



Erica L. Menard
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January 10, 2024

Via Electronic Report Filing

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

Dear Chairman Goldner:

**Re: DG 11-040; Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty
Emergency Response – December 2023**

Pursuant to Attachment J(l)(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,

A handwritten signature in cursive script that reads 'Erica L. Menard'.

Erica L. Menard

Attachment



New Hampshire Public Utilities Commission
Liberty Utilities - Emergency Leak Response Statistics
December 2023

December 2023

Jan-2022

to

Dec-2023

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	54	4	0	0	58		936	68	6	10	1020
After Hours	48	3	2	0	53		356	48	10	15	429
Weekends and Holidays	32	4	1	0	37		281	33	4	0	318
Grand Total	134	11	3	0	148		1573	149	20	25	1767

Normal Hours

Results

GOAL

Results

0-30 Minutes 93.10%
 0-45 Minutes 100.00%
 0-60 Minutes 100.00%

82.00%
90.00%
97.00%

91.76%
 98.43%
 99.02%

After Hours

0-30 Minutes 90.57%
 0-45 Minutes 96.23%
 0-60 Minutes 100.00%

80.00%
86.00%
95.00%

82.98%
 94.17%
 96.50%

Weekends / Holidays

0-30 Minutes 86.49%
 0-45 Minutes 97.30%
 0-60 Minutes 100.00%

76.00%
84.00%
94.00%

88.36%
 98.74%
 100.00%

New Hampshire Public Utilities Commission
Liberty Utilities - Emergency Leak Response Statistics
December 2023

