



FILED ELECTRONICALLY

November 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 October 2020

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the October 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 October 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 10/1/2020 to 10/31/2020

Total orders in sample: 73

Orders responded to in < 30 minutes for Regular Hours: 43 (59% 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	
10/1/2020	7:23:23 AM	17 TROUBLE CALL WAY	DOVER	NH	Matthew McCarron	David Marriage	9100 - 0	TC GAS LEAK OUTSIDE	052020000048120401		1	10/1/2020 7:24	10/1/2020 7:25	10/1/2020 7:33	10/1/2020 7:35	10/1/2020	9:26:46 AM	111	12	Regular Hours	< 30 minutes
10/1/2020	1:28:10 PM	32 HANCOCK ST FL2	ROCHESTER	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000048228001	0	4	10/1/2020 13:28	10/1/2020 13:29	10/1/2020 13:31	10/1/2020	2:28:17 PM	51	6	Regular Hours	< 30 minutes	
10/2/2020	11:35:25 AM	5 TERRASCAP PKY	SOMERSWORTH	NH	Kevin Ruef	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000048478001	0	12	10/2/2020 11:34	10/2/2020 11:34	10/2/2020 11:42	10/2/2020 11:55	10/2/2020	12:06:40 PM	11	21	Regular Hours	< 30 minutes
10/2/2020	3:45:34 PM	34 PROSPECT ST	DOVER	NH	Matthew McCarron	Lynne Copp	1146 - 0	GAS LEAK OUTSIDE	05202000051939001	1	24	10/2/2020 15:46	10/2/2020 15:49	10/2/2020 16:05	10/2/2020 16:13	10/2/2020	5:41:20 PM	87	39	Regular Hours	< 30 minutes
10/5/2020	10:13:32 AM	141 ISLAND PATH	HAMPTON	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000048782001	0	19	10/5/2020 10:13	10/5/2020 10:13	10/5/2020 10:15	10/5/2020 10:33	10/5/2020	11:18:02 AM	44	19	Regular Hours	< 30 minutes
10/6/2020	12:50:51 PM	131 COURT ST UNIT 10	EXETER	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000049026001	0	11	10/6/2020 12:51	10/6/2020 12:58	10/6/2020 12:59	10/6/2020 13:09	10/6/2020	1:26:08 PM	16	18	Regular Hours	< 30 minutes
10/6/2020	10:23:14 AM	141 ISLAND PATH	HAMPTON	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000494967001	1	10	10/7/2020 10:24	10/7/2020 10:24	10/7/2020 10:25	10/7/2020 10:34	10/7/2020	11:34:45 AM	60	11	Regular Hours	< 30 minutes
10/9/2020	10:25:43 AM	15 WILLEY CREEK RD UNIT CLUBHOUSE	EXETER	NH	Robert Pettigrew	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000498488001	0	16	10/9/2020 10:26	10/9/2020 10:30	10/9/2020 10:32	10/9/2020 10:46	10/9/2020	12:10:59 PM	84	21	Regular Hours	< 30 minutes
10/9/2020	2:10:10 PM	110 NEWTON RD	PLAINSTOW	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000049902001	0	16	10/9/2020 14:10	10/9/2020 14:11	10/9/2020 14:13	10/9/2020 14:27	10/9/2020	2:47:06 PM	19	17	Regular Hours	< 30 minutes
10/12/2020	10:08:17 AM	27 WENTWORTH TER	DOVER	NH	Robert Pettigrew	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000050008001	0	16	10/12/2020 10:08	10/12/2020 10:11	10/12/2020 10:11	10/12/2020 10:27	10/12/2020	10:51:39 AM	24	19	Regular Hours	< 30 minutes
10/13/2020	10:12:45 AM	203 CORPORATE DR BLRHS E	PORTSMOUTH	NH	Robert Pettigrew	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000503095001	0	12	10/13/2020 10:12	10/13/2020 10:13	10/13/2020 10:15	10/13/2020 10:25	10/13/2020	11:21:46 AM	55	13	Regular Hours	< 30 minutes
10/13/2020	10:41:12 PM	22 HILLSIDE DR	DOVER	NH	Kevin Ruef	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000503218001	0	6	10/13/2020 10:41	10/13/2020 10:41	10/13/2020 10:43	10/13/2020 10:48	10/13/2020	12:13:52 PM	65	7	Regular Hours	< 30 minutes
