



FILED ELECTRONICALLY

April 15, 2024

Daniel C. Goldner, Chair
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 March 2024

Dear Chairman Goldner:

Enclosed for filing on behalf of Northern Utilities, Inc. ("the Company") is the March 2024 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 March 2024 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.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dan Nawazelski".

Daniel Nawazelski,
Manager, Revenue Requirements

Enclosure

cc: Christopher LeBlanc, USC

Daniel Nawazelski
Manager, Revenue Requirements
nawazelski@unitil.com

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Emergency Response Teams

NU New Hampshire work orders from 3/1/2024 to 3/31/2024

Total orders in sample: 57

Orders responded to in < 30 minutes for Regular Hours: 30 (53% 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		
3/1/2024	10:19:30 AM	10 TROUBLE CALL WAY	BRENTWOOD	NH	Jonathan Crook	David Martinage	9100 - 0	TC GAS LEAK OUTSIDE	0520240000157207001		0	16	3/1/2024 10:20	3/1/2024 10:21	3/1/2024 10:22	3/1/2024 10:37	3/1/2024	11:41:10 AM	63	18	Regular Hours	< 30 minutes
3/4/2024	8:02:26 AM	18 WINTER ST A	ROCHESTER	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000158623001	1	13	3/4/2024 8:03	3/4/2024 8:04	3/4/2024 8:04	3/4/2024 8:18	3/4/2024	8:41:54 AM	23	15	Regular Hours	< 30 minutes	
3/4/2024	9:11:44 AM	17 HAMPTON RD	EXETER	NH	Jonathan Crook	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000158944001	0	9	3/4/2024 9:12	3/4/2024 9:14	3/4/2024 9:15	3/4/2024 9:24	3/4/2024	10:25:49 AM	61	12	Regular Hours	< 30 minutes	
3/4/2024	12:28:39 PM	5 BUCKMINSTER WAY 23 LOT	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000160250001	0	4	3/4/2024 12:29	3/4/2024 12:28	3/4/2024 12:31	3/4/2024 12:33	3/4/2024	2:20:04 PM	106	4	Regular Hours	< 30 minutes	
3/6/2024	9:28:37 AM	180 OCEAN BLVD NORTH PAV	HAMPTON	NH	Anthony Beck	Michael Tails	1147 - 0	GAS LEAK OUTSIDE	0520240000165862001	1	11	3/6/2024 9:29	3/6/2024 9:33	3/6/2024 9:34	3/6/2024 9:45	3/6/2024	11:32:36 AM	107	16	Regular Hours	< 30 minutes	
3/6/2024	2:22:12 PM	229 MILLER AVE UNIT 1	PORTSMOUTH	NH	Jonathan Crook	David Martinage	1147 - 0	GAS LEAK OUTSIDE	0520240000166679001	0	8	3/6/2024 14:23	3/6/2024 14:23	3/6/2024 14:24	3/6/2024 14:31	3/6/2024	3:32:21 PM	60	9	Regular Hours	< 30 minutes	
3/7/2024	11:01:37 AM	15 JO ANN LN	HAMPTON	NH	Logan Nicolaissen	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000168522001	0	6	3/7/2024 11:02	3/7/2024 11:02	3/7/2024 11:04	3/7/2024 11:09	3/7/2024	11:50:15 AM	40	7	Regular Hours	< 30 minutes	
3/7/2024	12:16:32 PM	488 CENTRAL AVE	DOVER	NH	Alexander Aro	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000168880001	0	8	3/7/2024 12:16	3/7/2024 12:17	3/7/2024 12:17	3/7/2024 12:26	3/7/2024	12:53:18 PM	27	9	Regular Hours	< 30 minutes	
3/7/2024	2:16:27 PM	186 OCEAN BLVD RANCH	SEABROOK	NH	Logan Nicolaissen	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000169361001	0	17	3/7/2024 14:17	3/7/2024 14:17	3/7/2024 14:18	3/7/2024 14:35	3/7/2024	3:18:19 PM	42	18	Regular Hours	< 30 minutes	
3/7/2024	3:34:32 PM	65 MAIN ST	DOVER	NH	John Wiley	Amanda Lafenerie	1146 - 0	GAS LEAK INSIDE	0520240000169942001	1	21	3/7/2024 15:36	3/7/2024 15:38	3/7/2024 15:38	3/7/2024 16:00	3/7/2024	4:29:14 PM	28	25	Regular Hours	< 30 minutes	
3/8/2024	11:22:56 AM	5 HIGH RIDGE DR MSTR	DOVER	NH	Alexander Aro	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000171466001	1	9	3/8/2024 11:24	3/8/2024 11:24	3/8/2024 11:24	3/8/2024 11:33	3/8/2024	12:49:35 PM	76	10	Regular Hours	< 30 minutes	
