



FILED ELECTRONICALLY

March 15, 2021

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 February 2021

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. (“the Company”) is the February 2021 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 February 2021 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 2/1/2021 to 2/28/2021
 Total orders in sample: 70

Orders responded to in < 30 minutes for Regular Hours: 35 (50% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc	Work Order	Municipal Onsite	Hold Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
2/1/2021	12:51:54 PM	11 TROUBLE CALL WAY	SALEM	NH	Anthony Beck	9100 - 0	TC GAS LEAK OUTSIDE	052021000004988001		0	22	2/1/2021 12:52	2/1/2021 12:55	2/1/2021 12:55	2/1/2021 13:17	2/1/2021	2:02:29 PM	44	25	Regular Hours	< 30 minutes
2/1/2021	3:21:33 PM	1 MILL ST 1A	EXETER	NH	John Wiley	1147 - 0	GAS LEAK OUTSIDE	0520210000055528001		0	3	2/1/2021 15:22	2/1/2021 15:23	2/1/2021 15:23	2/1/2021 15:26	2/1/2021	4:40:59 PM	74	5	Regular Hours	< 30 minutes
2/2/2021	9:29:11 AM	1 FULLER ACRES 12	HAMPTON	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	052021000007154001		1	20	2/2/2021 9:30	2/2/2021 9:32	2/2/2021 9:35	2/2/2021 9:52	2/2/2021	11:39:35 AM	106	23	Regular Hours	< 30 minutes
2/2/2021	12:07:35 PM	401 OCEAN BLVD A 7	HAMPTON	NH	Andrew Gosselin	1146 - 0	GAS LEAK INSIDE	052021000005793001		1	16	2/2/2021 12:08	2/2/2021 12:10	2/2/2021 12:10	2/2/2021 12:28	2/2/2021	12:51:50 PM	25	19	Regular Hours	< 30 minutes
2/2/2021	12:30:31 PM	221 HIGH ST	HAMPTON	NH	Daniel LaFortune	1147 - 0	GAS LEAK OUTSIDE	0520210000067828001		0	5	2/2/2021 12:31	2/2/2021 12:31	2/2/2021 12:31	2/2/2021 12:38	2/2/2021	2:10:30 PM	93	6	Regular Hours	< 30 minutes
2/2/2021	1:18:28 PM	58 ST THOMAS ST	DOVER	NH	Kevin Ruef	1146 - 0	GAS LEAK INSIDE	052021000005780001		1	13	2/2/2021 13:19	2/2/2021 13:19	2/2/2021 13:19	2/2/2021 13:32	2/2/2021	1:58:07 PM	25	14	Regular Hours	< 30 minutes
2/2/2021	12:57:43 PM	288 N BROADWAY D	SALEM	NH	Anthony Beck	1146 - 0	GAS LEAK INSIDE	052021000006419001		1	25	2/2/2021 12:59	2/2/2021 13:01	2/2/2021 13:04	2/2/2021 13:27	2/2/2021	1:46:28 PM	19	29	Regular Hours	< 30 minutes
2/2/2021	2:17:48 PM	87 ROCHESTER HILL RD	ROCHESTER	NH	Kevin Ruef	1146 - 0	GAS LEAK INSIDE	0520210000060570001		0	10	2/2/2021 14:18	2/2/2021 14:20	2/2/2021 14:21	2/2/2021 14:31	2/2/2021	2:48:12 PM	17	13	Regular Hours	< 30 minutes
2/2/2021	3:36:17 PM	163 SPINNEY RD	PORTSMOUTH	NH	John Wiley	1147 - 0	GAS LEAK OUTSIDE	0520210000060720001		0	23	2/2/2021 15:37	2/2/2021 15:38	2/2/2021 15:38	2/2/2021 16:01	2/2/2021	5:17:34 PM	76	24	Regular Hours	< 30 minutes
2/5/2021	9:20:39 AM	290 S BROADWAY PARTY CENTER	SALEM	NH	Anthony Beck	1146 - 0	GAS LEAK INSIDE	0520210000063790001		0	19	2/5/2021 9:21	2/5/2021 9:21	2/5/2021 9:22	2/5/2021 9:40	2/5/2021	10:16:20 AM	86	19	Regular Hours	< 30 minutes
2/5/2021	12:48:41 PM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	Kevin Clifford	9100 - 0	TC GAS LEAK OUTSIDE	052021000004202001		0	10	2/5/2021 12:49	2/5/2021 12:50	2/5/2021 12:50	2/5/2021 13:00	2/5/2021	2:28:32 PM	35	12	Regular Hours	< 30 minutes
2/5/2021	1:23:20 PM	579 SAGAMORE AVE 1	PORTSMOUTH	NH	Andrew Gosselin	1146 - 0	GAS LEAK INSIDE	052021000004270001		1	8	2/5/2021 13:24	2/5/2021 13:28	2/5/2021 13:28	2/5/2021 13:36	2/5/2021	2:01:04 PM	24	13	Regular Hours	< 30 minutes