10/14/2020	1:24:58 PM	3 STERLING HILL LN HOUSE	EXETER	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200005050718001	2	7	10/14/2020 13:27	10/14/2020 13:29	10/14/2020 13:29	10/14/2020 13:37	10/14/2020	2:19:45 PM	42	12	Regular Hours	< 30 minutes
10/14/2020	3:29:01 PM	3 LAMSON LN	HAMPTON	NH	John Wiley	David Marriage	1146 - 0	GAS LEAK INSIDE	052020000506191001	0	15	10/14/2020 15:29	10/14/2020 15:30	10/14/2020 15:30	10/14/2020 15:46	10/14/2020	4:02:50 PM	16	17	Regular Hours	< 30 minutes
10/15/2020	2:50:45 PM	10 OLD LITTLEWORTH RD	DOVER	NH	Matthew McCarron	David Marriage	1147 - 0	GAS LEAK OUTSIDE	05202000051064001	1	8	10/15/2020 14:51	10/15/2020 14:51	10/15/2020 14:52	10/15/2020 15:00	10/15/2020	4:07:00 PM	66	9	Regular Hours	< 30 minutes
10/16/2020	7:04:43 AM	2 HALL PL	EXETER	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000051178001	1	18	10/16/2020 7:06	10/16/2020 7:07	10/16/2020 7:09	10/16/2020 7:26	10/16/2020	7:45:39 AM	19	21	Regular Hours	< 30 minutes
10/16/2020	10:47:25 AM	4 ATLANTIC AVE B	HAMPTON	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000051224001	0	11	10/16/2020 10:47	10/16/2020 10:47	10/16/2020 10:48	10/16/2020 10:59	10/16/2020	11:42:03 AM	42	11	Regular Hours	< 30 minutes
10/16/2020	2:13:15 PM	87 HILLSIDE DR	PORTSMOUTH	NH	Robert Pettigrew	David Marriage	1146 - 0	GAS LEAK INSIDE	052020000513103001	0	5	10/16/2020 14:13	10/16/2020 14:15	10/16/2020 14:17	10/16/2020 14:20	10/16/2020	2:52:11 PM	31	7	Regular Hours	< 30 minutes
10/19/2020	9:07:40 AM	1275 MAPLEWOOD AVE 6	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000051534001	0	7	10/19/2020 9:08	10/19/2020 9:08	10/19/2020 9:09	10/19/2020 9:16	10/19/2020	9:53:48 AM	37	8	Regular Hours	< 30 minutes
10/19/2020	10:18:49 AM	100 CHARLES ST	ROCHESTER	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000515745001	0	15	10/19/2020 10:19	10/19/2020 10:19	10/19/2020 10:19	10/19/2020 10:35	10/19/2020	11:24:48 AM	49	16	Regular Hours	< 30 minutes
10/19/2020	12:52:33 PM	17 TROUBLE CALL WAY	DOVER	NH	John Wiley	Jason Brooks	9102 - 0	TC GAS LEAK INSIDE	052020000516289001	0	19	10/19/2020 12:52	10/19/2020 12:53	10/19/2020 12:53	10/19/2020 14:12	10/19/2020	1:36:44 PM	24	20	Regular Hours	< 30 minutes
10/19/2020	3:16:10 PM	2075 LAFAYETTE BLDG A HOUSE	PORTSMOUTH	NH	Matthew McCarron	David Marriage	1147 - 0	GAS LEAK OUTSIDE	05202000051747001	1	10	10/19/2020 15:17	10/19/2020 15:19	10/19/2020 15:20	10/19/2020 15:29	10/19/2020	5:15:13 PM	105	13	Regular Hours	< 30 minutes
10/20/2020	8:09:49 AM	7 FLOW CT	ROCHESTER	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000518376001	0	12	10/20/2020 8:10	10/20/2020 8:11	10/20/2020 8:11	10/20/2020 8:24	10/20/2020	9:05:53 AM	41	14	Regular Hours	< 30 minutes
10/20/2020	10:10:57 AM	14 STRAWBERRY DR UNIT 301	DOVER	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000518972001	0	15	10/20/2020 10:11	10/20/2020 10:12	10/20/2020 10:12	10/20/2020 10:27	10/20/2020	11:06:46 AM	39	16	Regular Hours	< 30 minutes
10/20/2020	12:42:00 PM	269 PORTSMOUTH AVE	SEABROOK	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000519564001	0	11	10/20/2020 12:42	10/20/2020 12:53	10/20/2020 12:53	10/20/2020 13:04	10/20/2020	1:31:35 PM	26	22	Regular Hours	< 30 minutes
10/21/2020	10:13:13 AM	232 COURT ST 2	PORTSMOUTH	NH	Lance Keeley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000052203001	0	8	10/21/2020 10:13	10/21/2020 10:13	10/21/2020 10:13	10/21/2020 10:21	10/21/2020	11:28:44 AM	66	8	Regular Hours	< 30 minutes
