



Tyler Culbertson
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April 4, 2024

Via Electronic Report Filing

Daniel Goldner
Chairman
New Hampshire Public Utilities Commission
21 South Fruit St., Suite 10
Concord, NH 03301-2429

**Re: DG 11-040; Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty
Emergency Response – March 2024**

Dear Chairman Goldner:

Pursuant to Attachment J(1)(18)(a) of the Settlement Agreement approved by Commission Order No. 25, 370 (May 30, 2012) in Docket No. DG 11-040, enclosed for filing please find Liberty's Emergency Response report.

Please note this report has been filed via the Commission's Electronic Report Filing system. Thank you for your attention to this matter. Please do not hesitate to call if you have any questions.

Sincerely,

/s/ Tyler Culbertson

Tyler Culbertson

Attachment



New Hampshire Public Utilities Commission
Liberty Utilities - Emergency Leak Response Statistics
March 2024

March 2024

Jan-2024

to

Mar-2024

CATEGORY	0-30 Min	31-45 Min	46-60 Min	>60 min	Total		0-30 Min	31-45 Min	46-60 Min	>60 min	Total
Normal Hours	52	3	0	0	55		193	11	0	0	204
After Hours	40	4	1	0	45		146	20	5	0	171
Weekends and Holidays	30	3	0	0	33		71	5	1	0	77
Grand Total	122	10	1	0	133		410	36	6	0	452

Normal Hours

Results

GOAL

Results

0-30 Minutes

94.55%

82.00%

94.61%

0-45 Minutes

100.00%

90.00%

100.00%

0-60 Minutes

100.00%

97.00%

100.00%

After Hours

0-30 Minutes

88.89%

80.00%

85.38%

0-45 Minutes

97.78%

86.00%

97.08%

0-60 Minutes

100.00%

95.00%

100.00%

Weekends / Holidays

0-30 Minutes

90.91%

76.00%

92.21%

0-45 Minutes

100.00%

84.00%

98.70%

0-60 Minutes

100.00%

94.00%

100.00%

New Hampshire Public Utilities Commission
Liberty Utilities - Emergency Leak Response Statistics
March 2024

	Normal Hour Targets			After Hour Targets			Weekends & Holiday Targets		
Category	A1	A2	A3	B1	B2	B3	C1	C2	C3
Time band	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
Target	82.00%	90.00%	97.00%	80.00%	86.00%	95.00%	76.00%	84.00%	94.00%

	Normal Hours			After Hours			Weekends & Holidays		
March 2024	0-30 Mins	31-45 Mins	46-60 Mins	0-30 Mins	31-45 Mins	46-60 Mins	0-30 Mins	31-45 Mins	46-60 Mins
Current month #	52	3	0	40	4	1	30	3	0
	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
Current month %	94.55%	100.00%	100.00%	88.89%	97.78%	100.00%	90.91%	100.00%	100.00%

	Normal Hours			After Hours			Weekends & Holidays		
Last	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
3 month average	94.76%	100.00%	100.00%	85.74%	97.07%	100.00%	92.55%	98.72%	100.00%

	Normal Hours			After Hours			Weekends & Holidays		
Last	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
12 month average	92.32%	98.75%	98.88%	84.64%	95.27%	97.66%	90.15%	98.62%	100.00%

	Normal Hours			After Hours			Weekends & Holidays		
12 months	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins	0-30 Mins	0-45 Mins	0-60 Mins
April-23	88.46%	96.15%	96.15%	89.04%	100.00%	100.00%	87.50%	100.00%	100.00%