3/8/2024	1:14:26 PM	115 ORCHARD ST	PORTSMOUTH	NH	Logan Nicolaissen	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000171739001	0	7	3/8/2024 13:14	3/8/2024 13:15	3/8/2024 13:17	3/8/2024 13:23	3/8/2024	2:00:31 PM	37	8	Regular Hours	< 30 minutes	
3/1/2024	10:58:44 AM	107 LEDGEWOOD AVE	PORTSMOUTH	NH	Robert Pettigrew	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000174628001	0	8	3/1/2024 10:59	3/1/2024 11:01	3/1/2024 11:01	3/1/2024 11:09	3/1/2024	11:55:23 AM	46	10	Regular Hours	< 30 minutes	
3/13/2024	3:37:55 PM	40 CONGRESS ST C	ROCHESTER	NH	John Wiley	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000183322001	0	24	3/13/2024 15:38	3/13/2024 15:40	3/13/2024 15:41	3/13/2024 16:05	3/13/2024	4:33:57 PM	28	27	Regular Hours	< 30 minutes	
3/14/2024	2:53:53 PM	700 CENTRAL ST HOUSE BLDG 1	SALEM	NH	Jonathan Crook	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000185874001	0	28	3/14/2024 14:54	3/14/2024 14:55	3/14/2024 14:56	3/14/2024 15:24	3/14/2024	7:06:33 PM	222	30	Regular Hours	< 30 minutes	
3/15/2024	10:38:34 AM	4 TUSCAN BLVD COMM AMENITIES HOUSE	SALEM	NH	Logan Nicolaissen	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000186879001	0	25	3/15/2024 10:39	3/15/2024 10:39	3/15/2024 10:45	3/15/2024 11:05	3/15/2024	11:56:16 AM	50	26	Regular Hours	< 30 minutes	
3/15/2024	10:59:50 AM	46 MAPLEWOOD AVE HOUSE	PORTSMOUTH	NH	Anthony Beck	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000186984001	0	8	3/15/2024 11:00	3/15/2024 11:01	3/15/2024 11:05	3/15/2024 11:09	3/15/2024	11:31:16 AM	21	9	Regular Hours	< 30 minutes	
3/19/2024	8:29:10 AM	212 ILSINGTON ST	PORTSMOUTH	NH	Jonathan Crook	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000191984001	0	8	3/19/2024 8:29	3/19/2024 8:30	3/19/2024 8:31	3/19/2024 8:39	3/19/2024	9:30:08 AM	59	10	Regular Hours	< 30 minutes	
3/19/2024	8:38:01 AM	11 GARRISON RD	DOVER	NH	Alexander Aro	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000192017001	0	6	3/19/2024 8:38	3/19/2024 8:38	3/19/2024 8:38	3/19/2024 8:44	3/19/2024	9:01:41 AM	16	6	Regular Hours	< 30 minutes	
3/19/2024	11:39:20 AM	30 CHARTER ST 12	EXETER	NH	Anthony Beck	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000194124001	0	11	3/19/2024 11:40	3/19/2024 11:42	3/19/2024 11:43	3/19/2024 11:54	3/19/2024	12:12:53 PM	18	14	Regular Hours	< 30 minutes	
3/22/2024	7:39:27 AM	126 PLAISTOW RD	PLAISTOW	NH	Logan Nicolaissen	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000203348001	0	19	3/22/2024 7:40	3/22/2024 7:41	3/22/2024 7:43	3/22/2024 8:01	3/22/2024	9:04:53 AM	63	21	Regular Hours	< 30 minutes	
3/25/2024	9:20:35 AM	151 LAFAYETTE RD	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000216991001	1	8	3/25/2024 9:22	3/25/2024 9:21	3/25/2024 9:24	3/25/2024 9:30	3/25/2024	10:16:12 AM	46	9	Regular Hours	< 30 minutes	
3/25/2024	11:56:08 AM	579 SAGAMORE AVE 40 109	PORTSMOUTH	NH	Matthew McCarron	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000217689001	1	11	3/25/2024 11:57	3/25/2024 11:58	3/25/2024 11:59	3/25/2024 12:10	3/25/2024	12:44:51 PM	34	14	Regular Hours	< 30 minutes	
3/26/2024	2:42:13 PM	5 COLD SPRING CIR	ROCHESTER	NH	Kevin Ruel	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000221282001	1	6	3/26/2024 14:43	3/26/2024 14:44	3/26/2024 14:45	3/26/2024 14:50	3/26/2024	3:40:55 PM	50	7	Regular Hours	< 30 minutes	