2/8/2021	9:28:22 AM	56 BROCK ST	ROCHESTER	NH	Kevin Ruef	1146 - 0	GAS LEAK INSIDE	0520210000066412001		0	6	2/8/2021 9:27	2/8/2021 9:28	2/8/2021 9:27	2/8/2021 9:33	2/8/2021	10:12:50 AM	39	7	Regular Hours	< 30 minutes
2/8/2021	11:45:12 AM	1 CATTAL CIR LOT 70	SOMERSWORTH	NH	Kevin Ruef	1146 - 0	GAS LEAK INSIDE	0520210000066454001		0	13	2/8/2021 11:46	2/8/2021 11:45	2/8/2021 11:46	2/8/2021 11:59	2/8/2021	1:16:03 PM	76	14	Regular Hours	< 30 minutes
2/8/2021	1:20:36 PM	26 BEAR PATH	HAMPTON	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520210000066633001		1	19	2/8/2021 13:22	2/8/2021 13:23	2/8/2021 13:25	2/8/2021 13:42	2/8/2021	2:20:16 PM	37	22	Regular Hours	< 30 minutes
2/9/2021	9:24:43 AM	71 TROUBLE CALL WAY	STRATHAM	NH	Daniel LaFortune	9100 - 0	TC GAS LEAK OUTSIDE	0520210000068154001		1	21	2/9/2021 9:25	2/9/2021 9:26	2/9/2021 9:35	2/9/2021 9:47	2/9/2021	11:33:38 AM	106	22	Regular Hours	< 30 minutes
2/9/2021	1:43:20 PM	914 SPRINGBROOK CIR	PORTSMOUTH	NH	Kevin Clifford	9100 - 0	TC GAS LEAK OUTSIDE	0520210000068870001		1	13	2/9/2021 13:44	2/9/2021 13:44	2/9/2021 13:44	2/9/2021 13:58	2/9/2021	2:24:57 PM	26	14	Regular Hours	< 30 minutes
2/10/2021	9:05:04 AM	295 CABOT ST	PORTSMOUTH	NH	Kevin Clifford	9100 - 0	TC GAS LEAK OUTSIDE	0520210000070088001		1	10	2/10/2021 9:06	2/10/2021 9:06	2/10/2021 9:07	2/10/2021 9:16	2/10/2021	9:59:33 AM	43	11	Regular Hours	< 30 minutes
2/10/2021	1:28:27 PM	31 GLENNWOOD AVE	DOVER	NH	Kevin Ruef	1147 - 0	GAS LEAK OUTSIDE	0520210000070720001		2	2	2/10/2021 13:10	2/10/2021 13:10	2/10/2021 13:10	2/10/2021 13:12	2/10/2021	2:13:25 PM	60	4	Regular Hours	< 30 minutes
2/11/2021	10:20:59 AM	13 BACK RIVER RD	DOVER	NH	Kevin Ruef	1147 - 0	GAS LEAK OUTSIDE	0520210000071951001		0	0	2/11/2021 10:20	2/11/2021 10:19	2/11/2021 10:21	2/11/2021 10:30	2/11/2021	12:04:22 PM	93	10	Regular Hours	< 30 minutes
2/11/2021	11:52:44 AM	27 WATER ST	EXETER	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052021000007295001		1	15	2/11/2021 11:54	2/11/2021 11:54	2/11/2021 11:55	2/11/2021 11:59	2/11/2021	1:46:54 AM	24	17	Regular Hours	< 30 minutes
2/11/2021	1:08:37 PM	178 EMERALD LN	DOVER	NH	Kevin Ruef	1147 - 0	GAS LEAK OUTSIDE	0520210000078740001		0	16	2/11/2021 13:09	2/11/2021 13:08	2/11/2021 13:10	2/11/2021 13:25	2/11/2021	2:16:18 PM	51	16	Regular Hours	< 30 minutes
2/16/2021	9:53:08 AM	137 PORTSMOUTH AVE B	EXETER	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	052021000008299001		1	18	2/16/2021 9:54	2/16/2021 9:55	2/16/2021 9:58	2/16/2021 10:13	2/16/2021	10:36:48 AM	23	20	Regular Hours	< 30 minutes
2/16/2021	12:28:12 PM	19 RIDGEWOOD DR	ATKINSON	NH	Anthony Beck	1147 - 0	GAS LEAK OUTSIDE	0520210000081137001		0	11	2/16/2021 12:28	2/16/2021 12:33	2/16/2021 12:33	2/16/2021 12:45	2/16/2021	1:09:43 PM	74	17	Regular Hours	< 30 minutes
2/16/2021	3:01:21 PM	50 GARRISON RD	DOVER	NH	Lance Keeley	1147 - 0	GAS LEAK OUTSIDE	0520210000081580001		0	8	2/16/2021 15:02	2/16/2021 15:04	2/16/2021 15:04	2/16/2021 15:13	2/16/2021	5:00:10 PM	106	11	Regular Hours	< 30 minutes
2/17/2021	10:09:14 AM	352 S BROADWAY A	SALEM	NH	Anthony Beck	1147 - 0	GAS LEAK OUTSIDE	052021000008313001		0	14	2/17/2021 10:09	2/17/2021 10:10	2/17/2021 10:20	2/17/2021 10:34	2/17/2021	11:43:31 AM	68	25	Regular Hours	< 30 minutes
2/18/2021	3:25:37 PM	222 CENTRAL AVE	DOVER	NH	Lance Keeley	1146 - 0	GAS LEAK INSIDE	052021000008684001		0	9	2/18/2021 15:26	2/18/2021 15:28	2/18/2021 15:28	2/18/2021 15:37	2/18/2021	4:14:56 PM	37	12	Regular Hours	< 30 minutes
