



FILED ELECTRONICALLY

May 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 April 2024

Dear Chairman Goldner:

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

6 Liberty Lane West
Hampton, NH 03842

T 603.379.3836
www.unitil.com

Emergency Response Teams
NU New Hampshire work orders from 4/1/2024 to 4/30/2024
Total orders in sample: 60

Orders responded to in < 30 minutes for Regular Hours: 31 (52% 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	
4/1/2024	8:48:16 AM	12 PINE MEADOWS DR	EXETER	NH	Logan Nicolaissen	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000232628001		0	14	4/1/2024 8:48	4/1/2024 8:51	4/1/2024 8:51	4/1/2024 9:05	4/1/2024 9:29:30 AM	23	17	Regular Hours	< 30 minutes
4/1/2024	12:42:01 PM	30 KINGS HWY #5	HAMPTON	NH	Logan Nicolaissen	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000235401001		0	6	4/1/2024 12:42	4/1/2024 12:44	4/1/2024 12:45	4/1/2024 12:50	4/1/2024 1:11:04 PM	20	8	Regular Hours	< 30 minutes
4/1/2024	3:40:55 PM	16 PERKINS AVE C	HAMPTON	NH	Scott MacNiell	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000235908001		0	3	4/1/2024 15:41	4/1/2024 15:42	4/1/2024 15:42	4/1/2024 15:45	4/1/2024 4:18:01 PM	32	4	Regular Hours	< 30 minutes
4/8/2024	8:02:06 AM	1 railroad ave	gonic	NH	Kevin Ruel	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	MAN0000084		0	16	4/8/2024 8:02	4/8/2024 8:03	4/8/2024 8:06	4/8/2024 8:20	4/8/2024 9:50:35 AM	90	18	Regular Hours	< 30 minutes
4/8/2024	1:07:07 PM	5 BLAKE LN	HAMPTON	NH	Anthony Beck	Claire Elam	1146 - 0	GAS LEAK INSIDE	MAN0000103		0	20	4/8/2024 13:07	4/8/2024 13:08	4/8/2024 13:10	4/8/2024 13:29	4/8/2024 1:48:42 PM	19	21	Regular Hours	< 30 minutes
4/9/2024	2:59:45 PM	18 REDDEN ST	DOVER	NH	Kevin Ruel	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000255493001		0	9	4/9/2024 15:00	4/9/2024 15:01	4/9/2024 15:02	4/9/2024 15:11	4/9/2024 3:31:36 PM	20	11	Regular Hours	< 30 minutes
4/10/2024	8:35:36 AM	50 MILL ST	DOVER	NH	Robert Pettigrew	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000258735001		0	11	4/10/2024 8:36	4/10/2024 8:37	4/10/2024 8:38	4/10/2024 8:48	4/10/2024 10:15:35 AM	86	13	Regular Hours	< 30 minutes
4/12/2024	12:10:29 PM	33 MARKET SQ STE I	PORTSMOUTH	NH	Anthony Beck	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000267465001		0	10	4/12/2024 12:10	4/12/2024 12:12	4/12/2024 12:13	4/12/2024 12:23	4/12/2024 12:50:51 PM	27	12	Regular Hours	< 30 minutes
4/15/2024	10:02:19 AM	33 TROUBLE CALL WAY	HAMPTON	NH	Jonathan Crook	Amanda Lefemiere	9100 - 0	TC GAS LEAK OUTSIDE	0520240000270146001		0	9	4/15/2024 10:02	4/15/2024 10:05	4/15/2024 10:05	4/15/2024 10:14	4/15/2024 11:28:08 AM	73	12	Regular Hours	< 30 minutes
4/16/2024	9:50:42 AM	9 O ST	HAMPTON	NH	Logan Nicolaissen	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000274067001		0	17	4/16/2024 9:51	4/16/2024 9:51	4/16/2024 9:54	4/16/2024 10:09	4/16/2024 10:53:01 AM	43	19	Regular Hours	< 30 minutes
4/16/2024	12:26:50 PM	235 WEST RD 3	PORTSMOUTH	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000275192001		1	14	4/16/2024 12:27	4/16/2024 12:28	4/16/2024 12:28	4/16/2024 12:43	4/16/2024 2:36:17 PM	113	16	Regular Hours	< 30 minutes
4/16/2024	12:57:23 PM	1 TENNYSON AVE	DOVER	NH	Kevin Ruel	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000275303001		0	6	4/16/2024 12:57	4/16/2024 12:59	4/16/2024 13:01	4/16/2024 13:06	4/16/2024 2:28:55 PM	82	9	Regular Hours	< 30 minutes