Call Date	Completion Date	Problem Type	Service Order	Response Category	After/Regular Hours	Response Time (mins)	Call Received Time (EDT)	Call Dispatched Time (EDT)	Dispatch Time (mins)	Tech En Route Time (EDT)	Tech Arrival Time (EDT)	Travel Time (mins)	Tech Completed Time (EDT)	Job Time (mins)	Technician	Address 1	Address 2	Town
03/01/2024	03/01/2024	Gas-Emergency-Odor	550000025154	0-30 min	Normal Hours	0:09:13	12:51:34	12:52:00	0:00:26	12:54:00	13:00:47	0:06:47	14:02:14	1:10:14	Ryan Lambert	7	FOXTAIL LN	GOFFSTOWN
03/01/2024	03/01/2024	Gas-Emergency-Odor	550000025558	46-80 min	After Hours	0:51:34	22:17:26	22:20:00	0:02:34	22:38:00	23:09:00	0:31:00	23:35:47	1:15:47	James Lambert	7	SPRINGWOOD DR	HOCKESSY
03/02/2024	03/02/2024	Gas-Emergency-Odor	550000025242	0-30 min	Weekends and Holidays	0:17:30	08:52:30	08:53:00	0:00:30	8:55:00	9:10:00	0:15:00	9:30:00	0:37:00	Justin Parham	39	NORRIS ST	MANCHESTER
03/02/2024	03/02/2024	Gas-Emergency-Odor	550000025207	0-30 min	Weekends and Holidays	0:12:16	11:36:06	11:37:00	0:00:54	11:40:53	11:48:22	0:07:29	12:23:52	0:46:52	Stephen Foley	12	THURSTONS DR	HUDSON
03/02/2024	03/02/2024	Gas-Emergency-Odor	550000025245	0-30 min	Weekends and Holidays	0:18:16	15:58:59	15:59:00	0:00:01	16:07:27	16:17:15	0:09:48	16:52:52	0:53:52	Joseph Voveris	250	VILLAGE CIRCLE WAY	MANCHESTER
03/02/2024	03/02/2024	Gas-Emergency-Carbo	550000025246	0-30 min	Weekends and Holidays	0:19:48	16:28:49	16:29:00	0:00:11	16:42:10	16:48:37	0:06:27	18:56:40	2:27:40	Justin Parham	63	HARTSHORN WAY	MANCHESTER
03/03/2024	03/03/2024	Gas-Emergency-Odor	550000025219	0-30 min	Weekends and Holidays	0:13:40	16:16:20	16:17:00	0:00:40	16:19:00	16:30:00	0:11:00	17:15:00	0:58:00	Matt Gebhardt	6	KNOWLTON RD	NASHUA
03/03/2024	03/03/2024	Gas-Emergency-Carbo	550000025232	0-30 min	Weekends and Holidays	0:11:42	15:53:49	15:54:00	0:00:11	15:56:00	16:05:31	0:09:31	17:25:46	1:31:46	Antwoine Alford	92 1/2	PINE ST	NASHUA
03/04/2024	03/04/2024	Gas-Emergency-Odor	550000025258	0-30 min	After Hours	0:23:19	07:57:24	08:00:00	0:02:36	08:09:40	08:20:43	0:11:03	08:41:54	0:41:54	Peter Flannery	16	SUMMER ST	CONCORD
03/04/2024	03/04/2024	Gas-Emergency-Third	550000025238	0-30 min	Normal Hours	0:13:06	08:49:54	8:50:00	0:00:06	8:52:00	9:03:00	0:11:00	11:21:52	2:31:52	James Lambert	243	OAK ST	MANCHESTER
03/04/2024	03/04/2024	Gas-Emergency-Odor	550000025322	0-30 min	Normal Hours	0:13:55	11:27:00	11:28:00	0:01:00	11:29:59	11:40:55	0:10:56	12:41:10	1:13:10	Lucas Hobbs	36	LOWELL ST	MANCHESTER
03/04/2024	03/04/2024	Gas-Emergency-Odor	550000025325	0-30 min	Normal Hours	0:17:24	14:24:36	14:28:00	0:03:24	14:30:00	14:42:00	0:12:00	15:02:19	0:34:19	Ryan Lambert	4	WATERFORD WAY	MANCHESTER
