



**FILED ELECTRONICALLY**

September 15, 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 August 2020

Dear Director Howland:

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

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

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Emergency Response Times  
 NU New Hampshire work orders from 8/1/2020 to 8/31/2020  
 Total orders in sample: 63

Orders responded to in < 30 minutes for Regular Hours: 32 (51% 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
8/3/2020	12:03:13 PM	29 MILL RD	DURHAM	NH	Kevin Clifford	David Maritage	1146 - 0	GAS LEAK INSIDE	05202000037458001	0	8	8/3/2020 12:03	8/3/2020 12:09	8/3/2020 12:09	8/3/2020 12:17	8/3/2020 12:53:43 PM	36	14	Regular Hours	< 30 minutes
8/3/2020	2:05:41 PM	270 LAFAYETTE RD	SEABROOK	NH	John Wiley	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000074378001	0	16	8/3/2020 14:26	8/3/2020 14:26	8/3/2020 14:27	8/3/2020 14:43	8/3/2020 3:05:27 AM	22	17	Regular Hours	< 30 minutes
8/3/2020	7:34:41 AM	319 WINNACUNNET RD	HAMPTON	NH	Anthony Beck	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000073934001	1	25	8/3/2020 7:35	8/3/2020 7:35	8/3/2020 7:42	8/3/2020 8:01	8/3/2020 8:38:34 AM	37	26	Regular Hours	< 30 minutes
8/3/2020	3:14:56 PM	50 HILL ST	DOVER	NH	Matthew McCarron	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000036975001	0	13	8/3/2020 15:15	8/3/2020 15:15	8/3/2020 15:17	8/3/2020 15:29	8/3/2020 4:51:07 PM	81	14	Regular Hours	< 30 minutes
8/7/2020	8:21:13 AM	1800 WOODBURY AVE 1001	PORTSMOUTH	NH	Kevin Clifford	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000038280001	0	11	8/7/2020 8:21	8/7/2020 8:20	8/7/2020 8:22	8/7/2020 8:32	8/7/2020 9:12:21 AM	40	11	Regular Hours	< 30 minutes
8/7/2020	12:08:02 PM	135 FRANKLIN ST EAST	PORTSMOUTH	NH	Anthony Beck	David Maritage	1147 - 0	GAS LEAK OUTSIDE	05202000003830001	0	10	8/7/2020 12:08	8/7/2020 12:09	8/7/2020 12:09	8/7/2020 12:20	8/7/2020 2:03:27 PM	103	12	Regular Hours	< 30 minutes
8/7/2020	1:42:28 PM	38 ASPEN DR	ATKINSON	NH	Joseph Kearns	David Maritage	1147 - 0	GAS LEAK OUTSIDE	052020000038316001	0	10	8/7/2020 13:42	8/7/2020 13:43	8/7/2020 13:45	8/7/2020 13:53	8/7/2020 3:03:01 PM	69	11	Regular Hours	< 30 minutes
8/11/2020	8:36:13 AM	63 LOWELL ST A	ROCHESTER	NH	Robert Pettigrew	Michael Tallis	1146 - 0	GAS LEAK INSIDE	0520200000385795001	17	12	8/11/2020 8:36	8/11/2020 8:54	8/11/2020 8:54	8/11/2020 9:06	8/11/2020 9:34:23 AM	27	30	Regular Hours	< 30 minutes
8/11/2020	1:48:39 PM	65 PINEHURST RD	ROCHESTER	NH	Matthew McCarron	David Maritage	1147 - 0	GAS LEAK OUTSIDE	052020000038669001	0	10	8/11/2020 13:48	8/11/2020 13:50	8/11/2020 13:51	8/11/2020 14:01	8/11/2020 3:46:37 PM	105	12	Regular Hours	< 30 minutes
8/12/2020	10:03:16 AM	27 HUBBARD RD	DOVER	NH	Robert Pettigrew	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000038971001	0	7	8/12/2020 10:04	8/12/2020 10:04	8/12/2020 10:05	8/12/2020 10:11	8/12/2020 11:10:06 AM	58	8	Regular Hours	< 30 minutes
8/13/2020	9:19:55 AM	110 STATE ST FL 1	PORTSMOUTH	NH	Lance Keely	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000039193001	0	11	8/13/2020 9:20	8/13/2020 9:25	8/13/2020 9:26	8/13/2020 9:37	8/13/2020 9:59:14 AM	22	17	Regular Hours	< 30 minutes
8/13/2020	10:36:57 AM	25 ISLAND PATH 1	HAMPTON	NH	Joseph Kearns	David Maritage	1147 - 0	GAS LEAK OUTSIDE	0520200000392184001	0	9	8/13/2020 10:37	8/13/2020 10:37	8/13/2020 10:38	8/13/2020 10:46	8/13/2020 11:27:07 AM	40	9	Regular Hours	< 30 minutes
