



FILED ELECTRONICALLY

October 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 September 2020

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the September 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 September 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 9/1/2020 to 9/30/2020
 Total orders in sample: 69

Orders responded to in < 30 minutes for Regular Hours: 40 (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	
9/1/2020	9:14:19 AM	120 FAYETTE RD	SEABROOK	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000428903001	0	14	9/1/2020 9:14	9/1/2020 9:14	9/1/2020 9:16	9/1/2020 9:29	9/1/2020	10:04:32 AM	34	15	Regular Hours	< 30 minutes
9/2/2020	8:23:09 AM	620 OAK ST A	ROLLINSFORD	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000431498001	0	17	9/2/2020 8:24	9/2/2020 8:24	9/2/2020 8:24	9/2/2020 8:41	9/2/2020	9:15:02 AM	33	18	Regular Hours	< 30 minutes
9/2/2020	9:39:43 AM	34 NUDD AVE	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000431999001	0	6	9/2/2020 9:40	9/2/2020 9:40	9/2/2020 9:40	9/2/2020 9:47	9/2/2020	10:16:24 AM	29	7	Regular Hours	< 30 minutes
9/3/2020	11:41:43 AM	25 PORTER PL	DOVER	NH	Kevin Ruel	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000432474001	0	9	9/3/2020 11:45	9/3/2020 11:53	9/3/2020 11:55	9/3/2020 12:13	9/3/2020	6:17:53 PM	373	18	Regular Hours	< 30 minutes
9/4/2020	8:51:46 AM	6 LABRADOR LN	HAMPTON	NH	Kevin Ruel	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000432474001	0	20	9/4/2020 8:52	9/4/2020 8:52	9/4/2020 8:53	9/4/2020 9:13	9/4/2020	9:46:49 AM	35	21	Regular Hours	< 30 minutes
9/4/2020	10:14:35 AM	215 EMERALD LN	DOVER	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000436759001	0	15	9/4/2020 10:15	9/4/2020 10:15	9/4/2020 10:16	9/4/2020 10:30	9/4/2020	11:10:07 AM	39	15	Regular Hours	< 30 minutes
9/4/2020	10:41:38 AM	3 RELIENS DR	HAMPTON	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000437193001	1	13	9/4/2020 10:42	9/4/2020 10:45	9/4/2020 10:45	9/4/2020 10:58	9/4/2020	11:17:08 AM	18	17	Regular Hours	< 30 minutes
9/9/2020	9:39:25 AM	13 HIGH ST FL 1	EXETER	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000438763001	0	9	9/9/2020 9:36	9/9/2020 9:42	9/9/2020 9:42	9/9/2020 9:52	9/9/2020	10:30:16 AM	37	13	Regular Hours	< 30 minutes
9/9/2020	10:52:37 AM	19 WEBB PL A	DOVER	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000441465001	0	7	9/9/2020 10:53	9/9/2020 10:54	9/9/2020 10:55	9/9/2020 11:01	9/9/2020	11:13:46 AM	12	8	Regular Hours	< 30 minutes
9/9/2020	3:05:05 PM	564 EXETER RD	HAMPTON	NH	Matthew McCarron	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520200000443172001	0	20	9/9/2020 15:05	9/9/2020 15:06	9/9/2020 15:09	9/9/2020 15:28	9/9/2020	4:18:10 PM	51	21	Regular Hours	< 30 minutes
9/10/2020	12:04:25 PM	30 S MAIN ST	SEABROOK	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000444672001	0	23	9/10/2020 12:04	9/10/2020 12:05	9/10/2020 12:06	9/10/2020 12:28	9/10/2020	12:53:48 PM	24	24	Regular Hours	< 30 minutes
9/14/2020	10:27:06 AM	106 RUTLAND ST	DOVER	NH	Kevin Ruel	David Martingale	1147 - 0	GAS LEAK OUTSIDE	0520200000444947001	0	15	9/14/2020 10:27	9/14/2020 10:27	9/14/2020 10:29	9/14/2020 10:42	9/14/2020	11:51:32 AM	68	15	Regular Hours	< 30 minutes
9/14/2020	2:51:46 PM	5 WEEPING WILLOW DR	ROCHESTER	NH	Matthew McCarron	David Martingale	1147 - 0	GAS LEAK OUTSIDE	05202000004450867001	0	6	9/14/2020 14:52	9/14/2020 14:53	9/14/2020 14:54	9/14/2020 14:59	9/14/2020	4:28:58 PM	89	7	Regular Hours	< 30 minutes