03/04/2024	03/04/2024	Gas-Emergency-Odor	550000025327	31-45 min	After Hours	0:43:48	16:51:12	16:59:00	0:07:48	17:01:00	17:35:00	0:34:00	19:21:44	2:22:44	Graeme Baert	25	WILDWOOD RD	LACONIA
03/05/2024	03/05/2024	Gas-Emergency-Odor	550000025342	0-30 min	Normal Hours	0:18:56	11:04:04	11:10:00	0:05:56	11:12:00	11:23:00	0:11:00	12:30:00	1:20:00	Matt Gebhardt	349	BROOK VILLAGE RD	NASHUA
03/05/2024	03/05/2024	Gas-Emergency-Odor	550000025309	0-30 min	Normal Hours	0:08:45	08:40:15	08:41:00	0:00:45	8:43:00	8:49:00	0:06:00	09:28:48	0:47:48	Ryan Lambert	1361	ELM ST	MANCHESTER
03/05/2024	03/05/2024	Gas-Emergency-Odor	550000025311	0-30 min	Normal Hours	0:19:54	10:58:39	11:01:00	0:02:21	11:12:04	11:18:33	0:06:29	12:29:02	1:28:02	Michael Lacourse	39	PIONEER DR	NASHUA
03/05/2024	03/05/2024	Gas-Emergency-Odor	550000025364	0-30 min	Normal Hours	0:20:03	12:20:17	12:22:00	0:01:43	12:25:43	12:40:20	0:14:37	13:22:08	1:00:08	Brian Lacourse	250	VILLAGE CIRCLE WAY	MANCHESTER
03/05/2024	03/05/2024	Gas-Emergency-Odor	550000025315	31-45 min	After Hours	0:35:13	16:04:18	16:12:00	0:07:42	16:29:16	16:39:31	0:10:15	17:07:46	0:55:46	Antwoine Alford	74	STILLWATER DR	NASHUA
03/05/2024	03/05/2024	Gas-Emergency-Odor	550000025316	0-30 min	After Hours	0:21:31	16:05:29	16:06:00	0:00:31	16:08:00	16:27:00	0:19:00	17:33:28	1:27:28	Matt Gebhardt	44	NEWBURGH RD	NASHUA
03/05/2024	03/05/2024	Gas-Emergency-Odor	550000025317	0-30 min	After Hours	0:26:19	16:33:41	16:34:00	0:00:19	16:40:59	17:00:00	0:19:01	18:10:54	1:36:54	Robert Wallace	2	HAMPSHIRE DR	HUDSON
03/05/2024	03/05/2024	Gas-Emergency-Odor	550000025319	0-30 min	After Hours	0:15:03	19:00:58	19:01:00	0:00:02	19:04:54	19:16:01	0:11:07	19:45:08	0:44:08	Robert Wallace	250	VILLAGE CIRCLE WAY	MANCHESTER
03/06/2024	03/06/2024	Gas-Emergency-Odor	550000025408	31-45 min	Normal Hours	0:21:27	08:34:33	08:37:00	0:02:27	8:42:00	09:07:00	0:25:00	10:30:17	1:08:17	Jason Maia	33	MAIDSTONE RD	MERRIMACK
03/06/2024	03/06/2024	Gas-Emergency-Odor	550000025407	0-30 min	Normal Hours	0:19:30	09:57:44	09:58:00	0:00:16	10:04:30	10:17:14	0:12:44	11:29:04	1:31:04	Daniel Kervan	70	MODENA DR	CONCORD
03/06/2024	03/06/2024	Gas-Emergency-Carbo	550000025396	0-30 min	Normal Hours	0:25:27	11:17:59	11:25:00	0:07:01	11:27:00	11:43:26	0:16:26	12:35:07	1:10:07	Peter Flannery	558	N STATE ST	CONCORD
03/06/2024	03/06/2024	Gas-Emergency-Odor	550000025442	0-30 min	After Hours	0:20:13	16:53:25	17:01:00	0:07:35	17:03:00	17:13:38	0:10:38	17:53:02	0:52:02	Robert Wallace	495	MAMMOTH RD	MANCHESTER
03/06/2024	03/06/2024	Gas-Emergency-Odor	550000025377	0-30 min	After Hours	0:25:29	15:31:29	15:33:00	0:01:31	15:38:41	15:56:58	0:18:17	16:33:24	1:00:24	Andrew Blanchard	8	TOWER CR	CONCORD