10/21/2020	2:10:52 PM	50 N CONCORD ST	DOVER	NH	Robert Pettigrew	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052020000522955001	1	8	10/21/2020 14:12	10/21/2020 14:13	10/21/2020 14:14	10/21/2020 14:22	10/21/2020	3:30:23 PM	67	11	Regular Hours	< 30 minutes
10/21/2020	3:52:08 PM	18 BRAMBER 1	ROCHESTER	NH	John Wiley	David Marriage	1146 - 0	GAS LEAK INSIDE	052020000523255001	0	16	10/21/2020 15:52	10/21/2020 15:52	10/21/2020 15:53	10/21/2020 16:09	10/21/2020	4:57:24 PM	48	16	Regular Hours	< 30 minutes
10/22/2020	8:41:43 AM	200 WOODBURY AVE	NEWINGTON	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	05202000052424001	0	10	10/22/2020 8:42	10/22/2020 8:43	10/22/2020 8:45	10/22/2020 8:53	10/22/2020	10:26:17 AM	92	11	Regular Hours	< 30 minutes
10/22/2020	10:08:03 AM	166 MAIN ST	PLAINSTOW	NH	Lance Keeley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000052508001	0	15	10/22/2020 10:08	10/22/2020 10:08	10/22/2020 10:08	10/22/2020 10:23	10/22/2020	10:46:14 AM	22	15	Regular Hours	< 30 minutes
10/22/2020	10:54:48 AM	4 STONEYBROOK LN	EXETER	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000052521001	0	15	10/22/2020 10:55	10/22/2020 10:55	10/22/2020 10:59	10/22/2020 11:10	10/22/2020	11:44:34 AM	34	15	Regular Hours	< 30 minutes
10/22/2020	12:18:36 PM	103 BATCHELDER WAY 5	DOVER	NH	Jeffrey Crotesau	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000052595001	1	20	10/22/2020 12:19	10/22/2020 12:20	10/22/2020 12:20	10/22/2020 12:40	10/22/2020	1:49:18 PM	68	22	Regular Hours	< 30 minutes
10/23/2020	10:09:32 AM	28 FULLER ACRES	HAMPTON	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000527015001	1	17	10/23/2020 10:10	10/23/2020 10:10	10/23/2020 10:12	10/23/2020 10:28	10/23/2020	11:07:33 AM	39	18	Regular Hours	< 30 minutes
10/23/2020	10:51:17 AM	191 ALDRICH RD	PORTSMOUTH	NH	Jeffrey Crotesau	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000527093001	1	9	10/23/2020 10:52	10/23/2020 10:52	10/23/2020 10:53	10/23/2020 11:02	10/23/2020	12:13:39 PM	71	11	Regular Hours	< 30 minutes
10/23/2020	2:45:47 PM	76 MENUDU AVE	PORTSMOUTH	NH	Jeffrey Crotesau	David Marriage	1147 - 0	GAS LEAK OUTSIDE	052020000527529001	5	2	10/23/2020 14:51	10/23/2020 14:52	10/23/2020 14:54	10/23/2020 14:54	10/23/2020	3:56:56 PM	62	8	Regular Hours	< 30 minutes
10/27/2020	7:30:40 AM	2075 LAFAYETTE RD UNIT A13	PORTSMOUTH	NH	Kevin Ruef	David Marriage	1146 - 0	GAS LEAK INSIDE	052020000532534001	0	3	10/27/2020 7:35	10/27/2020 7:38	10/27/2020 7:39	10/27/2020 7:41	10/27/2020	8:14:01 AM	32	8	Regular Hours	< 30 minutes
10/27/2020	10:56:30 AM	183 DANINGDALE DR LOT 84	SOMERSWORTH	NH	Jeffrey Crotesau	David Marriage	1146 - 0	GAS LEAK INSIDE	05202000053291001	0	17	10/27/2020 10:11	10/27/2020 10:12	10/27/2020 10:12	10/27/2020 10:28	10/27/2020	10:41:11 AM	15	17	Regular Hours	< 30 minutes
10/28/2020	11:51:56 AM	4 WINTER ST A	DOVER	NH	Kevin Ruef	David Marriage	1146 - 0	GAS LEAK INSIDE	052020000533876001	0	8	10/28/2020 11:52	10/28/2020 11:59	10/28/2020 12:00	10/28/2020 12:08	10/28/2020	12:45:30 PM	38	16	Regular Hours	< 30 minutes
10/28/2020	2:31:47 PM	145 LOCUST ST 1F	DOVER	NH	Matthew McCarron	David Marriage	1146 - 0	GAS LEAK INSIDE	052020000537211001	0	16	10/28/2020 14:32	10/28/2020 14:33	10/28/2020 14:33	10/28/2020 14:49	10/28/2020	3:35:11 PM	43	17	Regular Hours	< 30 minutes
10/28/2020	3:58:32 PM	3 RENAUD AVE	DOVER	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000537525001	1	24	10/28/2020 15:59	10/28/2020 16:00	10/28/2020 16:06	10/28/2020 16:25	10/28/2020	5:46:11 PM	80	26	Regular Hours	< 30 minutes
10/29/2020	2:44:31 PM	233																			