9/15/2020	10:28:26 AM	228 PARK ST	PORTSMOUTH	NH	Daniel LaFortune	David Martingale	1147 - 0	GAS LEAK OUTSIDE	05202000004453017001	0	9	9/15/2020 10:28	9/15/2020 10:29	9/15/2020 10:35	9/15/2020 10:38	9/15/2020	12:54:27 PM	136	9	Regular Hours	< 30 minutes
9/15/2020	11:44:00 AM	13 NEWFIELDS RD WASTE WATER	EXETER	NH	Anthony Beck	David Martingale	1146 - 0	GAS LEAK INSIDE	05202000004453430001	1	15	9/15/2020 11:45	9/15/2020 11:49	9/15/2020 11:50	9/15/2020 12:04	9/15/2020	12:34:50 PM	30	20	Regular Hours	< 30 minutes
9/15/2020	12:54:51 PM	292 W WINDCUNNET RD	HAMPTON	NH	John Wiley	David Martingale	1147 - 0	GAS LEAK OUTSIDE	05202000004454527001	8	9	9/15/2020 13:03	9/15/2020 13:03	9/15/2020 13:04	9/15/2020 13:12	9/15/2020	2:26:35 PM	73	17	Regular Hours	< 30 minutes
9/16/2020	10:08:00 AM	8 BRADFORD AVE	HAMPTON	NH	Anthony Beck	David Martingale	1147 - 0	GAS LEAK OUTSIDE	05202000004455987001	0	9	9/16/2020 10:08	9/16/2020 10:08	9/16/2020 10:09	9/16/2020 10:17	9/16/2020	2:27:36 PM	250	9	Regular Hours	< 30 minutes
9/16/2020	10:51:12 AM	156 NORTH SHORE RD	HAMPTON	NH	Robert Pettigrew	David Martingale	1147 - 0	GAS LEAK OUTSIDE	05202000004456464001	20	28	9/16/2020 10:51	9/16/2020 10:52	9/16/2020 10:53	9/16/2020 11:12	9/16/2020	12:55:16 PM	102	21	Regular Hours	< 30 minutes
9/16/2020	10:58:53 AM	26 SPRUCE ST	EXETER	NH	Joseph Kearns	David Martingale	1147 - 0	GAS LEAK OUTSIDE	05202000004456464001	2	28	9/16/2020 11:01	9/16/2020 11:01	9/16/2020 11:04	9/16/2020 11:29	9/16/2020	12:50:36 PM	80	30	Regular Hours	< 30 minutes
9/17/2020	8:54:01 AM	24 AUBURN ST	EXETER	NH	Troy Kimball	David Martingale	1146 - 0	GAS LEAK INSIDE	05202000004456909001	1	9	9/17/2020 8:55	9/17/2020 9:00	9/17/2020 9:03	9/17/2020 9:09	9/17/2020	9:39:21 AM	29	15	Regular Hours	< 30 minutes
9/17/2020	11:55:30 AM	20 KINGS HWY APT 12	HAMPTON	NH	Anthony Beck	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	05202000004456909001	1	6	9/17/2020 11:55	9/17/2020 11:55	9/17/2020 11:56	9/17/2020 12:04	9/17/2020	11:55:55 PM	74	9	Regular Hours	< 30 minutes
9/18/2020	3:40:06 PM	301 OCEAN BLVD	HAMPTON	NH	John Wiley	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	0520200000445714001	1	25	9/18/2020 15:41	9/18/2020 15:43	9/18/2020 15:43	9/18/2020 15:43	9/18/2020	4:59:29 PM	41	28	Regular Hours	< 30 minutes
9/21/2020	11:58:22 AM	34 HAWTHORNE ST	PORTSMOUTH	NH	John Wiley	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	0520200000445823001	0	11	9/21/2020 11:58	9/21/2020 11:58	9/21/2020 11:59	9/21/2020 12:10	9/21/2020	12:11:18 PM	50	12	Regular Hours	< 30 minutes
9/21/2020	2:41:55 PM	2 PRENTISS WAY	EXETER	NH	Daniel LaFortune	David Martingale	1146 - 0	GAS LEAK INSIDE	05202000004458329001	0	18	9/21/2020 14:42	9/21/2020 14:42	9/21/2020 14:43	9/21/2020 15:01	9/21/2020	3:51:01 PM	49	19	Regular Hours	< 30 minutes
9/22/2020	3:52:46 PM	85 ASHWORTH AVE	HAMPTON	NH	Matthew McCarron	David Martingale	1146 - 0	GAS LEAK INSIDE	05202000004458395001	0	19	9/22/2020 15:53	9/22/2020 15:53	9/22/2020 15:56	9/22/2020 16:13	9/22/2020	5:02:37 PM	49	20	Regular Hours	< 30 minutes
9/22/2020	11:24:06 AM	7 O ST 2 FL REAR	HAMPTON	NH	Daniel LaFortune	David Martingale	1147 - 0	GAS LEAK OUTSIDE	05202000004458395001	0	19	9/22/2020 11:24	9/22/2020 11:27	9/22/2020 11:29	9/22/2020 11:46	9/22/2020	2:13:24 PM	147	22	Regular Hours	< 30 minutes
9/23/2020	11:36:26 AM	155 BORTHWICK WAY	PORTSMOUTH	NH	Jeffrey Croteau	David Martingale	1147 - 0	GAS LEAK OUTSIDE	05202000004458212001	9	9	9/23/2020 11:37	9/23/2020 11:38	9/23/2020 11:39	9/23/2020 11:47	9/23/2020	1:48:21 PM	120	11	Regular Hours	< 30 minutes