	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		
December 2023	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 #	54	4	0	48	3	2	32	4	1
	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 %	93.10%	100.00%	100.00%	90.57%	96.23%	100.00%	86.49%	97.30%	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	91.15%	97.44%	97.95%	76.32%	88.80%	92.40%	86.06%	98.32%	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	91.35%	98.59%	98.88%	83.82%	95.62%	97.66%	88.73%	98.31%	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
January-23	90.10%	98.02%	100.00%	68.18%	95.45%	100.00%	92.31%	100.00%	100.00%
February-23	86.11%	100.00%	100.00%	89.77%	100.00%	100.00%	93.33%	96.67%	100.00%
March-23	96.43%	100.00%	100.00%	89.47%	100.00%	100.00%	75.00%	95.83%	100.00%
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
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000019974	0-30 min	Normal Hours	0:13:29	11:45:31	11:49:00	11:35:31	11:51:00	11:59:00	0:08:00	13:21:49	1:32:49	Bruce Perkins	35	IRON WORKS RD	CONCORD
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020127	0-30 min	Normal Hours	0:06:28	10:13:56	10:15:00	10:08:32	10:17:00	10:20:24	0:03:24	11:05:18	0:50:18	John Loder	153	MANCHESTER ST	CONCORD
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020199	0-30 min	Normal Hours	0:08:14	12:23:44	12:25:00	12:16:46	12:28:58	12:31:58	0:03:00	13:16:05	0:51:05	Lucas Hobbs	221	WILSON ST	MANCHESTER
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020211	0-30 min	After Hours	0:20:38	08:00:23	08:10:00	7:49:22	08:12:27	08:21:01	0:08:34	09:13:14	1:03:14	Lucas Hobbs	718	SMYTH RD	MANCHESTER
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020233	31-45 min	After Hours	0:32:26	08:16:30	08:22:00	7:49:34	08:29:46	08:48:56	0:19:10	09:34:58	1:12:58	James Lambert	13	BACK RIVER RD	BEDFORD
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020234	0-30 min	Normal Hours	0:21:31	09:25:36	09:30:00	9:08:29	09:39:53	09:47:07	0:07:14	10:13:07	0:43:07	Thomas Burns	153	JOLIETTE ST	MANCHESTER
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020243	0-30 min	Normal Hours	0:22:21	12:46:34	12:50:00	12:37:39	12:56:00	13:05:55	0:12:55	14:05:15	1:15:15	Michael Lacourse	2	DEERWOOD DR	MERRIMACK
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020266	0-30 min	Normal Hours	0:15:42	14:40:24	14:41:00	14:26:18	14:47:14	14:56:06	0:08:52	15:18:44	0:37:44	Lucas Hobbs	65	DARTMOUTH DR	AUBURN
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020285	0-30 min	After Hours	0:24:37	22:51:43	22:52:00	22:27:23	22:55:20	23:16:20	0:21:00	23:55:25	1:03:25	Michael Lacourse	3	TAFT ST	NASHUA
12/01/2023	12/01/2023	Gas-Emergency-Odor	550000020251	0-30 min	After Hours	0:30:17	19:14:43	19:15:00	18:44:43	19:17:00	19:45:00	0:28:00	20:15:34	1:00:34	Andrew Blanchard	97	STORRS ST	CONCORD
12/02/2023	12/02/2023	Gas-Emergency-Odor	550000020254	0-30 min	Weekends and Holidays	0:24:24	09:50:36	9:51:00	9:26:36	9:53:00	10:15:00	0:22:00	10:58:52	1:07:52	Justin Parham	842	MAPLE ST	MANCHESTER
12/02/2023	12/02/2023	Gas-Emergency-Odor	550000020135	0-30 min	Weekends and Holidays	0:15:51	12:04:09	12:05:00	11:49:09	12:08:20	12:20:00	0:11:40	13:21:43	1:16:43	Andrew Blanchard	30	HENNIKER ST	CONCORD
12/02/2023	12/02/2023	Gas-Emergency-Odor	550000020259	0-30 min	Weekends and Holidays	0:14:02	19:32:02	19:33:00	19:18:58	19:36:00	19:46:04	0:10:04	21:07:13	1:34:13	Andrew Blanchard	309	SOUTH ST	CONCORD
12/03/2023	12/03/2023	Gas-Emergency-Odor	550000020301	0-30 min	Weekends and Holidays	0:11:44	10:06:16	10:07:00	9:55:16	10:09:00	10:18:00	0:09:00	11:30:00	1:23:00	Matt Gebhardt	18	ROOSEVELT AVE	HUDSON
12/03/2023	12/03/2023	Gas-Emergency-Odor	550000020302	0-30 min	Weekends and Holidays	0:13:56	21:33:07	21:35:00	21:21:04	21:37:59	21:47:03	0:09:04	22:38:07	1:03:07	Daniel Kerivan	73	CONCORD ST	CONCORD