8/14/2020	11:17:04 AM	17 HORNE ST	DOVER	NH	Robert Pettigrew	David Maritage	1147 - 0	GAS LEAK OUTSIDE	0520200000395424001	0	2	8/14/2020 11:17	8/14/2020 11:19	8/14/2020 11:19	8/14/2020 11:21	8/14/2020 2:12:35 PM	171	4	Regular Hours	< 30 minutes
8/17/2020	8:11:07 AM	9 LOWELL RD FRONT	SALEM	NH	Anthony Beck	David Maritage	1147 - 0	GAS LEAK OUTSIDE	052020000039697001	0	28	8/17/2020 8:11	8/17/2020 8:12	8/17/2020 8:18	8/17/2020 8:40	8/17/2020 9:48:40 AM	67	29	Regular Hours	< 30 minutes
8/17/2020	8:39:11 AM	19 HORNE ST	DOVER	NH	Jeffrey Croteau	David Maritage	1147 - 0	GAS LEAK OUTSIDE	052020000039702001	0	11	8/17/2020 8:39	8/17/2020 8:41	8/17/2020 8:42	8/17/2020 8:52	8/17/2020 12:10:53 PM	198	13	Regular Hours	< 30 minutes
8/18/2020	10:52:44 AM	777 MIDDLE RD 52H	PORTSMOUTH	NH	Joseph Kearns	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000040394001	0	9	8/18/2020 10:53	8/18/2020 10:53	8/18/2020 10:57	8/18/2020 11:03	8/18/2020 12:07:56 PM	64	10	Regular Hours	< 30 minutes
8/18/2020	12:44:40 PM	33 TROUBLE CALL WAY	HAMPTON	NH	Daniel LaFortune	Jason Brooks	9102 - 0	TC GAS LEAK INSIDE	052020000040558001	1	14	8/18/2020 12:15	8/18/2020 12:16	8/18/2020 12:16	8/18/2020 12:30	8/18/2020 1:02:55 PM	32	15	Regular Hours	< 30 minutes
8/19/2020	8:12:29 AM	67 MOORING DR	HAMPTON	NH	Anthony Beck	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000040164001	0	25	8/19/2020 8:13	8/19/2020 8:14	8/19/2020 8:18	8/19/2020 8:39	8/19/2020 9:00:37 AM	21	26	Regular Hours	< 30 minutes
8/19/2020	9:13:41 AM	163 WATER ST #5 C-5	EXETER	NH	Anthony Beck	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000040174001	1	2	8/19/2020 9:14	8/19/2020 9:15	8/19/2020 9:15	8/19/2020 9:17	8/19/2020 9:41:24 AM	23	3	Regular Hours	< 30 minutes
8/19/2020	10:24:36 AM	777 MIDDLE RD 52H	PORTSMOUTH	NH	Robert Pettigrew	David Maritage	1147 - 0	GAS LEAK OUTSIDE	052020000040247001	0	5	8/19/2020 10:24	8/19/2020 10:30	8/19/2020 10:31	8/19/2020 10:36	8/19/2020 1:01:01 PM	144	11	Regular Hours	< 30 minutes
8/20/2020	7:37:38 AM	65 RICHMOND ST	DOVER	NH	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000040558001	0	9	8/20/2020 7:38	8/20/2020 7:38	8/20/2020 7:39	8/20/2020 7:46	8/20/2020 9:09:36 AM	63	8	Regular Hours	< 30 minutes
8/21/2020	7:36:07 AM	30 FRONT ST	EXETER	NH	Daniel LaFortune	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000040783001	0	11	8/21/2020 7:36	8/21/2020 7:37	8/21/2020 7:37	8/21/2020 7:46	8/21/2020 8:52:41 AM	63	12	Regular Hours	< 30 minutes
8/21/2020	9:14:23 AM	127 OCEAN BLVD	HAMPTON	NH	Daniel LaFortune	David Maritage	1147 - 0	GAS LEAK OUTSIDE	052020000040923001	0	20	8/21/2020 9:15	8/21/2020 9:15	8/21/2020 9:16	8/21/2020 9:36	8/21/2020 11:37:19 AM	120	21	Regular Hours	< 30 minutes
8/24/2020	8:13:50 AM	6 SEAVEY ST	HAMPTON	NH	Daniel LaFortune	David Maritage	1147 - 0	GAS LEAK OUTSIDE	0520200000412354001	0	11	8/24/2020 8:14	8/24/2020 8:14	8/24/2020 8:16	8/24/2020 8:26	8/24/2020 11:32:52 AM	126	12	Regular Hours	< 30 minutes
8/24/2020	10:42:06 AM	162 CORPORATE DR	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000041289001	0	14	8/24/2020 10:42	8/24/2020 10:43	8/24/2020 10:43	8/24/2020 10:57	8/24/2020 12:08:22 PM	71	15	Regular Hours	< 30 minutes
8/25/2020	13:03:15 PM	40 LONGMEADOW RD	PORTSMOUTH	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000416315001	0	17	8/25/2020 13:04	8/25/2020 13:03	8/25/2020 13:04	8/25/2020 13:21	8/25/2020 2:00:56 PM	39	18	Regular Hours	< 30 minutes
8/26/2020	12:15:33 PM	275 MILLER AVE	PORTSMOUTH	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000041778001	0	14	8/26/2020 12:15	8/26/2020 12:14	8/26/2020 12:14	8/26/2020 12:29	8/26/2020 1:26:56 PM	57	13	Regular Hours	< 30 minutes