03/06/2024	03/06/2024	Gas-Emergency-Carbo	550000025378	0-30 min	After Hours	0:21:42	15:40:12	15:41:00	0:00:48	15:53:00	16:01:54	0:08:54	16:51:33	1:10:33	James Lambert	61	WOOLAND AVE	MANCHESTER
03/06/2024	03/06/2024	Gas-Emergency-Odor	550000025271	0-30 min	After Hours	0:08:58	16:57:02	16:58:00	0:00:58	17:00:00	17:06:00	0:06:00	18:06:27	1:08:27	Cameron Moore	11	BRISTOL ST	NASHUA
03/07/2024	03/07/2024	Gas-Emergency-Odor	550000025272	0-30 min	Normal Hours	0:15:54	10:23:39	10:26:00	0:02:21	10:28:48	10:39:33	0:10:45	11:15:35	0:49:35	Stephen Foley	4	NEW HAVEN DR	NASHUA
03/07/2024	03/07/2024	Gas-Emergency-Odor	550000025426	0-30 min	Normal Hours	0:16:18	08:37:27	08:40:00	0:02:33	08:43:52	08:53:45	0:09:53	09:45:07	1:05:07	Patrick McCarthy	41	FERRY RD	NASHUA
03/07/2024	03/07/2024	Gas-Emergency-Odor	550000025465	0-30 min	Normal Hours	0:24:55	09:40:55	09:45:00	0:04:05	09:51:46	10:05:50	0:14:04	10:59:48	1:14:48	Peter Flannery	53	MERRIMACK ST	PEENACOOK
03/07/2024	03/07/2024	Gas-Emergency-Odor	550000025433	0-30 min	After Hours	0:28:47	15:14:42	15:23:00	0:08:18	15:29:28	15:43:29	0:14:01	16:36:28	1:23:28	Patrick McCarthy	22	MAIDSTONE RD	NASHUA
03/07/2024	03/07/2024	Gas-Emergency-Odor	550000025437	0-30 min	After Hours	0:28:38	16:01:41	16:02:00	0:00:19	16:05:57	16:12:19	0:06:22	16:09:49	0:27:49	Cameron Moore	4	HAMPSHIRE DR	HUDSON
03/08/2024	03/08/2024	Gas-Emergency-Odor	550000025521	0-30 min	After Hours	0:10:28	10:44:35	10:47:00	0:02:25	10:49:00	10:56:03	0:07:03	11:03:00	0:32:01	Andrew Blanchard	51	WASHINGTON ST	CONCORD
03/08/2024	03/08/2024	Gas-Emergency-Odor	550000025522	0-30 min	After Hours	0:16:36	08:07:18	08:09:00	0:01:42	08:13:43	08:23:54	0:10:11	11:12:01	3:03:01	Ryan Lambert	61	GLEN BLOOM DR	MANCHESTER
03/08/2024	03/08/2024	Gas-Emergency-Odor	550000025524	0-30 min	Normal Hours	0:21:09	12:23:51	12:26:00	0:02:09	12:28:00	12:45:00	0:17:00	13:20:55	0:54:55	Brian Lacourse	27	HICKORY CT	MANCHESTER
03/08/2024	03/08/2024	Gas-Emergency-Odor	550000025540	0-30 min	Normal Hours	0:24:40	08:45:38	08:48:00	0:02:22	08:54:44	09:10:18	0:15:34	11:55:24	3:07:24	Brian Lacourse	1600	BODWELL RD	MANCHESTER
03/08/2024	03/08/2024	Gas-Emergency-Other	550000025546	0-30 min	Normal Hours	0:15:28	11:02:07	11:05:00	0:02:53	11:10:00	11:17:35	0:07:35	12:30:24	1:25:24	Lucas Hobbs	1135	MAMMOTH RD	MANCHESTER
03/08/2024	03/08/2024	Gas-Emergency-Odor	550000025525	0-30 min	Normal Hours	0:22:44	13:09:35	13:13:00	0:03:25	13:25:44	13:32:19	0:06:35	14:08:30	0:55:30	Thomas Burns	3	OLD FALLS RD	MANCHESTER
03/08/2024	03/08/2024	Gas-Emergency-Odor	550000025550	0-30 min	After Hours	0:11:59	16:03:01	16:06:00	0:02:59	16:08:00	16:15:00	0:07:00	17:10:40	1:04:40	Justin Parham	48	CARPENTER ST	MANCHESTER