12/03/2023	12/03/2023	Gas-Emergency-Odor	550000020303	0-30 min	Weekends and Holidays	0:13:46	21:42:14	21:45:00	21:31:14	21:50:00	21:56:00	0:06:00	22:51:08	1:06:08	Antwoine Alford	168	CENTRAL ST	HUDSON
12/04/2023	12/04/2023	Gas-Emergency-Odor	550000020343	0-30 min	Normal Hours	0:18:02	08:51:58	9:00:00	8:41:58	9:05:00	9:10:00	0:05:00	9:45:00	0:45:00	Brian Lacourse	295	CONCORD ST	MANCHESTER
12/04/2023	12/04/2023	Gas-Emergency-Odor	550000020327	0-30 min	Normal Hours	0:18:05	13:49:47	13:53:00	13:34:55	13:57:00	14:07:52	0:10:52	14:55:21	1:02:21	John Mackenzie	50	EDWARD J ROY DR	MANCHESTER
12/04/2023	12/04/2023	Gas-Emergency-Odor	550000020329	0-30 min	After Hours	0:15:11	15:34:49	15:36:00	15:20:49	15:40:00	15:50:00	0:10:00	16:18:50	0:42:50	Robert Wallace	74	BATCHELDER AVE	MANCHESTER
12/04/2023	12/04/2023	Gas-Emergency-Odor	550000020319	0-30 min	After Hours	0:17:04	16:34:56	16:35:00	16:17:56	16:42:28	16:52:00	0:09:32	17:43:24	1:08:24	Graeme Baert	442	N STATE ST	CONCORD
12/05/2023	12/05/2023	Gas-Emergency-Odor	550000020335	0-30 min	Normal Hours	0:17:05	09:17:22	09:20:00	9:02:55	09:22:51	09:34:27	0:11:36	10:12:39	0:52:39	Paul Dampolo	15	N SOUTHWOOD DR	NASHUA
12/05/2023	12/05/2023	Gas-Emergency-Odor	550000020404	0-30 min	Normal Hours	0:07:42	09:11:18	09:12:00	9:04:18	9:14:00	9:19:00	0:05:00	10:45:42	1:33:42	Matt Gebhardt	92	BURKE ST	NASHUA
12/05/2023	12/05/2023	Gas-Emergency-Odor	550000020405	0-30 min	Normal Hours	0:10:37	09:12:00	09:14:00	9:03:23	09:20:27	09:22:37	0:02:10	11:20:16	2:06:16	Brian Lacourse	61	WOODLAND AVE	MANCHESTER
12/05/2023	12/05/2023	Gas-Emergency-Third	550000020337	0-30 min	Normal Hours	0:15:11	10:13:49	10:14:00	9:58:49	10:16:00	10:29:00	0:13:00	12:31:19	2:17:19	David Cates	310	DANIEL WEBSTER HWY	NASHUA
12/05/2023	12/05/2023	Gas-Emergency-Odor	550000020440	0-30 min	Normal Hours	0:27:10	11:25:50	11:30:00	11:02:50	11:32:00	11:53:00	0:21:00	13:09:51	1:39:51	Matt Gebhardt	17	JOEY RD	MERRIMACK
12/05/2023	12/05/2023	Gas-Emergency-Odor	550000020428	0-30 min	After Hours	0:11:11	16:41:49	16:43:00	16:31:49	16:47:40	16:53:00	0:05:20	17:15:00	0:32:00	Robert Wallace	23	CHENEY PL	MANCHESTER
12/05/2023	12/06/2023	Gas-Emergency-Odor	550000020432	0-30 min	After Hours	0:28:12	22:04:43	22:05:00	21:36:48	22:15:39	22:32:55	0:17:16	00:05:02	1:32:07	Paul Dampolo	86	BLOSSOM ST	NASHUA
12/06/2023	12/06/2023	Gas-Emergency-Odor	550000020433	0-30 min	After Hours	0:06:35	07:23:25	07:24:00	7:17:25	7:26:00	7:30:00	0:04:00	08:36:53	1:12:53	Peter Flannery	30	SCHOOL ST	TIPTON
12/06/2023	12/06/2023	Gas-Emergency-Odor	550000020455	0-30 min	After Hours	0:10:32	07:42:25	07:43:00	7:32:28	7:45:00	07:52:57	0:07:57	08:59:49	1:16:49	Graeme Baert	11	CANOE DR	CONCORD
12/06/2023	12/06/2023	Gas-Emergency-Odor	550000020476	0-30 min	Normal Hours	0:16:16	11:36:44	11:42:00	11:25:44	11:44:00	11:53:00	0:09:00	13:00:00	1:18:00	Jason Maio	69	MAIN ST	NASHUA
12/06/2023	12/06/2023	Gas-Emergency-Odor	550000020368	0-30 min	Normal Hours	0:20:29	12:56:19	12:59:00	12:38:31	13:03:10	13:16:48	0:13:38	13:35:01	0:36:01	David Cates	2	VAGGE DR	NASHUA
12/06/2023	12/06/2023	Gas-Emergency-Other	550000020483	0-30 min	Normal Hours	0:28:18	12:29:24	12:32:00	12:03:42	12:40:52	12:57:42	0:16:50	14:12:38	1:40:38	Andrew Blanchard	24	DAWN DR	CONCORD
12/06/2023	12/06/2023	Gas-Emergency-Odor	550000020488	0-30 min	Normal Hours	0:12:22	14:55:32	14:58:00	14:45:38	15:00:00	15:07:54	0:07:54	15:32:23	0:34:23	Brian Lacourse	49	QUARRY WAY	MANCHESTER
12/06/2023	12/06/2023	Gas-Emergency-Odor	550000020490	0-30 min	After Hours	0:16:35	16:23:00	16:25:00	16:08:25	16:29:57	16:39:35	0:09:38	16:57:04	0:32:04	Justin Parham	44	RIMMON ST	MANCHESTER