8/26/2020	1:40:28 PM	270 LAFAYETTE RD	SEABROOK	NH	Daniel LaFortune	David Maritage	1146 - 0	GAS LEAK INSIDE	052020000041802001	0	23	8/26/2020 13:40	8/26/2020 13:43	8/26/2020 13:43	8/26/2020 14:04	8/26/2020 2:37:55 PM	33	23	Regular Hours	< 30 minutes
8/26/2020	3:21:45 PM	560 ISLINGTON ST	PORTSMOUTH	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000418281001	3	8	8/26/2020 15:25	8/26/2020 15:25	8/26/2020 15:25	8/26/2020 15:34	8/26/2020 4:01:28 PM	27	12	Regular Hours	< 30 minutes
8/28/2020	10:42:01 AM	620 LAFAYETTE RD	SEABROOK	NH	Joseph Kearns	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000423616001	1	11	8/28/2020 10:43	8/28/2020 10:43	8/28/2020 10:45	8/28/2020 10:55	8/28/2020 11:29:05 AM	33	13	Regular Hours	< 30 minutes
8/31/2020	12:21:23 PM	81 ACADIA LN UNIT 201	EXETER	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000042768001	1	16	8/31/2020 12:22	8/31/2020 12:22	8/31/2020 12:27	8/31/2020 12:39	8/31/2020 1:41:34 PM	62	17	Regular Hours	< 30 minutes
8/31/2020	2:54:55 PM	15 INTERSTATE DR A	SOMERSWORTH	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000042814001	1	20	8/31/2020 14:56	8/31/2020 14:57	8/31/2020 14:57	8/31/2020 15:18	8/31/2020 4:54:07 PM	95	23	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 17 (27% 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
8/3/2020	7:23:03 PM	8 AUBURN AVE EXT	HAMPTON	NH	John Wiley	David Maritage	1146 - 0	GAS LEAK INSIDE	0520200000735307001	1	22	8/3/2020 19:24	8/3/2020 19:24	8/3/2020 19:25	8/3/2020 19:47	8/3/2020 8:10:33 PM	23	24	After Hours	< 30 minutes
8/4/2020	7:11:03 PM	67 TROUBLE CALL WAY	SOMERSWORTH	NH	Matthew McCarron	Michael Tallis	9102 - 0	TC GAS LEAK OUTSIDE	052020000073698001	0	7	8/4/2020 19:11	8/4/2020 19:11	8/4/2020 19:11	8/4/2020 19:18	8/4/2020 9:35:05 PM	136	7	After Hours	< 30 minutes
8/5/2020	4:17:36 PM	45 GOSLING RD #9	NEWINGTON	NH	John Wiley	Michael Tallis	1147 - 0	GAS LEAK OUTSIDE	052020000036907001	0	22	8/5/2020 16:18	8/5/2020 16:18	8/5/2020 16:18	8/5/2020 16:41	8/5/2020 5:10:52 PM	29	23	After Hours	< 30 minutes
8/5/2020	7:34:34 PM	8 WILBROD AVE	DOVER	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000381202001	0	9	8/5/2020 19:35	8/5/2020 19:35	8/5/2020 19:37	8/5/2020 19:45	8/5/2020 9:30:50 PM	105	10	After Hours	< 30 minutes
8/8/2020	9:29:16 PM	34 SECOND ST FL 2	DOVER	NH	Kevin Clifford	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000038343001	0	16	8/8/2020 21:30	8/8/2020 21:39	8/8/2020 21:40	8/8/2020 21:56	8/8/2020 11:02:53 AM	66	26	After Hours	< 30 minutes
8/7/2020	6:52:37 AM	34 TIDEVIEW DR	DOVER	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000384270001	0	13	8/7/2020 6:53	8/7/2020 6:52	8/7/2020 6:53	8/7/2020 7:06	8/7/2020 7:28:18 AM	22	13	After Hours	< 30 minutes
8/7/2020	6:21:36 AM	24 CLIFF AVE LEFT	HAMPTON	NH	Matthew McCarron	David Maritage	1147 - 0	GAS LEAK OUTSIDE	0520200000383830001	1	24	8/7/2020 18:22	8/7/2020 18:23	8/7/2020 18:25	8/7/2020 18:47	8/7/2020 8:28:27 PM	98	26	After Hours	< 30 minutes
8/10/2020	5:39:06 PM	57 MARKET ST 3RD FL	PORTSMOUTH	NH	John Wiley	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000385416001	0	15	8/10/2020 17:39	8/10/2020 17:39	8/10/2020 17:39	8/10/2020 17:55	8/10/2020 6:23:03 PM	27	16	After Hours	< 30 minutes
8/12/2020	6:48:41 PM	27 FLAT ROCK BRIDGE RD	ROCHESTER	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000391891001	0	6	8/12/2020 18:48	8/12/2020 18:49	8/12/2020 18:49	8/12/2020 18:55	8/12/2020 7:24:26 PM	29	6		

