



**FILED ELECTRONICALLY**

December 14, 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 November 2020

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the November 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 November 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 11/1/2020 to 11/30/2020  
 Total orders in sample: 53

Orders responded to in < 30 minutes for Regular Hours: 22 (42% 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		
11/4/2020	9:36:06 AM	58 WILLOW ST	SALEM	NH	Anthony Beck	David Marinage	1147 - 0	GAS LEAK OUTSIDE	05202000058721001		0	21	11/4/2020 9:36	11/4/2020 9:45	11/4/2020 10:03	11/4/2020 10:03	4:20:52 PM	377	27	Regular Hours	< 30 minutes	
11/5/2020	11:07:38 AM	58 TROUBLE CALL WAY	ROCHESTER	NH	Kevin Ruel	David Marinage	9100 - 0	TC GAS LEAK OUTSIDE	05202000059906001		0	16	11/5/2020 11:08	11/5/2020 11:41	11/5/2020 11:08	11/5/2020 11:25	3:47:05 PM	261	17	Regular Hours	< 30 minutes	
11/5/2020	12:41:34 PM	104 KINGST HWY	HAMPTON	NH	Daniel LaFortune	David Marinage	1146 - 0	GAS LEAK INSIDE	05202000059920001		1	3	11/5/2020 12:42	11/5/2020 12:42	11/5/2020 12:45	11/5/2020 12:45	1:23:13 PM	37	4	Regular Hours	< 30 minutes	
11/6/2020	2:27:44 PM	3 ARTISAN DR UNIT 504	SALEM	NH	Troy Kimball	David Marinage	1146 - 0	GAS LEAK INSIDE	05202000059855001		1	21	11/6/2020 14:29	11/6/2020 14:29	11/6/2020 14:30	11/6/2020 14:50	3:39:39 PM	48	23	Regular Hours	< 30 minutes	
11/13/2020	12:11:41 PM	3 ACADEMY AVE	HAMPTON	NH	Jeffrey Croeseu	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000577489001		1	7	11/13/2020 12:13	11/13/2020 12:16	11/13/2020 12:16	11/13/2020 12:23	1:27:31 PM	63	12	Regular Hours	< 30 minutes	
11/16/2020	9:54:19 AM	320 CORPORATE DR BLRHS E	PORTSMOUTH	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	05202000059809001		0	14	11/16/2020 9:54	11/16/2020 9:55	11/16/2020 9:56	11/16/2020 10:09	11/16/2020 11:10:40 AM	61	15	Regular Hours	< 30 minutes	
11/17/2020	10:08:22 AM	104 GRAFTON DR	PORTSMOUTH	NH	Kevin Ruel	David Marinage	1147 - 0	GAS LEAK OUTSIDE	05202000059831001		2	4	11/17/2020 10:11	11/17/2020 10:11	11/17/2020 10:12	11/17/2020 10:16	11/17/2020 10:16	11/17/2020 12:07:01 PM	110	7	Regular Hours	< 30 minutes
11/18/2020	12:30:59 PM	34 SOUTH ST	EXETER	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200005987234001		0	19	11/18/2020 12:31	11/18/2020 12:31	11/18/2020 12:33	11/18/2020 12:51	11/18/2020 1:16:18 PM	25	20	Regular Hours	< 30 minutes	
11/18/2020	2:45:54 PM	20 N ST UNIT 204	HAMPTON	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000598783001		1	1	11/18/2020 14:47	11/18/2020 14:47	11/18/2020 14:48	11/18/2020 14:49	11/18/2020 4:10:54 PM	61	3	Regular Hours	< 30 minutes	
11/19/2020	8:23:37 AM	19 THAYER RD	HAMPTON	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520200005986776001		4	19	11/19/2020 8:28	11/19/2020 8:28	11/19/2020 8:30	11/19/2020 8:48	11/19/2020 8:39:53 AM	51	24	Regular Hours	< 30 minutes	
11/19/2020	2:38:05 PM	800 LAFAYETTE RD	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000598936001		0	6	11/19/2020 14:36	11/19/2020 14:38	11/19/2020 14:39	11/19/2020 14:44	11/19/2020 3:47:11 PM	62	8	Regular Hours	< 30 minutes	
11/23/2020	11:10:55 AM	3 ARTISAN DR UNIT 504	SALEM	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000594281001		1	28	11/23/2020 11:11	11/23/2020 11:11	11/23/2020 11:15	11/23/2020 11:39	11/23/2020 12:16:34 PM	37	28	Regular Hours	< 30 minutes	