4/17/2024	7:27:49 AM	540 WEARE RD GAR	SEABROOK	NH	Logan Nicolaissen	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000277235001		1	17	4/17/2024 7:29	4/17/2024 7:30	4/17/2024 7:32	4/17/2024 7:47	4/17/2024 8:15:14 AM	27	19	Regular Hours	< 30 minutes
4/17/2024	8:48:15 AM	201 ISLINGTON ST	PORTSMOUTH	NH	Alexander Aro	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000277566001		0	3	4/17/2024 8:48	4/17/2024 8:48	4/17/2024 8:49	4/17/2024 8:52	4/17/2024 10:52:37 AM	119	4	Regular Hours	< 30 minutes
4/18/2024	9:11:30 AM	35 AIRLINE AVE A	PORTSMOUTH	NH	Alexander Aro	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000281186001		0	11	4/18/2024 9:11	4/18/2024 9:12	4/18/2024 9:12	4/18/2024 9:24	4/18/2024 9:58:46 AM	34	12	Regular Hours	< 30 minutes
4/18/2024	12:32:05 PM	5 GODFREY AVE	HAMPTON	NH	Logan Nicolaissen	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000282183001		0	14	4/18/2024 12:32	4/18/2024 12:35	4/18/2024 12:36	4/18/2024 12:50	4/18/2024 2:10:01 PM	79	18	Regular Hours	< 30 minutes
4/18/2024	3:35:56 PM	821 ISLINGTON ST 1ST FLOOR	PORTSMOUTH	NH	Scott MacNiell	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000283075001		0	17	4/18/2024 15:36	4/18/2024 15:36	4/18/2024 15:37	4/18/2024 15:54	4/18/2024 4:20:57 PM	26	18	Regular Hours	< 30 minutes
4/19/2024	1:18:20 PM	831 CENTRAL AVE 2	DOVER	NH	John Wiley	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000285137001		1	15	4/19/2024 13:19	4/19/2024 13:20	4/19/2024 13:21	4/19/2024 13:36	4/19/2024 2:34:28 PM	58	18	Regular Hours	< 30 minutes
4/22/2024	9:36:05 AM	19 TUTTLE LN	DOVER	NH	Kevin Ruel	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000287298001		1	12	4/22/2024 9:37	4/22/2024 9:38	4/22/2024 9:40	4/22/2024 9:50	4/22/2024 10:12:26 AM	21	14	Regular Hours	< 30 minutes
4/22/2024	11:02:05 AM	12 PORTSMOUTH AVE	STRATHAM	NH	Jonathan Crook	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000287610001		0	9	4/22/2024 11:02	4/22/2024 11:02	4/22/2024 11:03	4/22/2024 11:12	4/22/2024 11:55:31 AM	43	10	Regular Hours	< 30 minutes
4/23/2024	9:53:25 AM	47 WASHINGTON ST BREW	DOVER	NH	Kevin Ruel	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000291386001		0	6	4/23/2024 9:53	4/23/2024 9:54	4/23/2024 9:56	4/23/2024 10:01	4/23/2024 11:04:05 AM	62	7	Regular Hours	< 30 minutes
4/23/2024	10:35:55 AM	13 MARKET ST	PORTSMOUTH	NH	Anthony Beck	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000291532001		0	5	4/23/2024 10:36	4/23/2024 10:36	4/23/2024 10:37	4/23/2024 10:41	4/23/2024 10:58:56 AM	16	6	Regular Hours	< 30 minutes
4/23/2024	12:34:52 PM	325 LAFAYETTE RD B RETAIL	SEABROOK	NH	Jonathan Crook	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000292129001		0	12	4/23/2024 12:35	4/23/2024 12:36	4/23/2024 12:36	4/23/2024 12:48	4/23/2024 2:28:58 PM	100	14	Regular Hours	< 30 minutes
4/23/2024	3:25:56 PM	362 MAIN ST 2	SOMERSWORTH	NH	John Wiley	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	0520240000292865001		0	16	4/23/2024 15:26	4/23/2024 15:29	4/23/2024 15:29	4/23/2024 15:45	4/23/2024 4:06:06 PM	20	19	Regular Hours	< 30 minutes
4/24/2024	8:32:49 AM	353 CENTRAL AVE	DOVER	NH	Kevin Ruel	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000294236001		0	23	4/24/2024 8:33	4/24/2024 8:33	4/24/2024 8:35	4/24/2024 8:57	4/24/2024 9:37:31 AM	40	24	Regular Hours	< 30 minutes
4/24/2024	12:32:04 PM	50 BROOKSIDE DR APT C2	EXETER	NH	Alexander Aro	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000295353001		0	17	4/24/2024 12:32	4/24/2024 12:32	4/24/2024 12:33	4/24/2024 12:50	4/24/2024 1:18:53 PM	28	17	Regular Hours	< 30 minutes