Emergency Response Times

NU New Hampshire work orders from 8/1/2020 to 8/31/2020

Total orders in sample: 63

**Orders responded to in 31-45 Minutes for Regular Hours: 3 (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	
8/3/2020	1:50:33 PM	55 HEATHER LN	SEABROOK	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000374463001		0	29	8/3/2020 13:51	8/3/2020 13:52	8/3/2020 13:54	8/3/2020 14:22	8/3/2020 2:48:53 PM	26	31	Regular Hours	31-45 Minutes
8/7/2020	8:31:04 AM	302 ISLINGTON ST #2	PORTSMOUTH	NH	Anthony Beck	David Marlinage	1146 - 0	GAS LEAK INSIDE	0520200000382509001		3	26	8/7/2020 8:34	8/7/2020 8:36	8/7/2020 8:45	8/7/2020 9:03	8/7/2020 9:26:26 AM	23	32	Regular Hours	31-45 Minutes
8/19/2020	9:38:27 AM	132 SOUTH RD	KENSINGTON	NH	Daniel LaFortune	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520200000401977001		2	30	8/19/2020 9:40	8/19/2020 9:43	8/19/2020 9:47	8/19/2020 10:13	8/19/2020 11:46:41 AM	93	35	Regular Hours	31-45 Minutes

**Orders responded to in 31-45 Minutes for After Hours: 2 (3% 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	
8/6/2020	7:52:01 PM	68 FORREST ST 6A	PLAISTOW	NH	Joseph Kearns	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000382440001		0	30	8/6/2020 19:52	8/6/2020 19:59	8/6/2020 19:59	8/6/2020 20:29	8/6/2020 8:42:53 PM	13	37	After Hours	31-45 Minutes
8/20/2020	1:13:14 AM	255 OCEAN BLVD	HAMPTON	NH	Daniel LaFortune	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520200000405662001		3	25	8/20/2020 1:16	8/20/2020 1:30	8/20/2020 1:31	8/20/2020 1:56	8/20/2020 3:13:16 AM	76	43	After Hours	31-45 Minutes

**Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 8 (13% 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	
8/1/2020	4:21:11 PM	380 RICHARDS AVE	PORTSMOUTH	NH	Jeffrey Croteau	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	0520200000372764001		1	25	8/1/2020 16:23	8/1/2020 16:26	8/1/2020 16:26	8/1/2020 16:52	8/1/2020 5:33:03 PM	40	31	Weekend/Holiday Hours	31-45 Minutes
8/8/2020	3:13:54 PM	181 DURHAM RD	DOVER	NH	Kevin Ruel	Jakub Rucinski	1147 - 0	GAS LEAK OUTSIDE	0520200000383999001		2	33	8/8/2020 15:16	8/8/2020 15:20	8/8/2020 15:21	8/8/2020 15:53	8/8/2020 5:15:23 PM	81	39	Weekend/Holiday Hours	31-45 Minutes
8/8/2020	7:32:15 PM	21 RAILROAD AVE	GONIC	NH	Kevin Ruel	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520200000384010001		5	23	8/8/2020 19:37	8/8/2020 19:42	8/8/2020 19:43	8/8/2020 20:05	8/8/2020 8:41:52 PM	35	33	Weekend/Holiday Hours	31-45 Minutes
8/9/2020	12:19:08 PM	570 LINCOLN AVE	PORTSMOUTH	NH	Christopher Trueman	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	0520200000384065001		3	19	8/9/2020 12:22	8/9/2020 12:31	8/9/2020 12:32	8/9/2020 12:51	8/9/2020 1:29:31 PM	37	32	Weekend/Holiday Hours	31-45 Minutes
8/15/2020	9:33:07 AM	1 SANDPIPER LN	SEABROOK	NH	Robert Pettigrew	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	0520200000386448001		1	29	8/15/2020 9:34	8/15/2020 9:35	8/15/2020 9:36	8/15/2020 10:04	8/15/2020 10:36:53 AM	31	31	Weekend/Holiday Hours	31-45 Minutes
8/15/2020	5:33:29 PM	7 STONEBRIDGE DR	PLAISTOW	NH	Joseph Kearns	Samantha Keach	1147 - 0	GAS LEAK OUTSIDE	0520200000386533001		2	27	8/15/2020 17:36	8/15/2020 17:40	8/15/2020 17:41	8/15/2020 18:08	8/15/2020 6:57:21 PM	49	34	Weekend/Holiday Hours	31-45 Minutes
8/22/2020	4:13:52 PM	20 RIVERVIEW TER	HAMPTON	NH	Lance Keefly	Samantha Keach	1146 - 0	GAS LEAK INSIDE	052020000041102001		3	39	8/22/2020 16:17	8/22/2020 16:19	8/22/2020 16:20	8/22/2020 16:58	8/22/2020 5:14:24 PM	15	45	Weekend/Holiday Hours	31-45 Minutes
8/30/2020	11:19:19 AM	46 HAMPTON MDWS	HAMPTON	NH	Jeffrey Croteau	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520200000425125001		0	32	8/30/2020 11:19	8/30/2020 11:24	8/30/2020 11:24	8/30/2020 11:56	8/30/2020 1:34:45 PM	97	37	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	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.)**

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 Weekend/Holiday 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 61-75 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 61-75 Minutes for After 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 61-75 Minutes for Weekend/Holiday 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 > 75 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 > 75 Minutes for After 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 > 75 Minutes for Weekend/Holiday 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	

Emergency Response Times

NU New Hampshire work orders from 8/1/2020 to 8/31/2020

Total orders in sample: 63

**Aug-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	46%	15	21	60%	15	7	37%	15	1	11%
30	21	79%	30	11	91%	30	10	89%	30	0	11%
45	13	100%	45	3	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%
<b>Total</b>	<b>63</b>		<b>Total</b>	<b>35</b>		<b>Total</b>	<b>19</b>		<b>Total</b>	<b>9</b>	

**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%
<b>Total</b>	<b>58</b>		<b>Total</b>	<b>31</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>12</b>	

**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%
<b>Total</b>	<b>35</b>		<b>Total</b>	<b>26</b>		<b>Total</b>	<b>5</b>		<b>Total</b>	<b>4</b>	

Emergency Response Times

NU New Hampshire work orders from 8/1/2020 to 8/31/2020

Total orders in sample: 63

**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%
<b>Total</b>	<b>39</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>8</b>	

**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%
<b>Total</b>	<b>27</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>4</b>		<b>Total</b>	<b>5</b>	

**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%
<b>Total</b>	<b>38</b>		<b>Total</b>	<b>20</b>		<b>Total</b>	<b>11</b>		<b>Total</b>	<b>7</b>	

Emergency Response Times

NU New Hampshire work orders from 8/1/2020 to 8/31/2020

Total orders in sample: 63

**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 8/1/2020 to 8/31/2020

Total orders in sample: 63

**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>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	292	44%	15	225	56%	15	46	29%	15	21	21%
30	285	87%	30	160	95%	30	85	83%	30	40	62%
45	82	100%	45	18	100%	45	27	100%	45	37	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%
<b>Total</b>	<b>662</b>		<b>Total</b>	<b>405</b>		<b>Total</b>	<b>158</b>		<b>Total</b>	<b>99</b>	