03/09/2024	03/09/2024	Gas-Emergency-Odor	550000025535	0-30 min	Weekends and Holidays	0:16:18	11:09:44	11:10:00	0:00:16	11:12:00	11:26:02	0:14:02	11:58:12	0:48:12	Andrew Blanchard	3	FISHER ST	CONCORD
03/09/2024	03/09/2024	Gas-Emergency-Odor	550000025539	0-30 min	Weekends and Holidays	0:25:09	22:13:30	22:16:00	0:02:30	22:26:00	22:38:39	0:12:39	23:55:05	1:08:45	Andrew Blanchard	90	KARATZAS AVE	CONCORD
03/09/2024	03/09/2024	Gas-Emergency-Odor	550000025487	0-30 min	Weekends and Holidays	0:13:30	13:07:46	13:13:00	0:05:14	13:21:00	13:29:04	0:08:21	14:00:21	5:47:21	James Lambert	1600	BODWELL RD	MANCHESTER
03/10/2024	03/10/2024	Gas-Emergency-Odor	550000025584	0-30 min	Weekends and Holidays	0:09:47	14:00:13	14:01:00	0:00:47	14:03:00	14:10:00	0:07:00	14:30:00	0:29:00	Andrew Blanchard	13	THOMPSON ST	CONCORD
03/12/2024	03/12/2024	Gas-Emergency-Third	550000025625	31-45 min	Normal Hours	0:32:33	13:59:34	14:04:00	0:04:26	14:08:41	14:32:07	0:23:26	16:43:34	2:39:34	Brian Lacourse	21	DEXTER ST	DERRY
03/12/2024	03/12/2024	Gas-Emergency-Odor	550000025619	0-30 min	Normal Hours	0:14:04	09:20:19	09:21:00	0:00:41	09:24:12	09:34:23	0:10:11	10:38:01	1:17:01	Lucas Hobbs	361	PEARL ST	MANCHESTER
03/12/2024	03/12/2024	Gas-Emergency-Odor	550000025676	0-30 min	Normal Hours	0:14:42	12:34:18	12:35:00	0:00:42	12:37:00	12:49:00	0:12:00	13:22:46	0:47:46	Robert Wallace	377	HUSE RD	MANCHESTER
03/12/2024	03/12/2024	Gas-Emergency-Odor	550000025711	0-30 min	After Hours	0:16:17	17:50:24	17:52:00	0:01:36	17:56:33	18:06:41	0:10:08	18:31:57	0:39:57	Andrew Blanchard	15	SHAWMUT ST	CONCORD
03/12/2024	03/12/2024	Gas-Emergency-Odor	550000025712	0-30 min	After Hours	0:21:16	18:21:57	18:26:00	0:04:03	18:30:15	18:43:13	0:12:58	19:26:56	1:00:56	Antwoine Alford	6	PICKERING WAY	NASHUA
03/13/2024	03/13/2024	Gas-Emergency-Odor	550000025763	0-30 min	Normal Hours	0:28:14	09:01:46	09:05:00	0:03:14	9:07:00	9:30:00	0:23:00	10:08:50	1:03:50	Thomas Burns	2321	ELM ST	MANCHESTER
03/13/2024	03/13/2024	Gas-Emergency-Odor	550000025733	0-30 min	After Hours	0:10:20	15:04:09	15:08:00	0:03:51	15:08:00	15:14:29	0:06:29	17:21:53	2:13:53	Daniel Kervan	1	POND PLACE LN	CONCORD
03/13/2024	03/13/2024	Gas-Emergency-Odor	550000025631	0-30 min	After Hours	0:19:30	15:03:04	15:06:00	0:02:56	15:13:15	15:22:34	0:09:19	15:53:10	0:47:10	Andre Boudreau	223	KIMBALL ST	CONCORD
03/13/2024	03/13/2024	Gas-Emergency-Odor	550000025636	0-30 min	Normal Hours	0:27:53	12:14:07	12:15:00	0:00:53	12:17:00	12:40:00	0:25:00	13:15:15	1:20:15	Gregory Levesque	24	PEABODY PL	FRANKLIN
03/14/2024	03/14/2024	Gas-Emergency-Odor	550000025697	0-30 min	After Hours	0:23:32	15:46:28	15:51:00	0:04:32	16:00:00	16:10:00	0:10:00	16:56:44	1:05:44	Antwoine Alford	16	TODD RD	NASHUA
03/13/2024	03/13/2024	Gas-Emergency-Odor	550000025698	0-30 min	After Hours	0:11:52	15:55:0											