2/18/2021	8:58:29 AM	290 S BROADWAY PETSMAST	SALEM	NH	Anthony Beck	1147 - 0	GAS LEAK OUTSIDE	052021000008693001		0	24	2/18/2021 8:58	2/18/2021 8:57	2/18/2021 8:57	2/18/2021 9:11	2/18/2021	11:41:05 AM	139	25	Regular Hours	< 30 minutes
2/19/2021	2:27:03 PM	90 BREWERY LN	PORTSMOUTH	NH	Andrew Gosselin	1147 - 0	GAS LEAK OUTSIDE	0520210000089154001		2	11	2/19/2021 14:29	2/19/2021 14:30	2/19/2021 14:33	2/19/2021 14:42	2/19/2021	4:09:10 PM	87	15	Regular Hours	< 30 minutes
2/22/2021	11:21:57 AM	9 GLENNWOOD AVE UNIT A	DOVER	NH	Kevin Ruef	1146 - 0	GAS LEAK INSIDE	052021000007163001		0	11	2/22/2021 11:22	2/22/2021 11:22	2/22/2021 11:23	2/22/2021 11:34	2/22/2021	11:43:51 AM	9	12	Regular Hours	< 30 minutes
2/22/2021	1:06:31 PM	22 THOMSEN RD	HAMPTON	NH	Lance Keeley	1147 - 0	GAS LEAK OUTSIDE	0520210000092140001		3	5	2/22/2021 13:10	2/22/2021 13:16	2/22/2021 13:16	2/22/2021 13:32	2/22/2021	3:09:01 PM	96	25	Regular Hours	< 30 minutes
2/22/2021	1:49:10 PM	303 LOCUST ST	DOVER	NH	Kevin Ruef	1147 - 0	GAS LEAK OUTSIDE	0520210000092246001		0	5	2/22/2021 13:49	2/22/2021 13:49	2/22/2021 13:50	2/22/2021 13:54	2/22/2021	4:06:38 PM	132	5	Regular Hours	< 30 minutes
2/23/2021	2:07:31 PM	51 ILSINGTON ST HOUSE 1	PORTSMOUTH	NH	Daniel LaFortune	1146 - 0	GAS LEAK INSIDE	0520210000094961001		0	10	2/23/2021 14:08	2/23/2021 14:10	2/23/2021 14:10	2/23/2021 14:20	2/23/2021	3:10:11 PM	49	13	Regular Hours	< 30 minutes
2/23/2021	3:10:53 PM	8 HIGH ST	EXETER	NH	Lance Keeley	1147 - 0	GAS LEAK OUTSIDE	0520210000095121001		2	22	2/23/2021 15:13	2/23/2021 15:14	2/23/2021 15:14	2/23/2021 15:37	2/23/2021	5:18:33 PM	41	26	Regular Hours	< 30 minutes
2/25/2021	3:34:57 PM	27 ANCIENT HWY	HAMPTON	NH	Lance Keeley	1147 - 0	GAS LEAK OUTSIDE	052021000010284001		1	20	2/25/2021 15:36	2/25/2021 15:36	2/25/2021 15:37	2/25/2021 15:57	2/25/2021	5:31:18 PM	94	22	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 17 (24% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc	Work Order	Municipal Onsite	Hold Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
2/1/2021	14:00:00 AM	9 BELKNAP ST	DOVER	NH	John Wiley	1146 - 0	GAS LEAK INSIDE	052021000003294001		0	18	2/1/2021 14:01	2/1/2021 14:09	2/1/2021 14:09	2/1/2021 2:08	2/1/2021	2:21:55 AM	13	28	After Hours	< 30 minutes
2/3/2021	11:03:52 PM	3 ARTISAN DR UNIT 505	SALEM	NH	Troy Kimball	1146 - 0	GAS LEAK INSIDE	052021000001050501		0	14	2/3/2021 23:04	2/3/2021 23:11	2/3/2021 23:11	2/3/2021 23:25	2/3/2021	12:02:38 AM	37	21	After Hours	< 30 minutes
2/5/2021	10:22:28 PM	81 TROUBLE CALL WAY	PORTSMOUTH	NH	Lance Keeley	9100 - 0	TC GAS LEAK OUTSIDE	052021000006419001		0	16	2/5/2021 22:23	2/5/2021 22:25	2/5/2021 22:25	2/5/2021 22:42	2/5/2021	12:15:40 AM	93	19	After Hours	< 30 minutes
2/8/2021	4:14:34 PM	13 PROSPECT ST	EXETER	NH	Lance Keeley	1146 - 0	GAS LEAK INSIDE	0520210000067290001		0	20	2/8/2021 16:15	2/8/2021 16:13	2/8/2021 16:14	2/8/2021 16:34	2/8/2021	4:59:36 PM	25	19	After Hours	< 30 minutes
2/10/2021	4:23:08 PM	19 HIGHLAND AVE FRONT	HAMPTON	NH	John Wiley	1146 - 0	GAS LEAK INSIDE	0520210000071135001		1	26	2/10/2021 16:24	2/10/2021 16:25	2/10/2021 16:25	2/10/2021 16:25	2/10/2021	5:42:59 PM	50	28	After Hours	< 30 minutes
2/10/2021	5:44:48 PM	100 ARTHUR F BRADY DR SUITE B	PORTSMOUTH	NH	John Wiley	1146 - 0	GAS LEAK INSIDE	0520210000071271001		0	23	2/10/2021 17:43	2/10/2021 17:43	2/10/2021 17:44	2/10/2021 18:06	2/10/2021	6:42:5				