9/24/2020	8:48:07 AM	288 N BROADWAY D	SALEM	NH	Anthony Beck	Lynne Copp	1146 - 0	GAS LEAK INSIDE	05202000004458969001	1	23	9/24/2020 8:49	9/24/2020 8:49	9/24/2020 8:57	9/24/2020 9:12	9/24/2020	9:41:25 AM	28	24	Regular Hours	< 30 minutes
9/24/2020	1:30:59 PM	94 OSPREY DR	PORTSMOUTH	NH	Daniel LaFortune	David Martingale	1147 - 0	GAS LEAK OUTSIDE	0520200000447222001	0	16	9/24/2020 13:31	9/24/2020 13:36	9/24/2020 13:39	9/24/2020 13:52	9/24/2020	3:22:45 PM	90	21	Regular Hours	< 30 minutes
9/25/2020	8:32:21 AM	4 HALLS WAY	SEABROOK	NH	Daniel LaFortune	David Martingale	1146 - 0	GAS LEAK INSIDE	05202000004471927001	0	16	9/25/2020 8:33	9/25/2020 8:33	9/25/2020 8:38	9/25/2020 8:49	9/25/2020	9:21:36 AM	32	17	Regular Hours	< 30 minutes
9/25/2020	9:52:48 AM	16 PENNMAN LN 10	HAMPTON	NH	Daniel LaFortune	Lynne Copp	1146 - 0	GAS LEAK INSIDE	05202000004472141001	1	19	9/25/2020 9:54	9/25/2020 9:54	9/25/2020 9:56	9/25/2020 10:14	9/25/2020	10:43:33 AM	29	21	Regular Hours	< 30 minutes
9/28/2020	10:01:51 AM	88 PEMBRIDGE ST FL 1	SEABROOK	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000004475037001	0	3	9/28/2020 10:02	9/28/2020 10:05	9/28/2020 10:06	9/28/2020 10:06	9/28/2020	10:21:50 AM	13	6	Regular Hours	< 30 minutes
9/28/2020	10:42:22 AM	31 OCEAN DR	HAMPTON	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	05202000004475150001	0	16	9/28/2020 10:43	9/28/2020 10:43	9/28/2020 10:48	9/28/2020 10:59	9/28/2020	11:53:43 AM	54	17	Regular Hours	< 30 minutes
9/29/2020	9:30:37 AM	22 FOREST ST B	DOVER	NH	Matthew McCarron	Michael Talis	1146 - 0	GAS LEAK INSIDE	05202000004477333001	1	10	9/29/2020 9:31	9/29/2020 9:32	9/29/2020 9:32	9/29/2020 9:42	9/29/2020	10:37:29 AM	54	12	Regular Hours	< 30 minutes
9/29/2020	10:52:00 AM	55 STERLING HILL LN COMM	EXETER	NH	Daniel LaFortune	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000447752001	0	7	9/29/2020 10:52	9/29/2020 10:52	9/29/2020 10:53	9/29/2020 11:00	9/29/2020	12:38:35 PM	98	8	Regular Hours	< 30 minutes
9/29/2020	11:37:33 AM	1 WEBB PL	DOVER	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200000447675001	0	7	9/29/2020 11:38	9/29/2020 11:38	9/29/2020 11:42	9/29/2020 11:46	9/29/2020	12:12:52 PM	26	8	Regular Hours	< 30 minutes
9/29/2020	12:07:43 PM	117 WOODS BACK	DOVER	NH	Matthew McCarron	David Martingale	1146 - 0	GAS LEAK INSIDE	0520200000447675001	0	2	9/29/2020 12:07	9/29/2020 12:10	9/29/2020 12:13	9/29/2020 12:13	9/29/2020	12:48:47 PM	35	5	Regular Hours	< 30 minutes
9/30/2020	1:04:15 PM	150 BERRY WAY	DOVER	NH	Matthew McCarron	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	05202000004477864001	0	2	9/30/2020 13:04	9/30/2020 13:04	9/30/2020 13:08	9/30/2020 13:27	9/30/2020	2:30:25 PM	63	23	Regular Hours	< 30 minutes
9/30/2020	10:49:40 AM	288 N BROADWAY D	SALEM	NH	Anthony Beck	Michael Talis	1146 - 0	GAS LEAK INSIDE	05202000004479900001	1	24	9/30/2020 10:50	9/30/2020 10:50	9/30/2020 10:51	9/30/2020 11:14	9/30/2020	11:42:48 AM	27	25	Regular Hours	< 30 minutes
9/30/2020	12:52:06 PM	94 OSPREY DR	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	1147 - 0	GAS LEAK OUTSIDE	05202000004480354001	1	10	9/30/2020 12:52	9/30/2020 12:52	9/30/2020 12:53	9/30/2020 13:03	9/30/2020	1:56:42 PM	52	11	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 13 (19% 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	
9/1/2020	8:38:46 PM	17 ROBE LN	ATK																		