Call Date	Completion Date	Problem Type	Service Order	Response Category	Response After/Regular Hours	Response Time (mins)	Call Received Time (EDT)	Call Dispatched Time (EDT)	Dispatch Time (mins)	Tech En Route Time (EDT)	Tech Arrival Time (EDT)	Travel Time (mins)	Tech Completed Time (EDT)	Job Time (mins)	Technician	Address 1	Address 2	Town
03/21/2024	03/21/2024	Gas-Emergency-Odor	550000026115	0-30 min	After Hours	0:10:39	21:31:41	21:32:00	0:00:19	21:34:00	21:42:20	0:08:20	22:18:47	0:46:47	Joseph Voveris	199	MANCHESTER ST	MANCHESTER
03/22/2024	03/22/2024	Gas-Emergency-Odor	550000026163	0-30 min	Normal Hours	0:13:06	11:51:54	11:53:00	0:01:06	11:55:00	12:05:00	0:10:00	12:26:23	0:33:23	Justin Parham	546	MONTGOMERY ST	MANCHESTER
03/22/2024	03/22/2024	Gas-Emergency-Odor	550000026168	0-30 min	Normal Hours	0:09:50	11:57:50	12:00:00	0:02:10	12:02:00	12:07:40	0:05:40	12:58:54	0:58:54	Andrew Reardon	84 A	LOCK ST	NASHUA
03/22/2024	03/22/2024	Gas-Emergency-Odor	550000026200	0-30 min	Normal Hours	0:27:10	14:25:58	14:32:00	0:06:02	14:34:00	14:53:08	0:19:08	16:45:00	2:13:00	Jason Maio	1	RTE 101 A LEDGES	AMHERST
03/22/2024	03/22/2024	Gas-Emergency-Odor	550000026201	0-30 min	After Hours	0:09:01	16:16:27	16:18:00	0:01:33	16:20:00	16:25:28	0:05:28	16:55:00	0:37:00	Stephen Foley	61	CHANDLER ST	NASHUA
03/22/2024	03/22/2024	Gas-Emergency-Odor	550000026182	0-30 min	Normal Hours	0:14:28	14:18:32	14:21:00	0:02:28	14:23:00	14:33:00	0:10:00	15:16:45	0:55:45	Stephen Foley	2	MIAMI ST	NASHUA
03/22/2024	03/22/2024	Gas-Emergency-Odor	550000026203	0-30 min	After Hours	0:17:41	17:16:59	17:18:00	0:01:01	17:20:00	17:34:40	0:14:40	18:15:19	0:57:19	Andrew Blanchard	62	TANNER ST	CONCORD
03/23/2024	03/23/2024	Gas-Emergency-Third	550000026209	31-45 min	Weekends and Holidays	0:40:34	09:00:01	09:05:00	0:04:59	9:00:30	9:40:35	0:40:05	10:00:14	0:55:14	Justin Parham	47	NASHUA RD	BEDFORD
03/23/2024	03/23/2024	Gas-Emergency-Odor	550000026179	0-30 min	Weekends and Holidays	0:13:46	11:06:14	11:07:00	0:00:46	11:09:00	11:20:00	0:11:00	11:48:16	0:41:16	Justin Parham	109	EASTERN AVE	MANCHESTER
03/23/2024	03/23/2024	Gas-Emergency-Odor	550000026221	0-30 min	Weekends and Holidays	0:13:28	14:18:01	14:22:00	0:03:59	14:25:01	14:31:29	0:06:28	15:10:23	0:48:23	Patrick Mccarthy	28	GINGRAS DR	NASHUA
03/23/2024	03/23/2024	Gas-Emergency-Odor	550000026226	31-45 min	Weekends and Holidays	0:31:09	18:41:20	18:45:00	0:03:40	18:47:00	19:12:29	0:25:29	20:05:53	1:20:53	Joseph Voveris	259	SPRUCE ST	MANCHESTER
03/23/2024	03/23/2024	Gas-Emergency-Odor	550000026130	0-30 min	Weekends and Holidays	0:26:33	17:23:27	17:25:00	0:01:33	17:27:00	17:50:00	0:23:00	21:39:28	4:14:28	Joseph Voveris	553	MAST RD	GOFFSTOWN
03/24/2024	03/24/2024	Gas-Emergency-Odor	550000026233	0-30 min	Weekends and Holidays	0:11:02	16:42:58	16:43:00	0:00:02	16:45:00	16:54:00	0:09:00	18:12:08	1:29:08	Matt Gebhardt	210	NATCOOK RD	MERRIMACK
03/25/2024	03/25/2024	Gas-Emergency-Odor	550000026238	0-30 min	Normal Hours	0:23:39	09:20:51	09:24:00	0:03:09	09:27:16	09:44:30	0:17:14	10:27:22	1:03:22	James Lambert	738	HOOKSETT RD	MANCHESTER