11/23/2020	11:17:16 AM	15 HEMLOCK ST	HAMPTON	NH	Daniel LaFortune	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000594310001		0	10	11/23/2020 11:18	11/23/2020 11:20	11/23/2020 11:20	11/23/2020 11:31	11/23/2020 11:50:10 AM	18	14	Regular Hours	< 30 minutes	
11/24/2020	10:50:27 AM	867 COLUMBUS AVE 2FL	ROCHESTER	NH	Kevin Ruel	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000597246001		0	16	11/24/2020 10:51	11/24/2020 10:52	11/24/2020 10:53	11/24/2020 11:08	11/24/2020 12:02:06 PM	53	18	Regular Hours	< 30 minutes	
11/24/2020	12:09:49 PM	15 PLEASANT ST	PORTSMOUTH	NH	Kevin Clifford	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000597571001		1	10	11/24/2020 12:10	11/24/2020 12:12	11/24/2020 12:13	11/24/2020 12:22	11/24/2020 12:44:03 PM	21	12	Regular Hours	< 30 minutes	
11/24/2020	3:48:50 PM	56 DURHAM RD S3	DOVER	NH	Lance Keely	David Marinage	1147 - 0	GAS LEAK OUTSIDE	052020000598918001		0	5	11/24/2020 15:49	11/24/2020 15:49	11/24/2020 15:49	11/24/2020 15:55	11/24/2020 5:21:13 PM	85	6	Regular Hours	< 30 minutes	
11/25/2020	11:38:25 AM	1 WEBB PL	DOVER	NH	Kevin Ruel	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000598646001		0	13	11/25/2020 11:36	11/25/2020 11:39	11/25/2020 11:40	11/25/2020 11:53	11/25/2020 1:02:31 PM	69	16	Regular Hours	< 30 minutes	
11/25/2020	12:12:54 PM	17 AUSTINS WAY	SEABROOK	NH	Kevin Clifford	Lynne Copp	1147 - 0	GAS LEAK OUTSIDE	052020000600049001		0	0	11/25/2020 12:13	11/25/2020 12:16	11/25/2020 12:16	11/25/2020 12:16	11/25/2020 1:14:49 PM	58	3	Regular Hours	< 30 minutes	
11/27/2020	9:56:13 AM	36 OCEAN DR	HAMPTON	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000601078001		2	27	11/27/2020 9:58	11/27/2020 9:59	11/27/2020 10:03	11/27/2020 10:26	11/27/2020 12:01:41 PM	95	29	Regular Hours	< 30 minutes	
11/27/2020	10:24:18 AM	53 TROUBLE CALL WAY	HAMPTON	NH	Anthony Beck	Jason Brooks	9102 - 0	TC GAS LEAK INSIDE	052020000601091001		3	25	11/27/2020 10:27	11/27/2020 10:28	11/27/2020 10:29	11/27/2020 10:54	11/27/2020 11:08:28 AM	13	30	Regular Hours	< 30 minutes	
11/30/2020	7:08:31 AM	304 CABOT ST 2	PORTSMOUTH	NH	Jeffrey Croeseu	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	052020000601469001		2	11	11/30/2020 7:10	11/30/2020 7:11	11/30/2020 7:12	11/30/2020 7:22	11/30/2020 8:12:03 AM	49	14	Regular Hours	< 30 minutes	
11/30/2020	7:48:57 AM	3 SALEM RD A	ATKINSON	NH	Anthony Beck	Aminda Lefriere	1147 - 0	GAS LEAK OUTSIDE	052020000601030001		1	21	11/30/2020 7:50	11/30/2020 7:48	11/30/2020 7:53	11/30/2020 8:10	11/30/2020 9:03:49 AM	53	21	Regular Hours	< 30 minutes	
Orders responded to in < 30 minutes for After Hours: 7 (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		
11/3/2020	4:07:43 PM	85 WATER ST	EXETER	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000595456001		0	26	11/3/2020 16:08	11/3/2020 16:08	11/3/2020 16:11	11/3/2020 16:34	11/3/2020 6:25:34 PM	110	27	After Hours	< 30 minutes	
11/19/2020	6:57:48 PM	110 PORTLAND AVE ICE	DOVER	NH	Kevin Ruel	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000599297001		0	16	11/19/2020 18:58	11/19/2020 18:58	11/19/2020 18:59	11/19/2020 19:15	11/19/2020 8:21:51 PM	66	17	After Hours	< 30 minutes	
11/20/2020	6:06:08 PM	1362 ISLINGTON ST	PORTSMOUTH	NH	Matthew McCarron	Lynne Copp	1146 - 0	GAS LEAK INSIDE	052020000592437001		0	7	11/20/2020 18:06	11/20/2020 18:07	11/20/2020 18:09	11/20/2020 18:15	11/20/2020 7:27:52 PM	72	9	After Hours	< 30 minutes	
11/23/2020	8:29:32 PM	251 S MAIN ST GARG	SEABROOK	NH	Anthony Beck	David Marinage	1146 - 0	GAS LEAK INSIDE	052020000599437001		0	23	11/23/2020 20:30	11/23/2020 20:29	11/23/2020 20:31	11/23/2020 20:52	11/23/2020 9:14:03 PM	21	22	After Hours	< 30 minutes	