Emergency Response Times
 NU New Hampshire work orders from 2/1/2021 to 2/28/2021
 Total orders in sample: 70

Orders responded to in 31-45 Minutes for After Hours: 5 (7% 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		
2/1/2021	9:25:53 PM	21 FULLER ACRES 1 1	HAMPTON	NH	Kevin Clifford	Lynne Copp	1146 - 0	GAS LEAK INSIDE	0520210000055796001		2	29	2/1/2021 21:28	2/1/2021 21:27	2/1/2021 21:29	2/1/2021 21:57	2/1/2021	10:47:59 PM	50	31	After Hours	31-45 Minutes
2/2/2021	6:01:26 AM	709 SPRINGBROOK CIR	PORTSMOUTH	NH	Lance Keelty	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0520210000055796001		1	27	2/2/2021 6:02	2/2/2021 6:14	2/2/2021 6:15	2/2/2021 6:42	2/2/2021	7:18:27 AM	36	40	After Hours	31-45 Minutes
2/8/2021	5:50:07 AM	28 PRENTISS WAY	EXETER	NH	Lance Keelty	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0520210000055954001		3	29	2/8/2021 5:53	2/8/2021 6:00	2/8/2021 6:00	2/8/2021 6:29	2/8/2021	6:55:05 AM	25	39	After Hours	31-45 Minutes
2/22/2021	8:41:42 PM	237 LOCUST ST	DOVER	NH	Kevin Ruel	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	0520210000052964001		1	33	2/22/2021 20:42	2/22/2021 20:46	2/22/2021 20:47	2/22/2021 21:19	2/22/2021	9:40:56 PM	21	38	After Hours	31-45 Minutes
2/25/2021	8:35:23 PM	24 IVAN LN	DOVER	NH	John Wiley	David Marinage	1146 - 0	GAS LEAK INSIDE	0520210000103349001		0	36	2/25/2021 20:35	2/25/2021 20:38	2/25/2021 20:38	2/25/2021 21:14	2/25/2021	9:18:51 PM	3	39	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday 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		
2/8/2021	1:05:24 PM	14 BITTERSWEET LN	EXETER	NH	Matthew McCarron	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	052021000004839001		0	39	2/8/2021 13:05	2/8/2021 13:07	2/8/2021 13:09	2/8/2021 13:47	2/8/2021	3:08:10 PM	80	41	Weekend/Holiday Hours	31-45 Minutes
2/14/2021	9:37:46 PM	5 CHESTNUT ST	EXETER	NH	Jeffrey Ordese	Patrick Paterson	1146 - 0	GAS LEAK INSIDE	0520210000077401001		2	31	2/14/2021 21:39	2/14/2021 21:46	2/14/2021 21:46	2/14/2021 22:18	2/14/2021	10:36:38 PM	18	40	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.)																						
2/20/2021	3:13:18 PM	34 QUAKER LN	DOVER	NH	Kevin Ruel	Patrick Paterson	1146 - 0	GAS LEAK INSIDE	0520210000089568001		5	37	2/20/2021 15:18	2/20/2021 15:23	2/20/2021 15:24	2/20/2021 16:00	2/20/2021	4:52:00 PM	31	47	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: 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 2/1/2021 to 2/28/2021

