



FILED ELECTRONICALLY

June 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 May 2021

Dear Director Howland:

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

Emergency Response Times

NU New Hampshire work orders from 5/1/2021 to 5/31/2021

Total orders in sample: 70

Orders responded to in < 30 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		
5/2/2021	10:28:01 AM	27 DUMAS AVE	HAMPTON	NH	Lance Keely	1146 - 0	GAS LEAK OUTSIDE	0520210000237780001		0	17	5/2/2021 10:28	5/2/2021 10:34	5/2/2021 10:34	5/2/2021 10:52	5/2/2021	12:11:36 PM	79	24	Weekend/Holiday Hours	< 30 minutes	
5/2/2021	8:11:37 PM	3 MAY ST	ROCHESTER	NH	Cody Lloyd	1146 - 0	GAS LEAK INSIDE	0520210000237829001		0	12	5/2/2021 20:12	5/2/2021 20:18	5/2/2021 20:18	5/2/2021 20:31	5/2/2021	9:11:35 PM	40	19	Weekend/Holiday Hours	< 30 minutes	
5/15/2021	5:19:55 PM	39 FARMLN A	SEABROOK	NH	Matthew McCarron	1146 - 0	GAS LEAK INSIDE	0520210000263456001		1	22	5/15/2021 17:21	5/15/2021 17:23	5/15/2021 17:25	5/15/2021 17:45	5/15/2021	6:31:49 PM	46	25	Weekend/Holiday Hours	< 30 minutes	
5/22/2021	10:06:37 AM	8 STERLING HILL LN UNIT 827	EXETER	NH	Matthew McCarron	1146 - 0	GAS LEAK INSIDE	0520210000283268001		0	22	5/22/2021 10:06	5/22/2021 10:07	5/22/2021 10:12	5/22/2021 10:30	5/22/2021	12:13:13 PM	102	23	Weekend/Holiday Hours	< 30 minutes	

Orders responded to in 31-45 Minutes for Regular Hours: 3 (4% 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		
5/3/2021	11:50:59 AM	21 PERKINS AVE	HAMPTON	NH	Jonathan Crook	1146 - 0	GAS LEAK INSIDE	0520210000239394001		1	37	5/3/2021 11:52	5/3/2021 11:52	5/3/2021 11:54	5/3/2021 12:30	5/3/2021	12:45:08 PM	14	39	Regular Hours	31-45 Minutes	
5/25/2021	3:17:56 PM	461 OCEAN BLVD B 7	HAMPTON	NH	Andrew Gossehn	1146 - 0	GAS LEAK INSIDE	0520210000289638001		4	34	5/25/2021 15:22	5/25/2021 15:23	5/25/2021 15:24	5/25/2021 15:58	5/25/2021	5:28:53 PM	90	40	Regular Hours	31-45 Minutes	
5/25/2021	3:49:57 PM	24 KENT ST	PORTSMOUTH	NH	Robert Pettigrew	1146 - 0	GAS LEAK INSIDE	0520210000289749001		1	21	5/25/2021 15:51	5/25/2021 16:00	5/25/2021 16:00	5/25/2021 16:22	5/25/2021	4:52:49 PM	30	32	Regular Hours	31-45 Minutes	