11/23/2020	11:29:56 PM	6 SILVER BROOK RD	SALEM	NH	Troy Kimball	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	052020000599514001		1	16	11/23/2020 23:31	11/23/2020 23:38	11/23/2020 23:38	11/23/2020 23:54	11/24/2020 12:27:23 AM	32	24	After Hours	< 30 minutes	
11/24/2020	4:25:57 PM	1 ARTISAN DR	SALEM	NH	Troy Kimball	David Marinage	1147 - 0	GAS LEAK OUTSIDE	052020000598295001		0	13	11/24/2020 16:26	11/24/2020 16:31	11/24/2020 16:31	11/24/2020 16:45	11/24/2020 6:09:32 PM	84	19	After Hours	< 30 minutes	
11/26/2020	4:37:09 PM	38 CONSTITUTION WAY	DOVER	NH	Kevin Clifford	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000601023001		4	18	11/26/2020 16:41	11/26/2020 16:48	11/26/2020 16:48	11/26/2020 17:06	11/26/2020 5:43:39 PM	36	29	After Hours	< 30 minutes	
Orders responded to in < 30 minutes for Weekend/Holiday Hours: 17 (32% 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		
11/1/2020	9:33:33 PM	100 ALBANY ST A	PORTSMOUTH	NH	Matthew McCarron	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052020000542092001		1	9	11/1/2020 21:35	11/1/2020 21:43	11/1/2020 21:44	11/1/2020 21:53	11/1/2020 11:01:35 PM	68	19	Weekend/Holiday Hours	< 30 minutes	
11/7/2020	8:35:17 AM	168 FRONT ST	EXETER	NH	Robert Pettigrew	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	052020000598701001		6	3	11/7/2020 8:42	11/7/2020 8:44	11/7/2020 8:44	11/7/2020 8:47	11/7/2020 9:30:51 AM	43	12	Weekend/Holiday Hours	< 30 minutes	
11/7/2020	9:09:42 AM	56 DURHAM RD 43	DOVER	NH	Lance Keely	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	052020000598716001		2	15	11/7/2020 9:08	11/7/2020 9:09	11/7/2020 9:10	11/7/2020 9:25	11/7/2020 9:30:12 AM	24	16	Weekend/Holiday Hours	< 30 minutes	
11/7/2020	11:24:01 AM	255 OCEAN BLVD	HAMPTON	NH	Robert Pettigrew	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	052020000598783001		1	16	11/7/2020 11:25	11/7/2020 11:27	11/7/2020 11:44	11/7/2020 12:36:12 PM	52	19	Weekend/Holiday Hours	< 30 minutes		
11/7/2020	6:28:46 PM	3 ARTISAN DR UNIT 504	SALEM	NH	Joseph Kearns	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000598821001		1	18	11/7/2020 18:30	11/7/2020 18:35	11/7/2020 18:36	11/7/2020 18:54	11/7/2020 7:58:59 PM	62	25	Weekend/Holiday Hours	< 30 minutes	
11/7/2020	7:16:50 PM	3 RUTLAND ST A	DOVER	NH	John Wiley	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000598825001		0	22	11/7/2020 19:17	11/7/2020 19:17	11/7/2020 19:17	11/7/2020 19:40	11/7/2020 8:21:47 PM	41	23	Weekend/Holiday Hours	< 30 minutes	
11/8/2020	8:47:11 AM	17 DUNLIN WAY	PORTSMOUTH	NH	Robert Pettigrew	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052020000598840001		1	16	11/8/2020 8:48	11/8/2020 8:52	11/8/2020 8:53	11/8/2020 9:10	11/8/2020 10:12:57 AM	61	23	Weekend/Holiday Hours	< 30 minutes	
11/8/2020	10:30:57 AM	15 EZRAS WAY	DOVER	NH	John Wiley	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052020000598830001		1	7	11/8/2020 10:32	11/8/2020 10:49	11/8/2020 10:50	11/8/2020 10:57	11/8/2020 11:25:37 AM	27	26	Weekend/Holiday Hours	< 30 minutes	
11/8/2020	7:06:15 PM	6 LANCELOT CT BLDG 6	SALEM	NH	Joseph Kearns	Scott Lacouture	1146 - 0	GAS LEAK INSIDE	052020000598869001		0	18	11/8/2020 19:07	11/8/2020 19:12	11/8/2020 19:12	11/8/2020 19:30	11/8/2020 8:20:47 PM	50	23	Weekend/Holiday Hours	< 30 minutes	
11/14/2020	6:48:09 PM	43 SPRUCE LN	DOVER	NH	Daniel LaFortune	Ryan Tardif	1146 - 0	GAS LEAK INSIDE	052020000578833001		0	19	11/14/2020 18:47	11/14/2020 18:52	11/14/2020 18:54	11/14/2020 19:11	11/14/2020 7:28:16 PM	16	25	Weekend/Holiday Hours	< 30 minutes</	