Emergency Response Times
 NU New Hampshire work orders from 9/1/2020 to 9/30/2020
 Total orders in sample: 69

Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 4 (6% 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		
9/13/2020	3:09:07 PM	24 TROUBLE CALL WAY	EXETER	NH	Robert Pettigrew	Jakub Rucinski	9100 - 0	TC GAS LEAK OUTSIDE	052020000448237001		1	37	9/13/2020 15:10	9/13/2020 15:15	9/13/2020 15:15	9/13/2020 15:52	9/13/2020	5:01:11 PM	68	43	Weekend/Holiday Hours	31-45 Minutes
9/20/2020	3:54:37 PM	42 WOODLAND GRN	ROCHESTER	NH	Daniel Lafortune	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052020000461099001		0	31	9/20/2020 15:55	9/20/2020 16:03	9/20/2020 16:13	9/20/2020 16:34	9/20/2020	5:17:57 PM	43	40	Weekend/Holiday Hours	31-45 Minutes
9/27/2020	11:59:16 AM	581 OCEAN BLVD #4	HAMPTON	NH	Jeffrey Croteau	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000473909001		1	34	9/27/2020 12:00	9/27/2020 12:04	9/27/2020 12:04	9/27/2020 12:39	9/27/2020	1:14:27 PM	35	39	Weekend/Holiday Hours	31-45 Minutes
9/27/2020	8:32:43 PM	40 WHITEHALL RD	ROCHESTER	NH	John Wiley	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052020000473920001		1	0	9/27/2020 20:33	9/27/2020 21:15	9/27/2020 21:16	9/27/2020 21:16	9/27/2020	9:21:05 PM	4	43	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: 1 (1% of total records returned.)																						
9/19/2020	11:36:39 AM	150 MARKETPLACE BLVD UNIT 1 MOOYAH	ROCHESTER	NH	Daniel Lafortune	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000461012001		6	32	9/19/2020 11:43	9/19/2020 11:50	9/19/2020 11:51	9/19/2020 12:23	9/19/2020	12:43:33 PM	20	46	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	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: 1 (1% of total records returned.)																						
9/11/2020	11:43:57 PM	49 GOSLING RD	NEWINGTON	NH	Joseph Kearns	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	052020000448037001		0	59	9/11/2020 23:44	9/11/2020 23:53	9/11/2020 23:55	9/12/2020 0:52	9/12/2020	1:52:27 AM	59	68	After Hours	61-75 Minutes
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 9/1/2020 to 9/30/2020

Total orders in sample: 69

Sep-20

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	33%	15	19	45%	15	3	17%	15	1	11%
30	34	83%	30	21	95%	30	10	72%	30	3	44%
45	10	97%	45	2	100%	45	4	94%	45	4	89%
60	1	99%	60	0	100%	60	0	94%	60	1	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
Total	69		Total	42		Total	18		Total	9	

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%
Total	63		Total	35		Total	19		Total	9	

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	

Emergency Response Times

NU New Hampshire work orders from 9/1/2020 to 9/30/2020

Total orders in sample: 69

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 9/1/2020 to 9/30/2020

Total orders in sample: 69

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 9/1/2020 to 9/30/2020

Total orders in sample: 69

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	286	42%	15	223	54%	15	46	28%	15	17	17%
30	298	86%	30	167	95%	30	89	81%	30	42	58%
45	88	99%	45	18	100%	45	30	99%	45	40	98%
60	4	100%	60	2	100%	60	0	99%	60	2	100%
75	1	100%	75	0	100%	75	1	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
Total	677		Total	410		Total	166		Total	101	