



FILED ELECTRONICALLY AND VIA OVERNIGHT DELIVERY

April 13, 2015

Debra Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 S. Fruit St., Suite 10
Concord, New Hampshire 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 11-196 – Emergency Response Odor
Call Report ("Report") for March 2015

Dear Director Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. ("the Company") is the March 2015 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 2015 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 12 of the Report.

The Company had one instance where it responded to an odor call in over 60 minutes. On March 1, 2015, an odor call was responded to in 65 minutes due to having multiple odor complaints reported at the same time. Additional resources to assist with the response were called in from the distribution department. This time represents his travel time from home to Portsmouth.

Please contact Christopher LeBlanc, at (603) 294-5166 if you need any additional information.

Respectfully submitted,

George H. Simmons Jr.

Enclosure

cc: Thomas P. Meissner Jr., Vice President USC
Christopher LeBlanc, USC

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