSIDE	052020000337074001	0	8	7/31/2020 8:53	7/31/2020 8:53	7/31/2020 8:54	7/31/2020 9:02	7/31/2020	10:25:07 AM	82	9	Regular Hours	< 30 minutes
7/31/2020	9:43:21 AM	30 CATE ST UNIT 9	PORTSMOUTH	NH	Kevin Clifford	Jason Brooks	1146-0	GAS LEAK INSIDE	052020000337263001	3	20	7/31/2020 9:47	7/31/2020 9:48	7/31/2020 9:47	7/31/2020 10:07	7/31/2020	10:55:34 AM	47	24	Regular Hours	< 30 minutes
7/31/2020	10:38:39 AM	217 CABOT ST	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	1146-0	GAS LEAK INSIDE	052020000337394001	1	10	7/31/2020 10:39	7/31/2020 10:40	7/31/2020 10:41	7/31/2020 10:50	7/31/2020	12:08:44 PM	77	12	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 13 (22% 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	
7/2/2020	6:07:20 PM	811 LAFAYETTE RD	HAMPTON	NH	Matthew McCarron	David Maritage	1147-0	GAS LEAK OUTSIDE	052020000322271001	0	15	7/2/2020 18:07	7/2/2020 18:08	7/2/2020 18:11	7/2/2020 18:23	7/2/2020	8:19:48 PM	116	16	After Hours	< 30 minutes
7/9/2020	7:36:30 PM	2 DOVER POINT RD	DOVER	NH	Matthew McCarron	Lynne Copp	1146-0	GAS LEAK INSIDE	052020000329215001	0	3	7/9/2020 19:36	7/9/2020 19:38	7/9/2020 19:38	7/9/2020 19:40	7/9/2020	8:49:03 PM	68	4	After Hours	< 30 minutes
7/10/2020	8:29:30 PM	17 S WATSON LN	DOVER	NH	John Wiley	Lynne Copp	1146-0	GAS LEAK INSIDE	052020000331760001	0	24	7/10/2020 20:30	7/10/2020 20:30	7/10/2020 20:31	7/10/2020 20:55	7/10/2020	9:17:21 PM	21	26	After Hours	< 30 minutes
7/13/2020	8:11:32 PM	888 LAFAYETTE RD 1	HAMPTON	NH	John Wiley	David Maritage	1147-0	GAS LEAK OUTSIDE	052020000334887001	0	5	7/13/2020 20:11	7/13/2020 20:11	7/13/2020 20:16	7/13/2020 20:21	7/13/2020	8:42:10 PM	21	9	After Hours	< 30 minutes
7/13/2020	8:11:32 PM	888 LAFAYETTE RD 1	HAMPTON	NH	John Wiley	David Maritage	1146-0	GAS LEAK INSIDE	052020000334893001	0	5	7/13/2020 20:11	7/13/2020 20:15	7/13/2020 20:16	7/13/2020 20:21	7/13/2020	8:42:10 PM	21	9	After Hours	< 30 minutes
7/14/2020	6:52:57 PM	1705 BECHAN ST	PORTSMOUTH	NH	John Wiley	Jason Brooks	1147-0	GAS LEAK OUTSIDE	052020000332637001	0	19	7/14/2020 18:41	7/14/2020 18:48	7/14/2020 18:48	7/14/2020 19:07	7/14/2020	7:38:33 PM	30	23	After Hours	< 30 minutes
7/15/2020	4:51:08 PM	65 MAN ST 2A FRFT	EXETER	NH	John Wiley	David Maritage	1146-0	GAS LEAK INSIDE	052020000340945001	0	27	7/15/2020 16:51	7/15/2020 16:52	7/15/2020 16:53	7/15/2020 17:20	7/15/2020	6:57:30 PM	37	28	After Hours	< 30 minutes
7/15/2020	6:13:03 PM	3 LAMSON LN	HAMPTON	NH	John Wiley	David Maritage	1146-0	GAS LEAK INSIDE	052020000340183001	0	12	7/15/2020 18:13	7/15/2020 18:13	7/15/2020 18:14	7/15/2020 18:26	7/15/2020	6:45:21 PM	18	13	After Hours	< 30 minutes
7/22/2020	4:56:54 PM	16 S MONDOS RD	PORTSMOUTH	NH	John Wiley	Jason Brooks	1146-0	GAS LEAK INSIDE	05202000033924001	1	10	7/22/2020 16:58	7/22/2020 16:58	7/22/2020 16:58	7/22/2020 17:09	7/22/2020	5:39:39 PM	30	12	After Hours	< 30 minutes
7/23/2020	6:45:05 AM	173 ATLANTIC AVE	SEABROOK	NH	Matthew McCarron	Michael Tails	1147-0	GAS LEAK OUTSIDE	052020000335982001	1	24	7/23/2020 6:46	7/23/2020 6:49	7/23/2020 6:49	7/23/2020 7:13	7/23/2020	9:17:48 AM	124	28	After Hours	< 30 minutes
7/23/2020	5:04:50 PM	337 ALDRICH RD	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146-0	GAS LEAK INSIDE	052020000336643001	0	23	7/23/2020 17:05	7/23/2020 17:06	7/23/2020 17:09	7/23/2020 17:29	7/23/2020	6:48:24 PM	19	24	After Hours	< 30 minutes
7/23/2020	6:10:18 PM	78 OLDE FARM LN	ROCHESTER	NH	Matthew McCarron	Lynne Copp	1146-0	GAS LEAK INSIDE	052020000339647001	0	2										

Emergency Response Times

NU New Hampshire work orders from 7/1/2020 to 7/31/2020

Total orders in sample: 58

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 7/1/2020 to 7/31/2020

Total orders in sample: 58

Jul-20

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	48%	15	21	68%	15	6	40%	15	1	8%
30	18	79%	30	8	94%	30	7	87%	30	3	33%
45	12	100%	45	2	100%	45	2	100%	45	8	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	31		Total	15		Total	12	

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	

Emergency Response Times

NU New Hampshire work orders from 7/1/2020 to 7/31/2020

Total orders in sample: 58

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	

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	

Emergency Response Times

NU New Hampshire work orders from 7/1/2020 to 7/31/2020

Total orders in sample: 58

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	

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	

Emergency Response Times

NU New Hampshire work orders from 7/1/2020 to 7/31/2020

Total orders in sample: 58

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	

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	279	44%	15	215	55%	15	43	28%	15	21	22%
30	280	88%	30	156	95%	30	81	82%	30	43	67%
45	76	100%	45	17	99%	45	28	100%	45	31	99%
60	3	100%	60	2	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	638		Total	390		Total	152		Total	96	