3/27/2024	8:51:38 AM	15 CULVER ST UNIT 63P	PLAISTOW	NH	Logan Nicolaissen	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000222080001	0	8	3/27/2024 8:52	3/27/2024 8:53	3/27/2024 8:54	3/27/2024 9:01	3/27/2024	9:31:10 AM	29	10	Regular Hours	< 30 minutes	
3/28/2024	7:57:26 AM	210 WEST RD 4	PORTSMOUTH	NH	Anthony Beck	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000224423001	0	7	3/28/2024 7:58	3/28/2024 7:59	3/28/2024 7:59	3/28/2024 8:06	3/28/2024	8:22:19 AM	15	9	Regular Hours	< 30 minutes	
3/28/2024	1:53:33 PM	17 SHERIDAN AVE	ROCHESTER	NH	Kevin Ruel	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000227255001	2	20	3/28/2024 13:55	3/28/2024 14:00	3/28/2024 14:01	3/28/2024 14:20	3/28/2024	2:48:49 PM	28	27	Regular Hours	< 30 minutes	
3/28/2024	2:08:51 PM	10 PLAYHOUSE DR E	HAMPTON	NH	Alexander Aro	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000227335001	1	17	3/28/2024 14:09	3/28/2024 14:10	3/28/2024 14:10	3/28/2024 14:27	3/28/2024	3:07:37 PM	40	18	Regular Hours	< 30 minutes	
3/29/2024	8:39:45 AM	8 CONTINENTAL CR	EXETER	NH	Logan Nicolaissen	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	0520240000229586001	0	17	3/29/2024 8:40	3/29/2024 8:41	3/29/2024 8:43	3/29/2024 8:58	3/29/2024	10:01:04 AM	62	18	Regular Hours	< 30 minutes	
3/29/2024	9:18:19 AM	19 DUSTON AVE	HAMPTON	NH	Alexander Aro	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000229725001	1	24	3/29/2024 9:19	3/29/2024 9:20	3/29/2024 9:21	3/29/2024 9:44	3/29/2024	10:32:30 AM	47	26	Regular Hours	< 30 minutes	
Orders responded to in < 30 minutes for After Hours: 16 (28% 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		
3/1/2024	2:58:10 AM	17 HAMPTON RD	EXETER	NH	Jonathan Crook	Jakub Rucinski	1146 - 0	GAS LEAK INSIDE	0520240000155937001	3	17	3/1/2024 2:31	3/1/2024 2:37	3/1/2024 2:38	3/1/2024 2:55	3/1/2024	5:21:55 AM	146	27	After Hours	< 30 minutes	
3/1/2024	4:59:00 PM	5 SALLY SWEETS WAY 3 336	SALEM	NH	Anthony Beck	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000158162001	0	21	3/1/2024 16:59	3/1/2024 17:05	3/1/2024 17:07	3/1/2024 17:26	3/1/2024	7:15:25 PM	108	27	After Hours	< 30 minutes	
3/5/2024	7:14:30 PM	852 LAFAYETTE DR BLDG 22	HAMPTON	NH	Logan Nicolaissen	Amanda Lafenerie	1146 - 0	GAS LEAK INSIDE	0520240000164513001	0	15	3/5/2024 19:15	3/5/2024 19:15	3/5/2024 19:16	3/5/2024 19:31	3/5/2024	7:49:15 PM	17	16	After Hours	< 30 minutes	
3/8/2024	5:32:32 PM	5 HIGH RIDGE DR MSTR	DOVER	NH	John Wiley	Amanda Lafenerie	1146 - 0	GAS LEAK INSIDE	0520240000172275001	0	19	3/8/2024 17:33	3/8/2024 17:34	3/8/2024 17:34	3/8/2024 17:54	3/8/2024	7:07:10 PM	72	21	After Hours	< 30 minutes	
3/8/2024	6:38:35 PM	14 SCHOOL ST	SOMERSWORTH	NH	Robert Pettigrew	Amanda Lafenerie	1147 - 0	GAS LEAK OUTSIDE	0520240000172333001	1	11	3/8/2024 18:40	3/8/2024 18:46	3/8/2024 18:46	3/8/2024 18:57	3/8/2024	7:58:42 PM	61	18	After Hours	< 30 minutes	
3/13/2024	4:40:21 PM	800 ILSINGTON ST	PORTSMOUTH	NH	Scott MacNeil	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000183496001	0	0	3/13/2024 16:40	3/13/2024 16:40	3/13/2024 16:40	3/13/2024 16:40	3/13/2024	9:24:41 PM	283	0	After Hours	< 30 minutes	
3/13/2024	9:09:13 PM	84 SILVER ST APT H	DOVER	NH	Robert Pettigrew	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000183657001	0	5	3/13/2024 21:09	3/13/2024 21:16	3/13/2024 21:17	3/13/2024 21:22	3/13/2024	10:22:37 PM	59	13	After Hours	< 30 minutes	
3/14/2024	5:54:34 PM	570 LAFAYETTE RD UNIT 803	SEABROOK	NH	Scott MacNeil	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000186182001	0	13	3/14/2024 17:54	3/14/2024 17:55	3/14/2024 17:55	3/14							