Total orders in sample: 70

Feb-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	34%	15	18	51%	15	4	18%	15	2	15%
30	38	89%	30	17	100%	30	13	77%	30	8	77%
45	7	99%	45	0	100%	45	5	100%	45	2	92%
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	70		Total	35		Total	22		Total	13	

Jan-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	40%	15	14	64%	15	2	33%	15	3	16%
30	23	89%	30	7	95%	30	3	83%	30	13	84%
45	4	98%	45	1	100%	45	1	100%	45	2	95%
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	47		Total	22		Total	6		Total	19	

Dec-20

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	33%	15	16	40%	15	5	25%	15	3	23%
30	38	85%	30	22	95%	30	8	65%	30	8	85%
45	7	95%	45	2	100%	45	4	85%	45	1	92%
60	4	100%	60	0	100%	60	3	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	73		Total	40		Total	20		Total	13	

Emergency Response Times

NU New Hampshire work orders from 2/1/2021 to 2/28/2021

Total orders in sample: 70

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	55%	15	1	13%	15	2	8%
30	32	87%	30	9	100%	30	5	75%	30	18	80%
45	7	100%	45	0	100%	45	2	100%	45	5	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	53		Total	20		Total	8		Total	25	

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	

Emergency Response Times

NU New Hampshire work orders from 2/1/2021 to 2/28/2021

Total orders in sample: 70

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	

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	

Emergency Response Times

NU New Hampshire work orders from 2/1/2021 to 2/28/2021

Total orders in sample: 70

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	

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	251	39%	15	191	54%	15	39	25%	15	21	15%
30	298	85%	30	146	95%	30	83	78%	30	69	66%
45	86	98%	45	16	100%	45	29	97%	45	41	96%
60	8	100%	60	0	100%	60	3	99%	60	5	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	645		Total	353		Total	156		Total	136	