12/07/2023	12/07/2023	Gas-Emergency-Odor	550000020370	0-30 min	After Hours	0:25:52	08:21:57	08:25:00	7:59:08	08:30:09	08:47:49	0:17:40	11:22:17	2:57:17	Paul Dampolo	6	PORTCHESTER DR	NASHUA
12/07/2023	12/07/2023	Gas-Emergency-Odor	550000020394	0-30 min	After Hours	0:20:33	15:43:49	15:46:00	15:25:27	15:52:20	16:04:22	0:12:02	16:24:35	0:38:35	Michael Lacourse	130	DANIEL WEBSTER HWY	MERRIMACK
12/07/2023	12/07/2023	Gas-Emergency-Odor	550000020530	46-60 min	After Hours	0:47:02	07:57:43	08:00:00	7:12:58	08:21:34	08:44:45	0:23:11	09:23:44	1:23:44	John Loder	12	QUAKER ST	CONCORD
12/07/2023	12/07/2023	Gas-Emergency-Odor	550000020531	0-30 min	Normal Hours	0:15:57	08:44:56	08:46:00	8:30:03	8:48:00	09:00:53	0:12:53	09:54:02	1:08:02	Patrick Mccarthy	1	MONTGOMERY AVE	NASHUA
12/07/2023	12/07/2023	Gas-Emergency-Odor	550000020536	0-30 min	Normal Hours	0:14:55	11:36:18	11:39:00	11:24:05	11:41:00	11:51:13	0:10:13	12:57:34	1:18:34	Bruce Perkins	68	MAIN ST	ALLENSTOWN
12/07/2023	12/07/2023	Gas-Emergency-Odor	550000020561	0-30 min	Normal Hours	0:13:17	11:52:32	11:55:00	11:41:43	12:02:21	12:05:49	0:03:28	14:17:09	2:22:09	James Lambert	945	UNION ST	MANCHESTER
12/07/2023	12/07/2023	Gas-Emergency-Odor	550000020542	0-30 min	Normal Hours	0:18:22	10:43:48	10:52:00	10:33:38	10:54:00	11:02:10	0:08:10	11:20:57	0:28:57	Peter Flannery	209	VICTORY DR	FRANKLIN
12/08/2023	12/08/2023	Gas-Emergency-Odor	550000020375	0-30 min	Normal Hours	0:13:23	13:37:37	13:40:00	13:26:37	13:42:00	13:51:00	0:09:00	15:14:16	1:34:16	Brian Lacourse	18	CUMBERLAND ST	MANCHESTER
12/08/2023	12/08/2023	Gas-Emergency-Third	550000020643	0-30 min	After Hours	0:05:27	17:51:33	17:52:00	17:46:33	17:54:00	17:57:00	0:03:00	18:35:27	0:43:27	Michael Lacourse	88	LOWELL RD	HUDSON
12/08/2023	12/08/2023	Gas-Emergency-Other	550000020611	0-30 min	Normal Hours	0:24:43	14:19:02	14:23:00	13:58:17	14:25:00	14:43:45	0:18:45	15:17:58	0:54:58	Andrew Blanchard	8	ALICE DR	CONCORD
12/08/2023	12/08/2023	Gas-Emergency-Odor	550000020594	0-30 min	After Hours	0:16:34	21:01:33	21:02:00	20:45:26	21:05:39	21:18:07	0:12:28	22:06:58	1:04:58	Michael Lacourse	102	DALTON ST	NASHUA
12/09/2023	12/09/2023	Gas-Emergency-Odor	550000020596	0-30 min	Weekends and Holidays	0:19:52	10:15:13	10:16:00	9:56:08	10:19:00	10:35:05	0:16:05	11:32:45	1:16:45	Justin Parham	93	WESTCHESTER WAY	MANCHESTER
12/09/2023	12/09/2023	Gas-Emergency-Odor	550000020636	31-45 min	Weekends and Holidays	0:31:06	18:51:33	18:52:00	18:20:54	18:57:19	19:22:39	0:25:20	20:16:13	1:24:13	Andrew Blanchard	62	PARK ST	FRANKLIN
12/09/2023	12/09/2023	Gas-Emergency-Odor	550000020682	0-30 min	Weekends and Holidays	0:14:05	19:28:09	19:29:00	19:14:55	19:32:29	19:42:14	0:09:45	20:03:24	0:34:24	Michael Lacourse	21	SHOALCREEK RD	HUDSON
12/09/2023	12/09/2023	Gas-Emergency-Odor	550000020665	0-30 min	Weekends and Holidays	0:12:43	15:02:17	15:03:00	14:50:17	15:05:00	15:15:00	0:10:00	16:15:00	1:12:00	Michael Lacourse	59	RANGERS DR	HUDSON
12/10/2023	12/10/2023	Gas-Emergency-Odor	550000020670	31-45 min	Weekends and Holidays	0:35:34	12:35:04	12:38:00	12:02:26	12:40:00	13:10:38	0:30:38	13:44:53	1:06:53	Antwoine Alford	3	GALLOWAY RD	MERRIMACK
12/10/2023	12/10/2023	Gas-Emergency-Odor	550000020704	0-30 min	Weekends and Holidays	0:13:11	16:08:48	16:13:00	15:59:49	16:16:12	16:21:59	0:05:47	17:54:05	1:41:05	Antwoine Alford	48	FAIRMOUNT ST	NASHUA
12/10/2023	12/10/2023	Gas-Emergency-Odor	550000020672	0-30 min	Weekends and Holidays	0:15:12	16:38:24	16:43:00	16:27:48	16:45:00	16:53:36	0:08:36	17:49:39	1:06:39	John Mackenzie	86	ARLINGTON ST	MANCHESTER
12/11/2023	12/11/2023	Gas-Emergency-Odor	550000020728	0-30 min	Normal Hours	0:25:22	13:35:02	13:39:00	13:13:38	13:41:00	14:00:24	0:19:24	14:46:19	1:07:19	Peter Flannery	585	UNION AVE	LACONIA