Emergency Response Times
NU New Hampshire work orders from 3/1/2024 to 3/31/2024
Total orders in sample: 57

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 3/1/2024 to 3/31/2024

Total orders in sample: 57

Mar-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	39%	15	18	58%	15	4	22%	15	0	0%
30	30	91%	30	12	97%	30	12	89%	30	6	75%
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	57		Total	31		Total	18		Total	8	

Feb-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	40%	15	23	52%	15	3	19%	15	1	13%
30	38	96%	30	20	98%	30	11	88%	30	7	100%
45	3	100%	45	1	100%	45	2	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	68		Total	44		Total	16		Total	8	

Jan-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	44%	15	18	43%	15	8	42%	15	5	50%
30	33	90%	30	22	95%	30	9	89%	30	2	70%
45	7	100%	45	2	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	71		Total	42		Total	19		Total	10	

Emergency Response Times

NU New Hampshire work orders from 3/1/2024 to 3/31/2024

Total orders in sample: 57

Dec-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	36%	15	23	53%	15	3	14%	15	0	0%
30	37	86%	30	20	100%	30	14	81%	30	3	33%
45	10	100%	45	0	100%	45	4	100%	45	6	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	73		Total	43		Total	21		Total	9	

Nov-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	31%	15	23	41%	15	1	7%	15	1	9%
30	50	93%	30	29	93%	30	12	93%	30	9	91%
45	6	100%	45	4	100%	45	1	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	81		Total	56		Total	14		Total	11	

Oct-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	30	39%	15	26	52%	15	2	15%	15	2	15%
30	42	95%	30	23	98%	30	9	85%	30	10	92%
45	4	100%	45	1	100%	45	2	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	76		Total	50		Total	13		Total	13	

Emergency Response Times

NU New Hampshire work orders from 3/1/2024 to 3/31/2024

Total orders in sample: 57

Sep-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	37%	15	14	50%	15	2	11%	15	5	50%
30	34	96%	30	14	100%	30	15	89%	30	5	100%
45	2	100%	45	0	100%	45	2	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	57		Total	28		Total	19		Total	10	

Aug-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	34%	15	20	40%	15	0	0%	15	4	40%
30	40	90%	30	25	90%	30	11	100%	30	4	80%
45	7	100%	45	5	100%	45	0	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	71		Total	50		Total	11		Total	10	

Jul-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	13	34%	15	10	48%	15	2	18%	15	1	17%
30	21	89%	30	10	95%	30	7	82%	30	4	83%
45	4	100%	45	1	100%	45	2	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	38		Total	21		Total	11		Total	6	

Emergency Response Times

NU New Hampshire work orders from 3/1/2024 to 3/31/2024

Total orders in sample: 57

Jun-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	11	25%	15	8	33%	15	0	0%	15	3	38%
30	28	89%	30	15	96%	30	10	83%	30	3	75%
45	4	98%	45	1	100%	45	2	100%	45	1	88%
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	44		Total	24		Total	12		Total	8	

May-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	44%	15	22	69%	15	1	8%	15	1	11%
30	23	87%	30	7	91%	30	9	77%	30	7	89%
45	6	98%	45	3	100%	45	2	92%	45	1	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	54		Total	32		Total	13		Total	9	

Apr-23

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	11	25%	15	11	46%	15	0	0%	15	0	0%
30	27	86%	30	12	96%	30	8	89%	30	7	64%
45	6	100%	45	1	100%	45	1	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	44		Total	24		Total	9		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	265	36%	15	216	49%	15	26	15%	15	23	20%
30	403	91%	30	209	96%	30	127	87%	30	67	80%
45	64	100%	45	20	100%	45	22	99%	45	22	99%
60	2	100%	60	0	100%	60	1	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	734		Total	445		Total	176		Total	113	