Emergency Response Times  
 NU New Hampshire work orders from 11/1/2020 to 11/30/2020  
 Total orders in sample: 53

<b>Orders responded to in 31-45 Minutes for Regular Hours: 1 (2% of total records returned.)</b>																					
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	
11/27/2020	10:33:23 AM	24 WATER ST	EXETER	NH	Anthony Beck	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052020000601093001		2	10	11/27/2020 10:36	11/27/2020 11:06	11/27/2020 11:09	11/27/2020 11:16	11/27/2020 11:38:58 AM	22	43	Regular Hours	31-45 Minutes
<b>Orders responded to in 31-45 Minutes for After Hours: 2 (4% of total records returned.)</b>																					
11/16/2020	4:41:49 PM	10 M ST	HAMPTON	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520200005698481001		0	29	11/16/2020 16:42	11/16/2020 16:47	11/16/2020 16:48	11/16/2020 17:13	11/16/2020 5:36:14 PM	22	32	After Hours	31-45 Minutes
11/16/2020	6:57:12 AM	8 DEARBORN AVE 2	HAMPTON	NH	Lance Keely	David Marfrage	1146 - 0	GAS LEAK INSIDE	052020000578813001		0	24	11/16/2020 6:57	11/16/2020 7:04	11/16/2020 7:05	11/16/2020 7:29	11/16/2020 8:04:49 AM	35	32	After Hours	31-45 Minutes
<b>Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 4 (8% of total records returned.)</b>																					
11/8/2020	9:28:20 AM	26 SOUTH RD	EAST KINGSTON	NH	Joseph Kearns	Rene Bordeleau	1146 - 0	GAS LEAK INSIDE	052020000569848001		1	34	11/8/2020 9:27	11/8/2020 9:33	11/8/2020 9:34	11/8/2020 10:07	11/8/2020 10:25:03 AM	17	40	Weekend/Holiday Hours	31-45 Minutes
11/8/2020	4:34:40 PM	709 SPRINGBROOK CIR	PORTSMOUTH	NH	Robert Pettigrew	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	0520200005698891001		2	22	11/8/2020 16:36	11/8/2020 16:43	11/8/2020 16:44	11/8/2020 17:06	11/8/2020 6:22:33 PM	75	32	Weekend/Holiday Hours	31-45 Minutes
11/15/2020	9:40:41 AM	71 WESTSIDE DR	EXETER	NH	Lance Keely	Scott Lacouture	1147 - 0	GAS LEAK OUTSIDE	052020000578585001		3	27	11/15/2020 9:44	11/15/2020 9:51	11/15/2020 9:51	11/15/2020 10:18	11/15/2020 11:44:38 AM	86	37	Weekend/Holiday Hours	31-45 Minutes
11/29/2020	6:53:16 PM	1 SURREY LN	SALEM	NH	Anthony Beck	Rene Bordeleau	1147 - 0	GAS LEAK OUTSIDE	052020000601447001		2	29	11/29/2020 18:55	11/29/2020 19:02	11/29/2020 19:02	11/29/2020 19:31	11/29/2020 8:54:25 PM	82	38	Weekend/Holiday Hours	31-45 Minutes
<b>Orders responded to in 46-60 Minutes for Regular Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 46-60 Minutes for After Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 61-75 Minutes for Regular Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 61-75 Minutes for After Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in &gt; 75 Minutes for Regular Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in &gt; 75 Minutes for After Hours: 0 (% of total records returned.)</b>																					
<b>Orders responded to in &gt; 75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)</b>																					