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
12/11/2023	12/11/2023	Gas-Emergency-Odor	550000020695	0-30 min	Normal Hours	0:19:41	14:50:19	14:52:00	14:32:19	14:55:00	15:10:00	0:15:00	16:00:00	1:08:00	Matt Gebhardt	11	MAIN ST	NASHUA
12/11/2023	12/11/2023	Gas-Emergency-Fire	550000020735	0-30 min	After Hours	0:18:00	20:17:00	20:18:00	20:20:00	20:20:00	20:35:00	0:15:00	21:10:00	0:52:00	Robert Wallace	353	LAUREL ST	MANCHESTER
12/11/2023	12/11/2023	Gas-Emergency-Odor	550000020761	0-30 min	After Hours	0:16:51	16:54:06	16:56:00	16:39:09	17:01:44	17:10:57	0:09:13	18:46:43	1:50:43	Daniel Kerivan	231	N MAIN ST	CONCORD
12/12/2023	12/12/2023	Gas-Emergency-Odor	550000020659	0-30 min	Normal Hours	0:07:17	10:12:43	10:13:00	10:05:43	10:14:00	10:20:00	0:06:00	11:00:00	0:47:00	Brian Lacourse	533	ELM ST	MANCHESTER
12/12/2023	12/12/2023	Gas-Emergency-Odor	550000020780	0-30 min	Normal Hours	0:13:26	11:23:10	11:27:00	11:13:34	11:31:59	11:36:36	0:04:37	12:48:14	1:21:14	David Cates	47	FFIELD ST	NASHUA
12/12/2023	12/12/2023	Gas-Emergency-Odor	550000020750	0-30 min	Normal Hours	0:17:38	10:50:22	10:53:00	10:35:22	10:56:00	11:08:00	0:12:00	11:30:00	0:37:00	Gregory Levesseur	25	MAPLE ST	CONCORD
12/12/2023	12/12/2023	Gas-Emergency-Odor	550000020736	0-30 min	Normal Hours	0:15:35	08:56:16	08:59:00	8:43:25	9:03:00	09:11:51	0:08:51	09:45:02	0:46:32	John Loder	43	CHESTNUT ST	TILTON
12/12/2023	12/12/2023	Gas-Emergency-Odor	550000020739	31-45 min	Normal Hours	0:34:51	11:31:51	11:32:00	10:57:09	11:34:00	12:06:42	0:32:42	12:45:00	1:13:00	Jason Maio	9	MEMORY LN	MILFORD
12/13/2023	12/13/2023	Gas-Emergency-Odor	550000020847	0-30 min	After Hours	0:25:29	06:59:31	07:00:00	6:34:31	7:05:00	7:25:00	0:20:00	08:00:41	1:00:41	Antwoine Alford	33	BRINTON DR	NASHUA
12/13/2023	12/13/2023	Gas-Emergency-Odor	550000020783	0-30 min	Normal Hours	0:12:35	11:13:25	11:16:00	11:03:25	11:18:00	11:26:00	0:08:00	12:30:00	1:14:00	Matt Gebhardt	15	MIAMI ST	NASHUA
12/13/2023	12/13/2023	Gas-Emergency-Odor	550000020848	0-30 min	Normal Hours	0:11:15	11:52:51	11:56:00	11:44:45	11:58:00	12:04:06	0:06:06	12:37:47	0:41:47	Jason Maio	3	SWART TER	NASHUA
12/13/2023	12/13/2023	Gas-Emergency-Odor	550000020864	31-45 min	Normal Hours	0:32:00	09:13:00	09:16:00	8:44:00	09:23:43	9:45:00	0:21:17	13:25:26	4:09:26	Bruce Perkins	6	BETTY LN	BOW
12/13/2023	12/13/2023	Gas-Emergency-Odor	550000020853	0-30 min	Normal Hours	0:16:32	14:49:23	14:52:00	14:35:28	15:01:35	15:05:55	0:04:20	16:10:33	1:18:33	Antwoine Alford	4	SAWYER ST	NASHUA
12/13/2023	12/13/2023	Gas-Emergency-Odor	550000020838	0-30 min	After Hours	0:25:32	15:55:28	15:59:00	15:33:28	16:01:00	16:21:00	0:20:00	17:30:00	1:31:00	Matt Gebhardt	5	USHER LN	MERRIMACK
12/14/2023	12/14/2023	Gas-Emergency-Odor	550000020926	0-30 min	Normal Hours	0:16:20	11:20:07	11:26:00	11:09:40	11:30:15	11:36:27	0:06:12	11:56:44	0:30:44	Brian Lacourse	215	HEATHROW AVE	MANCHESTER
12/14/2023	12/14/2023	Gas-Emergency-Odor	550000020913	0-30 min	After Hours	0:09:50	16:20:10	16:23:00	16:13:10	16:25:00	16:30:00	0:05:00	16:51:10	0:28:10	Stephen Foley	14	CARMINE RD	NASHUA
12/14/2023	12/14/2023	Gas-Emergency-Odor	550000020898	0-30 min	After Hours	0:20:53	15:39:07	15:43:00	15:22:07	15:45:00	16:00:00	0:15:00	17:00:00	1:17:00	Bruce Perkins	34	BOW ST	CONCORD
12/14/2023	12/14/2023	Gas-Emergency-Odor	550000020941	0-30 min	After Hours	0:16:27	17:03:33	17:04:00	16:47:33	17:15:28	17:20:00	0:04:32	18:30:00	1:26:00	Justin Parham	30	SANBORN RD	LONDONDERRY