03/25/2024	03/25/2024	Gas-Emergency-Odor	550000026239	0-30 min	Normal Hours	0:13:08	09:37:49	09:40:00	0:02:11	09:43:29	09:50:57	0:07:28	11:06:53	1:26:53	Gregory Levasseur	15	SANBORN RD	CONCORD
03/25/2024	03/25/2024	Gas-Emergency-Odor	550000026280	0-30 min	Normal Hours	0:22:31	09:52:29	09:58:00	0:05:31	10:10:00	10:15:00	0:05:00	14:28:11	4:30:11	Thomas Burns	502	W RIVER RD	HOOKSETT
03/25/2024	03/25/2024	Gas-Emergency-Odor	550000026283	0-30 min	Normal Hours	0:12:15	11:44:56	11:47:00	0:02:04	11:50:02	11:57:11	0:07:09	13:00:36	1:13:36	Brian Lacourse	427	SMYTH RD	MANCHESTER
03/25/2024	03/25/2024	Gas-Emergency-Odor	550000026262	0-30 min	Normal Hours	0:11:46	11:08:30	11:12:00	0:03:30	11:14:00	11:20:16	0:06:16	12:10:04	0:58:04	David Cates	43	ABBOTT ST	NASHUA
03/25/2024	03/25/2024	Gas-Emergency-Odor	550000026134	0-30 min	Normal Hours	0:15:24	14:10:24	14:14:00	0:03:36	14:19:44	14:25:48	0:06:04	15:05:08	0:51:08	Matt Gebhardt	34	NEW DUNSTABLE RD	NASHUA
03/25/2024	03/25/2024	Gas-Emergency-Odor	550000026135	0-30 min	After Hours	0:15:46	16:28:14	16:31:00	0:02:46	16:30:00	16:44:00	0:14:00	18:21:00	1:50:00	James Lambert	33	STERLING AVE	MANCHESTER
03/25/2024	03/25/2024	Gas-Emergency-Odor	550000026271	0-30 min	After Hours	0:22:01	15:24:59	15:29:00	0:04:01	15:31:00	15:47:00	0:16:00	16:30:00	1:01:00	Matt Gebhardt	330	FOX RUN RD	HUDSON
03/26/2024	03/26/2024	Gas-Emergency-Odor	550000026342	0-30 min	Normal Hours	0:18:11	14:37:57	14:41:00	0:03:03	14:50:03	14:56:08	0:06:05	15:43:44	1:02:44	Antwaine Afford	96	WALNUT ST	NASHUA
03/26/2024	03/26/2024	Gas-Emergency-Odor	550000026343	0-30 min	Normal Hours	0:21:03	14:43:34	14:48:00	0:04:26	14:51:00	15:04:37	0:13:37	15:36:16	0:48:16	Robert Wallace	72	RIVER RD	BEDFORD
03/26/2024	03/26/2024	Gas-Emergency-Odor	550000026308	0-30 min	Normal Hours	0:26:30	11:07:21	11:09:00	0:01:39	11:18:00	11:33:51	0:15:51	12:15:18	1:06:18	Andre Boudreau	217	FRANKLIN ST	FRANKLIN
03/26/2024	03/26/2024	Gas-Emergency-Odor	550000026310	31-45 min	Normal Hours	0:37:56	11:52:59	11:54:00	0:01:01	11:59:10	12:30:55	0:31:45	13:01:07	1:07:07	David Cates	21	SYCAMORE RD	MILFORD
03/26/2024	03/26/2024	Gas-Emergency-Odor	550000026313	0-30 min	Normal Hours	0:18:17	14:03:43	14:06:00	0:02:17	14:08:02	14:22:00	0:13:58	16:45:37	2:39:37	Michael Lacourse	8	CRANWELL CT	NASHUA
03/27/2024	03/27/2024	Gas-Emergency-Odor	550000026351	0-30 min	Normal Hours	0:18:07	08:53:27	08:54:00	0:00:33	8:56:00	09:11:34	0:15:34	09:56:44	1:02:44	Ryan Lambert	140	ABBY RD	MANCHESTER
03/28/2024	03/28/2024	Gas-Emergency-Odor	550000026424	0-30 min	Normal Hours	0:12:17	12:35:57	12:41:00	0:05:03	12:43:00	12:48:14	0:05:14	14:22:22	1:41:22	Justin Parham	308	SPRUCE ST	MANCHESTER
03/28/2024	03/28/2024	Gas-Emergency-Odor	550000026426	0-30 min	After Hours	0:18:27	15:42:33	15:43:00	0:00:27	15:46:58	16:01:00	0:14:02	17:25:25	1:42:25	Justin Parham	130	MAMMOTH RD	HOOKSETT
03/28/2024	03/28/2024	Gas-Emergency-Odor	550000026416	0-30 min	Normal Hours	0:13:14	12:33:44	12:34:00	0:00:16	12:36:42	12:46:58	0:10:16	13:27:27	0:53:27	Lucas Hobbs	737	HOOKSETT RD	MANCHESTER