Emergency Response Times
 NU New Hampshire work orders from 10/1/2020 to 10/31/2020
 Total orders in sample: 73

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		
10/16/2020	4:23:40 PM	62 DUNVEGAN WOODS	HAMPTON	NH	Lance Keely	David Martinage	1146 - 0	GAS LEAK INSIDE	0520200000513462001			7	28	10/16/2020 16:31	10/16/2020 16:39	10/16/2020 17:07	10/16/2020 5:35:00 PM	27	43	After Hours	31-45 Minutes	
10/28/2020	10:38:06 PM	36 INDUSTRIAL WAY	ROCHESTER	NH	Kevin Ruel	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	0520200000537749001			3	20	10/28/2020 22:41	10/28/2020 22:49	10/28/2020 22:49	10/28/2020 23:09	10/28/2020 11:51:53 PM	42	31	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 4 (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		
10/10/2020	12:09:19 PM	8 KELLEY RD	PLAISTOW	NH	Joseph Keams	Rene Bordesleau	1147 - 0	GAS LEAK OUTSIDE	0520200000499420001			1	30	10/10/2020 12:10	10/10/2020 12:45	10/10/2020 12:16	10/10/2020 12:46	10/10/2020 1:45:59 PM	62	37	Weekend/Holiday Hours	31-45 Minutes
10/11/2020	2:15:01 PM	3 STERLING HILL LN 314	EXETER	NH	Robert Pettigrew	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	0520200000499512001			2	36	10/11/2020 14:17	10/11/2020 14:48	10/11/2020 14:19	10/11/2020 14:55	10/11/2020 3:37:07 PM	41	40	Weekend/Holiday Hours	31-45 Minutes
10/17/2020	6:01:59 PM	55 STARK AVE	DOVER	NH	Daniel LaFortune	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520200000513919001			3	23	10/17/2020 18:05	10/17/2020 18:12	10/17/2020 18:14	10/17/2020 18:36	10/17/2020 7:46:05 PM	69	34	Weekend/Holiday Hours	31-45 Minutes
10/25/2020	9:24:36 PM	65 LAFAYETTE ST	ROCHESTER	NH	Daniel LaFortune	Ryan Tardif	1147 - 0	GAS LEAK OUTSIDE	0520200000528533001			0	0	10/25/2020 21:25	10/25/2020 22:06	10/25/2020 22:07	10/25/2020 22:07	10/25/2020 11:18:41 PM	71	42	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: 1 (1% of total records returned.)																						
10/30/2020	4:14:39 PM	36 JADY HILL AVE DWN	EXETER	NH	Joseph Keams	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200000541641001			8	47	10/30/2020 16:23	10/30/2020 16:28	10/30/2020 16:26	10/30/2020 17:15	10/30/2020 6:17:47 PM	61	61	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		

Emergency Response Times

NU New Hampshire work orders from 10/1/2020 to 10/31/2020

Total orders in sample: 73

Oct-20

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	42%	15	22	48%	15	4	27%	15	5	42%
30	32	86%	30	21	93%	30	8	80%	30	3	67%
45	9	99%	45	3	100%	45	2	93%	45	4	100%
60	0	99%	60	0	100%	60	0	93%	60	0	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	73		Total	46		Total	15		Total	12	

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	

Emergency Response Times

NU New Hampshire work orders from 10/1/2020 to 10/31/2020

Total orders in sample: 73

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 10/1/2020 to 10/31/2020

Total orders in sample: 73

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 10/1/2020 to 10/31/2020

Total orders in sample: 73

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	289	42%	15	223	53%	15	45	28%	15	21	21%
30	299	86%	30	174	95%	30	88	82%	30	37	57%
45	88	99%	45	18	100%	45	28	99%	45	42	98%
60	4	100%	60	2	100%	60	0	99%	60	2	100%
75	2	100%	75	0	100%	75	2	100%	75	0	100%
75+	0	100%	75+	0	100%	75+	0	100%	75+	0	100%
Total	682		Total	417		Total	163		Total	102	