12/15/2023	12/15/2023	Gas-Emergency-Odor	550000020790	0-30 min	Normal Hours	0:29:30	14:17:46	14:18:00	13:48:30	14:34:10	14:47:16	0:13:06	16:28:20	2:10:20	James Lambert	1265	BODWELL RD	MANCHESTER
12/15/2023	12/15/2023	Gas-Emergency-Odor	550000020944	0-30 min	After Hours	0:03:21	07:30:54	07:31:00	7:27:39	07:33:54	07:34:15	0:00:21	09:17:57	1:46:57	Paul Dampolo	26	PERRY AVE	NASHUA
12/15/2023	12/15/2023	Gas-Emergency-Odor	550000020945	0-30 min	Normal Hours	0:16:06	08:50:30	08:52:00	8:35:54	08:56:07	09:06:36	0:10:29	09:51:35	0:59:35	Peter Flannery	72	TURNPIKE ST	ALLENSTOWN
12/15/2023	12/15/2023	Gas-Emergency-Odor	550000020955	0-30 min	Normal Hours	0:20:41	13:53:40	13:56:00	13:35:19	14:06:35	14:14:21	0:07:46	14:45:16	0:49:16	Justin Parham	312	SPRUCE ST	MANCHESTER
12/15/2023	12/15/2023	Gas-Emergency-Odor	550000021000	0-30 min	After Hours	0:23:50	15:04:02	15:06:00	14:42:10	15:21:13	15:27:52	0:06:39	15:45:20	0:39:20	Andrew Blanchard	25	CLARKE ST	CONCORD
12/15/2023	12/15/2023	Gas-Emergency-Odor	550000020817	31-45 min	After Hours	0:36:03	15:38:57	15:43:00	15:06:57	15:45:00	16:15:00	0:30:00	17:08:59	1:25:59	Bruce Perkins	134	MANCHESTER ST	CONCORD
12/15/2023	12/15/2023	Gas-Emergency-Odor	550000021002	0-30 min	After Hours	0:12:42	16:18:03	16:19:00	16:06:18	16:24:37	16:30:45	0:06:08	16:48:16	0:29:16	Ryan Lambert	346	ORANGE ST	MANCHESTER
12/15/2023	12/15/2023	Gas-Emergency-Odor	550000021003	0-30 min	After Hours	0:14:00	16:20:05	16:20:15	16:06:15	16:23:32	16:34:05	0:10:33	17:10:24	0:50:09	Justin Parham	100	ST ANSELMS DR	GOFFSTOWN
12/15/2023	12/16/2023	Gas-Emergency-Odor	550000021006	0-30 min	After Hours	0:13:15	23:24:26	23:26:00	23:12:45	23:28:00	23:37:41	0:09:41	00:20:24	0:42:43	Jason Maio	69	MAIN ST	NASHUA
12/16/2023	12/16/2023	Gas-Emergency-Odor	550000021026	0-30 min	Weekends and Holidays	0:18:00	16:26:24	16:27:00	16:09:00	16:29:00	16:44:24	0:15:24	17:01:30	0:34:30	Andrew Blanchard	93	DANIEL WEBSTER HWY	BELMONT
12/16/2023	12/16/2023	Gas-Emergency-Odor	550000020994	31-45 min	Weekends and Holidays	0:33:04	13:11:56	13:15:00	12:41:56	13:17:00	13:45:00	0:28:00	14:15:03	1:00:03	Andrew Blanchard	11	GIRARD ST	LACONIA
12/16/2023	12/16/2023	Gas-Emergency-Odor	550000021012	31-45 min	Weekends and Holidays	0:38:39	17:01:28	17:04:00	16:25:21	17:07:02	17:40:07	0:33:05	18:24:40	1:20:40	Andrew Blanchard	28	STONE ST	CONCORD
12/17/2023	12/17/2023	Gas-Emergency-Odor	550000021015	0-30 min	Weekends and Holidays	0:17:27	12:06:03	12:06:33	11:49:06	12:14:26	12:23:30	0:09:04	12:47:44	0:41:11	Robert Wallace	725	HUSE RD	MANCHESTER
12/17/2023	12/17/2023	Gas-Emergency-Odor	550000021060	0-30 min	Weekends and Holidays	0:10:16	15:05:00	15:06:00	14:55:44	15:08:00	15:15:16	0:07:16	16:00:10	0:54:10	Graeme Baert	44	S SPRING ST	CONCORD
12/17/2023	12/17/2023	Gas-Emergency-Odor	550000021018	0-30 min	Weekends and Holidays	0:14:44	21:30:16	21:31:00	21:16:16	21:33:00	21:45:00	0:12:00	22:49:31	1:18:31	Antwoine Alford	9	MASSIE CIR	HUDSON
12/18/2023	12/18/2023	Gas-Emergency-Odor	550000021019	0-30 min	After Hours	0:28:53	06:40:39	06:47:00	6:18:07	6:49:00	07:09:32	0:20:32	07:48:59	1:01:59	John Mackenzie	618	FOX HOLLOW WAY	MANCHESTER
12/18/2023	12/18/2023	Gas-Emergency-Odor	550000021034	0-30 min	Normal Hours	0:28:22	09:30:47	09:33:00	9:04:38	09:36:46	09:59:09	0:22:23	15:50:03	6:17:03	Nicholas Moore	721	BRENT ST	MANCHESTER
12/18/2023	12/18/2023	Gas-Emergency-Odor	550000021101	0-30 min	Normal Hours	0:17:43	12:22:17	12:23:00	12:05:17	12:25:00	12:40:00	0:15:00	13:28:55	1:05:55	Antwoine Alford	24	BELKNAP ST	NASHUA