Emergency Response Times

NU New Hampshire work orders from 11/1/2020 to 11/30/2020

Total orders in sample: 53

**Nov-20**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	14	26%	15	11	48%	15	1	11%	15	2	10%
30	32	87%	30	11	96%	30	6	78%	30	15	81%
45	7	100%	45	1	100%	45	2	100%	45	4	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>53</b>		<b>Total</b>	<b>23</b>		<b>Total</b>	<b>9</b>		<b>Total</b>	<b>21</b>	

**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%
<b>Total</b>	<b>73</b>		<b>Total</b>	<b>46</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>12</b>	

**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%
<b>Total</b>	<b>69</b>		<b>Total</b>	<b>42</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>9</b>	

Emergency Response Times

NU New Hampshire work orders from 11/1/2020 to 11/30/2020

Total orders in sample: 53

**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 11/1/2020 to 11/30/2020

Total orders in sample: 53

**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 11/1/2020 to 11/30/2020

Total orders in sample: 53

**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>	

**12 Month Rolling**

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	278	42%	15	217	54%	15	44	28%	15	17	17%
30	294	87%	30	164	95%	30	85	82%	30	45	60%
45	83	99%	45	18	100%	45	26	99%	45	39	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%
<b>Total</b>	<b>661</b>		<b>Total</b>	<b>401</b>		<b>Total</b>	<b>157</b>		<b>Total</b>	<b>103</b>	