4/25/2024	2:24:59 PM	10 ISLAND PATH	HAMPTON	NH	Anthony Beck	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000299482001		1	16	4/25/2024 14:26	4/25/2024 14:26	4/25/2024 14:27	4/25/2024 14:43	4/25/2024 3:06:33 PM	23	18	Regular Hours	< 30 minutes
4/26/2024	12:16:27 PM	29 PARTRIDGE GREEN WAY	ROCHESTER	NH	Kevin Ruel	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000301815001		0	13	4/26/2024 12:17	4/26/2024 12:19	4/26/2024 12:20	4/26/2024 12:32	4/26/2024 12:57:29 PM	24	16	Regular Hours	< 30 minutes
4/29/2024	1:55:44 PM	24 PLEASANT VALLEY RD	DOVER	NH	Kevin Ruel	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000305305001		1	19	4/29/2024 13:56	4/29/2024 13:56	4/29/2024 13:57	4/29/2024 14:16	4/29/2024 2:52:40 PM	36	20	Regular Hours	< 30 minutes
4/30/2024	8:27:55 AM	8 MAPLE AVE BARN	PLAISTOW	NH	Jared Bezemes	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	0520240000306567001		8	0	4/30/2024 8:36	4/30/2024 8:42	4/30/2024 8:42	4/30/2024 8:43	4/30/2024 12:58:04 PM	254	15	Regular Hours	< 30 minutes
4/30/2024	2:43:14 PM	3 GREENLEAF DR	SEABROOK	NH	Scott MacNiell	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000310583001		1	15	4/30/2024 14:45	4/30/2024 14:45	4/30/2024 14:45	4/30/2024 15:01	4/30/2024 3:29:48 PM	28	18	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 11 (18% 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	
4/3/2024	8:14:22 PM	6 COLEMAN CT	SEABROOK	NH	Scott MacNiell	Jessica Ober	1146 - 0	GAS LEAK INSIDE	0520240000240502001		2	22	4/3/2024 20:17	4/3/2024 20:17	4/3/2024 20:17	4/3/2024 20:39	4/3/2024 9:03:36 PM	23	25	After Hours	< 30 minutes
4/5/2024	7:13:56 PM	60 Main St	Exeter	NH	Scott MacNiell	Jessica Ober	1146 - 0	GAS LEAK INSIDE	MAN0000064		0	14	4/5/2024 19:14	4/5/2024 19:15	4/5/2024 19:15	4/5/2024 19:29	4/5/2024 7:55:34 PM	26	15	After Hours	< 30 minutes
4/5/2024	7:20:00 PM	93 Rutland St	Dover	NH	Robert Pettigrew	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	MAN0000065		1	9	4/5/2024 19:21	4/5/2024 19:28	4/5/2024 19:28	4/5/2024 19:37	4/5/2024 9:41:28 PM	123	17	After Hours	< 30 minutes
4/5/2024	7:49:53 PM	235 Locust St	Dover	NH	Robert Pettigrew	Jessica Ober	1147 - 0	GAS LEAK OUTSIDE	MAN0000072		0	28	4/5/2024 19:50	4/5/2024 19:50	4/5/2024 19:54	4/5/2024 20:18	4/5/2024 9:44:18 PM	85	28	After Hours	< 30 minutes
4/11/2024	6:17:10 PM	129 MILLER AVE	PORTSMOUTH	NH	Scott MacNiell	Amanda Lefemiere	1147 - 0	GAS LEAK OUTSIDE	0520240000264594001		1	26	4/11/2024 18:18	4/11/2024 18:19	4/11/2024 18:19	4/11/2024 18:45	4/11/2024 7:34:31 PM	49	28	After Hours	< 30 minutes
4/15/2024	8:43:09 PM	154 EXETER RD	HAMPTON	NH	Matthew McCarron	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000271717001		0	18	4/15/2024 20:43	4/15/2024 20:49	4/15/2024 20:56	4/15/2024 21:07	4/15/2024 10:07:49 PM	60	24	After Hours	< 30 minutes
4/19/2024	4:10:00 PM	23 MEMBERS WAY REST	DOVER	NH	John Wiley	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000285811001		0	19	4/19/2024 16:10	4/19/2024 16:12	4/19/2024 16:12	4/19/2024 16:31	4/19/2024 5:15:24 PM	43	21	After Hours	< 30 minutes
4/19/2024	5:44:30 PM	83 MAIN ST HSE	PLAISTOW	NH	Logan Nicolaissen	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520240000285925001		0	17	4/19/2024 17:44	4/19/2024 17:49	4/19/2024 17:49	4/19/2024 18:07	4/19/2024 6:34:13 PM	27	22	After Hours	< 30 minutes
4/22/2024	4:15:54 PM	526 HIGH ST	HAMPTON	NH	Scott MacNiell	Jason Brooks	1146 - 0	GAS LEAK INSIDE	052024000028882800												