Orders responded to in 31-45 Minutes for After Hours: 6 (9% 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		
5/18/2021	8:47:43 PM	500 STATE ST	PORTSMOUTH	NH	Matthew McCarron	1146 - 0	GAS LEAK OUTSIDE	0520210000275398001		0	28	5/18/2021 20:48	5/18/2021 20:51	5/18/2021 20:53	5/18/2021 21:20	5/18/2021	10:21:09 PM	60	32	After Hours	31-45 Minutes	
5/18/2021	9:25:05 PM	6 STERLING HILL LN 442	EXETER	NH	Matthew McCarron	1146 - 0	GAS LEAK INSIDE	0520210000275407001		4	31	5/18/2021 21:29	5/18/2021 21:29	5/18/2021 21:30	5/18/2021 22:01	5/18/2021	11:30:32 PM	88	36	After Hours	31-45 Minutes	
5/24/2021	5:12:31 PM	6 STERLING HILL LN APT 622	EXETER	NH	Robert Pettigrew	1146 - 0	GAS LEAK INSIDE	0520210000289700001		0	30	5/24/2021 17:12	5/24/2021 17:22	5/24/2021 17:22	5/24/2021 17:52	5/24/2021	8:43:03 PM	50	40	After Hours	31-45 Minutes	
5/25/2021	2:55:48 AM	103 DOMAN DR UNIT 1	STRATHAM	NH	Robert Pettigrew	1146 - 0	GAS LEAK INSIDE	0520210000289799001		1	25	5/25/2021 2:57	5/25/2021 3:08	5/25/2021 3:08	5/25/2021 3:33	5/25/2021	4:34:49 AM	61	37	After Hours	31-45 Minutes	
5/27/2021	5:26:27 PM	12 HEATHER LN	SEABROOK	NH	Robert Pettigrew	1146 - 0	GAS LEAK OUTSIDE	0520210000295828001		0	34	5/27/2021 17:27	5/27/2021 17:36	5/27/2021 17:37	5/27/2021 18:11	5/27/2021	7:33:15 PM	81	45	After Hours	31-45 Minutes	
5/28/2021	4:25:00 PM	35 OCEAN DR	HAMPTON	NH	Lance Keely	1146 - 0	GAS LEAK OUTSIDE	0520210000299527001		1	33	5/28/2021 16:26	5/28/2021 16:28	5/28/2021 16:29	5/28/2021 17:02	5/28/2021	6:27:31 PM	85	37	After Hours	31-45 Minutes	

Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 3 (4% 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		
5/8/2021	8:33:53 PM	63 ELM CT	SEABROOK	NH	Jeffrey Creteau	1146 - 0	GAS LEAK INSIDE	0520210000251219001		3	31	5/8/2021 20:37	5/8/2021 20:43	5/8/2021 20:44	5/8/2021 21:15	5/8/2021	9:46:01 PM	30	41	Weekend/Holiday Hours	31-45 Minutes	
5/15/2021	3:27:39 PM	570 LINCOLN AVE	PORTSMOUTH	NH	Matthew McCarron	1146 - 0	GAS LEAK INSIDE	0520210000263447001		0	34	5/15/2021 15:28	5/15/2021 15:28	5/15/2021 15:30	5/15/2021 16:03	5/15/2021	4:26:06 PM	22	36	Weekend/Holiday Hours	31-45 Minutes	
5/30/2021	8:03:07 AM	9 GILL ST	EXETER	NH	Lance Keely	1146 - 0	GAS LEAK INSIDE	0520210000298602001		0	23	5/30/2021 8:03	5/30/2021 8:11	5/30/2021 8:11	5/30/2021 8:34	5/30/2021	9:00:01 AM	25	31	Weekend/Holiday Hours	31-45 Minutes	

Orders responded to in 46-60 Minutes for Regular Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Orders responded to in 46-60 Minutes for After Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Orders responded to in 61-75 Minutes for Regular Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Orders responded to in 61-75 Minutes for After Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Orders responded to in 61-75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Orders responded to in > 75 Minutes for Regular Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Orders responded to in > 75 Minutes for After Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Orders responded to in > 75 Minutes for Weekend/Holiday Hours: 0 (% of total records returned.)																						
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Onsite	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		

Emergency Response Times
 NU New Hampshire work orders from 5/1/2021 to 5/31/2021
 Total orders in sample: 70

May-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	40%	15	22	49%	15	6	33%	15	0	0%
30	30	83%	30	20	93%	30	6	67%	30	4	57%
45	12	100%	45	3	100%	45	6	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	70		Total	45		Total	18		Total	7	

Apr-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	16	31%	15	16	46%	15	0	0%	15	0	0%
30	26	81%	30	17	94%	30	6	60%	30	3	43%
45	10	100%	45	2	100%	45	4	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%
Total	52		Total	35		Total	10		Total	7	

Mar-21

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	11	31%	15	8	50%	15	2	18%	15	1	13%
30	17	80%	30	8	100%	30	7	82%	30	2	38%
45	6	97%	45	0	100%	45	1	91%	45	5	100%
60	1	100%	60	0	100%	60	1	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	35		Total	16		Total	11		Total	8	

Emergency Response Times
 NU New Hampshire work orders from 5/1/2021 to 5/31/2021
 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 5/1/2021 to 5/31/2021
 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 5/1/2021 to 5/31/2021
 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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	263	38%	15	203	52%	15	40	24%	15	20	14%
30	323	84%	30	170	95%	30	87	76%	30	66	62%
45	101	98%	45	20	100%	45	34	96%	45	47	96%
60	9	100%	60	0	100%	60	4	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	698		Total	393		Total	167		Total	138	