12/18/2023	12/18/2023	Gas-Emergency-Odor	550000021087	0-30 min	Normal Hours	0:12:13	13:55:59	13:58:00	13:45:47	14:02:31	14:08:12	0:05:41	15:17:42	1:19:42	Antwoine Alford	1	VAGGE DR	NASHUA
12/18/2023	12/18/2023	Gas-Emergency-Odor	550000021076	0-30 min	After Hours	0:09:36	16:50:24	16:51:00	16:41:24	16:53:00	17:00:00	0:07:00	18:08:06	1:17:06	Robert Wallace	293	WILSON ST	MANCHESTER
12/18/2023	12/18/2023	Gas-Emergency-Odor	550000020797	0-30 min	After Hours	0:26:46	18:32:27	18:33:00	18:06:14	18:37:41	18:59:13	0:21:32	19:50:43	1:17:43	Daniel Kerivan	4	WILDERNESS LN	BOW
12/18/2023	12/18/2023	Gas-Emergency-Odor	550000021096	0-30 min	After Hours	0:30:04	21:44:56	21:49:00	21:18:56	21:55:00	22:15:00	0:20:00	23:47:03	1:58:03	Antwoine Alford	7	CROSSWOODS PATH BLVD	MERRIMACK
12/19/2023	12/19/2023	Gas-Emergency-Odor	550000021121	0-30 min	After Hours	0:20:37	08:28:23	08:34:00	8:13:23	8:36:00	8:49:00	0:13:00	9:42:25	1:08:25	Paul Dampolo	15	N SOUTHWOOD DR	NASHUA
12/19/2023	12/19/2023	Gas-Emergency-Odor	550000021125	0-30 min	Normal Hours	0:20:31	11:33:47	11:35:00	11:14:29	11:40:09	11:54:18	0:14:09	13:02:57	1:27:57	Joseph Voveris	1991	BODWELL RD	MANCHESTER
12/19/2023	12/19/2023	Gas-Emergency-Odor	550000021098	0-30 min	Normal Hours	0:12:42	10:32:58	10:35:00	10:22:18	10:40:41	10:45:40	0:04:59	11:47:13	1:12:13	James Lambert	10	JONATHAN LN	MANCHESTER
12/19/2023	12/19/2023	Gas-Emergency-Odor	550000021140	0-30 min	Normal Hours	0:18:52	11:32:33	11:39:00	11:20:08	11:48:49	11:51:25	0:02:36	12:32:17	0:53:17	Lucas Hobbs	312	SPRUCE ST	MANCHESTER
12/19/2023	12/19/2023	Gas-Emergency-Odor	550000021146	31-45 min	Normal Hours	0:36:20	14:24:40	14:28:00	13:51:40	14:44:00	15:01:00	0:17:00	15:30:00	1:02:00	Graeme Baert	575	ROUTE 106 N	LOUDON
12/19/2023	12/19/2023	Gas-Emergency-Odor	550000021166	0-30 min	After Hours	0:13:49	15:32:59	15:35:00	15:21:11	15:41:00	15:46:48	0:05:48	16:39:14	1:04:14	Michael Lacourse	112	ATHERTON AVE	NASHUA
12/19/2023	12/19/2023	Gas-Emergency-Odor	550000021139	0-30 min	After Hours	0:13:42	18:36:18	18:37:00	18:23:18	18:39:00	18:50:00	0:11:00	19:44:08	1:07:08	Antwoine Alford	9	MCKENNA DR	NASHUA
12/20/2023	12/20/2023	Gas-Emergency-Odor	550000021220	31-45 min	Normal Hours	0:33:40	11:09:29	11:14:00	10:40:20	11:24:13	11:43:09	0:18:56	12:15:12	1:01:12	James Lambert	200	CENTRAL ST	MANCHESTER
12/20/2023	12/20/2023	Gas-Emergency-Odor	550000021228	0-30 min	Normal Hours	0:20:03	14:27:34	14:29:00	14:08:57	14:31:00	14:47:37	0:16:37	15:25:51	0:56:51	Andre Boudreau	100	S MAIN ST	FRANKLIN
12/20/2023	12/20/2023	Gas-Emergency-Odor	550000021233	0-30 min	After Hours	0:14:45	16:50:15	16:56:00	16:41:15	16:58:00	17:05:00	0:07:00	17:51:10	0:55:10	Ryan Lambert	182	ROCKINGHAM RD	LONDONDERRY
12/21/2023	12/21/2023	Gas-Emergency-Carboi	550000021057	0-30 min	After Hours	0:17:10	16:56:50	17:00:00	16:42:50	17:08:41	17:14:00	0:05:19	17:40:25	0:40:25	Ryan Lambert	203	ALSACE ST	MANCHESTER
12/21/2023	12/21/2023	Gas-Emergency-Odor	550000021285	0-30 min	After Hours	0:08:12	19:35:19	19:36:00	19:27:48	19:38:00	19:43:31	0:05:31	20:19:55	0:43:55	Ryan Lambert	179	ALSACE ST	MANCHESTER
12/21/2023	12/21/2023	Gas-Emergency-Odor	550000021288	0-30 min	After Hours	0:30:23	22:14:15	22:15:00	21:44:37	22:31:03	22:44:38	0:13:35	23:17:35	1:02:35	Ryan Lambert	7	COMMERCE DR	BEDFORD
12/21/2023	12/21/2023	Gas-Emergency-Odor	550000021267	0-30 min	After Hours	0:11:40	20:57:20	20:58:00	20:46:20	21:03:03	21:09:00	0:05:57	21:26:00	0:28:00	Ryan Lambert	606	BELMONT ST	MANCHESTER