Emergency Response Times
NU New Hampshire work orders from 4/1/2024 to 4/30/2024
Total orders in sample: 60

Orders responded to in 31-45 Minutes for Regular 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	
4/3/2024	11:23:31 AM	238 HIGHLAND ST 3FL	PORTSMOUTH	NH	Matthew McCarron	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000239375001		8	22	4/3/2024 11:31	4/3/2024 11:33	4/3/2024 11:43	4/3/2024 11:56	4/3/2024 12:55:24 PM	59	32	Regular Hours	31-45 Minutes
4/8/2024	8:20:05 AM	412 Gonic Rd	Rochester	NH	Matthew McCarron	Claire Elam	1147 - 0	GAS LEAK OUTSIDE	MAN0000085		0	30	4/8/2024 8:20	4/8/2024 8:22	4/8/2024 8:31	4/8/2024 8:53	4/8/2024 10:11:23 AM	77	33	Regular Hours	31-45 Minutes
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	
4/8/2024	8:15:26 PM	176 S. Main ST	ROCHESTER	NH	John Wiley	Amanda Laferriere	1146 - 0	GAS LEAK INSIDE	MAN0000110		0	0	4/8/2024 20:15	4/8/2024 20:56	4/8/2024 20:56	4/8/2024 20:56	4/8/2024 9:15:35 PM	18	41	After Hours	31-45 Minutes
4/22/2024	4:24:54 PM	4 JUNIPER DR LOT 44	DOVER	NH	John Wiley	Jason Brooks	1146 - 0	GAS LEAK INSIDE	0520240000288855001		0	24	4/22/2024 16:25	4/22/2024 16:34	4/22/2024 16:35	4/22/2024 16:58	4/22/2024 5:53:41 PM	55	33	After Hours	31-45 Minutes
Orders responded to in 31-45 Minutes for Weekend/Holiday Hours: 1 (2% 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	
4/21/2024	11:56:32 AM	109 ORCHARD ST	PORTSMOUTH	NH	Jonathan Crook	Claire Elam	1146 - 0	GAS LEAK INSIDE	0520240000286296001		0	31	4/21/2024 11:57	4/21/2024 12:03	4/21/2024 12:03	4/21/2024 12:35	4/21/2024 1:26:11 PM	50	38	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 4/1/2024 to 4/30/2024

Total orders in sample: 60

Apr-24

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	18	30%	15	15	45%	15	1	8%	15	2	14%
30	37	92%	30	16	94%	30	10	85%	30	11	93%
45	5	100%	45	2	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	60		Total	33		Total	13		Total	14	

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	

Emergency Response Times

NU New Hampshire work orders from 4/1/2024 to 4/30/2024

Total orders in sample: 60

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	

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	

Emergency Response Times

NU New Hampshire work orders from 4/1/2024 to 4/30/2024

Total orders in sample: 60

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	

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	

Emergency Response Times

NU New Hampshire work orders from 4/1/2024 to 4/30/2024

Total orders in sample: 60

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	

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	

12 Month Rolling

Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	272	36%	15	220	48%	15	27	15%	15	25	22%
30	413	91%	30	213	95%	30	129	87%	30	71	83%
45	63	100%	45	21	100%	45	23	99%	45	19	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	750		Total	454		Total	180		Total	116	