03/28/2024	03/28/2024	Gas-Emergency-Odor	550000026447	31-45 min	After Hours	0:33:36	17:36:39	17:37:00	0:00:21	17:42:53	18:10:15	0:27:22	19:20:52	1:43:52	Antwaine Afford	34	PONEMAH HILL RD	MILFORD
03/29/2024	03/29/2024	Gas-Emergency-Odor	550000026464	0-30 min	Weekends and Holidays	0:19:09	10:32:15	10:35:00	0:02:45	10:37:00	10:51:24	0:14:24	11:30:00	0:55:00	Michael Lacourse	66	CANAL ST	NASHUA
03/29/2024	03/29/2024	Gas-Emergency-Odor	550000026482	0-30 min	Weekends and Holidays	0:16:36	14:29:09	14:31:00	0:01:51	14:36:19	14:45:45	0:09:26	15:26:27	0:55:27	Stephen Foley	39	WEBSTER ST	HUDSON
03/29/2024	03/29/2024	Gas-Emergency-Odor	550000026453	0-30 min	Weekends and Holidays	0:30:12	15:34:48	15:37:00	0:02:12	15:39:00	16:05:00	0:26:00	17:47:09	2:10:09	Bruce Perkins	42	BOW CENTER RD	BOW
03/30/2024	03/30/2024	Gas-Emergency-Odor	550000026474	0-30 min	Weekends and Holidays	0:23:48	12:29:22	12:33:00	0:03:38	12:35:00	12:53:10	0:18:10	14:04:37	1:31:37	Joseph Voveris	64	WINTER ST	MANCHESTER
03/30/2024	03/30/2024	Gas-Emergency-Third	550000026489	0-30 min	Weekends and Holidays	0:13:34	15:28:26	15:30:00	0:01:34	15:32:00	15:42:00	0:10:00	17:54:07	2:24:07	Jason Maio	1	WALL ST	HUDSON
03/31/2024	03/31/2024	Gas-Emergency-Odor	550000026431	0-30 min	Weekends and Holidays	0:27:56	15:00:04	15:02:00	0:01:56	15:04:00	15:28:00	0:24:00	16:18:00	1:16:00	James Lambert	788	CHESTNUT ST	MANCHESTER
03/30/2024	03/30/2024	Gas-Emergency-Odor	550000026492	0-30 min	Weekends and Holidays	0:23:56	20:01:37	20:03:00	0:01:23	20:05:00	20:25:33	0:20:33	21:28:11	1:25:11	Joseph Voveris	234	AARON DR	MANCHESTER
03/30/2024	03/30/2024	Gas-Emergency-Odor	550000026500	0-30 min	Weekends and Holidays	0:18:15	22:19:31	22:20:00	0:00:29	22:23:42	22:37:46	0:14:04	23:22:54	1:02:54	Jason Maio	37	TENBY DR	NASHUA
03/30/2024	03/31/2024	Gas-Emergency-Odor	550000026493	0-30 min	Weekends and Holidays	0:27:17	22:11:57	22:12:00	0:00:03	22:14:45	22:39:14	0:24:29	0:09:00	1:57:00	Daniel Kerivan	12	WINTER ST	LACONIA
03/31/2024	03/31/2024	Gas-Emergency-Odor	550000026502	0-30 min	Weekends and Holidays	0:19:17	09:11:17	09:18:00	0:06:43	9:20:00	09:30:34	0:10:34	10:01:42	0:43:42	Stephen Foley	28	GILMAN ST	NASHUA
03/31/2024	03/31/2024	Gas-Emergency-Odor	550000026506	0-30 min	Weekends and Holidays	0:21:41	19:29:39	19:30:00	0:00:21	19:42:57	19:51:20	0:08:23	20:01:00	0:31:00	Jason Maio	9	HUCKLEBERRY LN	MERRIMACK
03/31/2024	03/31/2024	Gas-Emergency-Odor	550000026479	31-45 min	Weekends and Holidays	0:43:14	18:44:46	18:52:00	0:07:14	19:01:00	19:28:00	0:27:00	19:55:00	1:03:00	James Lambert	50	LISA LN	MANCHESTER

Call Date	Completion Date	Problem Type	Service Call ID	Response Category	After/Regular Hours	Response Time (mins)	Call Received Time (EDT)	Call Dispatched Time (EDT)	Dispatch Time (mins)	Tech En Route Time (EDT)	Tech Arrival Time (EDT)	Travel Time (mins)	Tech Completed Time (EDT)	Job Time (mins)	Technician	Address 1	Address 2	Town	Resolution Description	CSM Service Order No.
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