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
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021302	0-30 min	Normal Hours	0:17:45	09:03:19	09:05:00	8:47:15	09:07:22	09:21:04	0:13:42	09:56:34	0:51:34	Brian Lacourse	123	WEBSTER ST	MANCHESTER
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021289	0-30 min	After Hours	0:09:15	08:05:52	08:08:00	7:58:45	8:10:00	08:15:07	0:05:07	08:34:50	0:26:50	Lucas Hobbs	145	MAPLE ST	MANCHESTER
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021273	0-30 min	Normal Hours	0:04:33	11:20:59	11:21:00	11:16:27	11:22:30	11:25:32	0:03:02	11:31:31	0:10:31	Nicholas Moore	15	TINKER AVE	LONDONDERRY
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021294	0-30 min	Normal Hours	0:17:40	10:03:31	10:04:00	9:46:20	10:15:27	10:21:11	0:05:44	11:15:57	1:11:57	Nicholas Moore	17	TINKER AVE	LONDONDERRY
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021275	0-30 min	Normal Hours	0:11:35	12:09:27	12:12:00	12:00:25	12:14:00	12:21:02	0:07:02	17:16:04	5:04:04	Stephen Foley	10	CATALINA LN	NASHUA
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021310	0-30 min	After Hours	0:24:13	15:47:00	15:50:00	15:25:47	15:54:01	16:11:13	0:17:12	17:32:03	1:42:03	Patrick Mccarthy	9	NEWMAN DR	NASHUA
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021342	0-30 min	After Hours	0:20:25	17:05:46	17:09:00	16:48:35	17:15:12	17:26:11	0:10:59	18:29:40	1:20:40	Ryan Lambert	156	WELLINGTON TER DR	MANCHESTER
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021345	31-45 min	After Hours	0:41:41	19:30:52	19:32:00	18:50:19	19:39:26	20:12:33	0:33:07	20:25:44	0:53:44	Andrew Blanchard	13	LAWNDALE AVE	FRANKLIN
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021313	0-30 min	After Hours	0:21:03	16:20:17	16:24:00	16:02:57	16:27:38	16:41:20	0:13:42	17:18:55	0:54:55	Andrew Blanchard	32 C	HIGHLAND ST	CONCORD
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021314	0-30 min	After Hours	0:12:57	16:57:03	16:59:00	16:46:03	17:01:00	17:10:00	0:09:00	17:51:33	0:52:33	Stephen Foley	6	EMERSON RD	NASHUA
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021315	0-30 min	After Hours	0:22:22	16:57:38	17:00:00	16:37:38	17:04:52	17:20:00	0:15:08	21:23:55	4:23:55	Michael Lacourse	80	PREMIUM OUTLT BLVD	MERRIMACK
12/22/2023	12/22/2023	Gas-Emergency-Odor	550000021360	0-30 min	After Hours	0:08:05	20:42:00	20:44:00	20:35:55	20:47:37	20:50:05	0:02:28	21:39:20	0:55:20	Andrew Blanchard	116	N MAIN ST	BOSCAWEN
12/22/2023	12/23/2023	Gas-Emergency-Odor	550000021325	0-30 min	After Hours	0:14:06	22:24:54	22:32:00	22:17:54	22:34:00	22:39:00	0:05:00	00:32:19	2:00:19	James Lambert	3	WATERFORD WAY	MANCHESTER
12/23/2023	12/23/2023	Gas-Emergency-Odor	550000021350	0-30 min	Weekends and Holidays	0:06:41	15:53:19	15:55:00	15:48:19	15:56:00	16:00:00	0:04:00	16:52:41	0:57:41	Bruce Perkins	380	W MAIN ST	TIPTON
12/24/2023	12/24/2023	Gas-Emergency-Odor	550000021211	0-30 min	Weekends and Holidays	0:25:15	15:14:38	15:19:00	14:53:45	15:27:51	15:39:53	0:12:02	16:17:26	0:58:26	Stephen Foley	0	NEWCASTLE DR	NASHUA
12/24/2023	12/24/2023	Gas-Emergency-Odor	550000021367	0-30 min	Weekends and Holidays	0:18:00	15:51:10	15:53:00	15:35:00	16:04:53	16:09:10	0:04:17	16:27:55	0:34:55	Thomas Burns	179	BEECH ST	MANCHESTER
12/24/2023	12/24/2023	Gas-Emergency-Odor	550000021333	0-30 min	Weekends and Holidays	0:05:57	16:09:43	16:10:00	16:04:03	16:12:22	16:15:40	0:03:18	17:35:54	1:25:54	Brian Lacourse	663	DANIEL WEBSTER HWY	MANCHESTER
12/24/2023	12/24/2023	Gas-Emergency-Odor	550000021357	0-30 min	Weekends and Holidays	0:14:12	17:59:24	18:00:00	17:45:48	18:11:19	18:13:36	0:02:17	18:49:49	0:49:49	Antwoine Alford	38	STARK ST	NASHUA
12/24/2023	12/24/2023	Gas-Emergency-Odor	550000021368	0-30 min	Weekends and Holidays	0:26:28	18:13:24	18:14:00	17:47:32	18:17:27	18:39:52	0:22:25	20:01:59	1:47:59	Brian Lacourse	17	WHITFORD RD	NASHUA
12/26/2023	12/26/2023	Gas-Emergency-Odor	550000021402	0-30 min	Weekends and Holidays	0:11:43	07:27:17	07:33:00	7:21:17	7:35:00	7:39:00	0:04:00	08:35:09	1:02:09	Michael Dusseault	431	LOWELL ST	MANCHESTER
12/26/2023	12/26/2023	Gas-Emergency-Other	550000021424	46-60 min	Weekends and Holidays	0:47:39	11:44:21	12:10:00	11:22:21	12:12:00	12:32:00	0:20:00	14:17:15	2:07:15	James Lambert	1135	MAMMOTH RD	MANCHESTER
12/26/2023	12/26/2023	Gas-Emergency-Odor	550000021425	0-30 min	Weekends and Holidays	0:19:51	12:07:32	12:12:00	11:52:09	12:15:43	12:27:23	0:11:40	12:50:58	0:38:58	David Cates	151	BROAD ST	NASHUA
12/26/2023	12/26/2023	Gas-Emergency-Odor	550000021427	0-30 min	Weekends and Holidays	0:16:37	13:04:23	13:07:00	12:50:23	13:11:39	13:21:00	0:09:21	14:46:50	1:39:50	Joseph Voveris	777	LAKE AVE	MANCHESTER
12/26/2023	12/26/2023	Gas-Emergency-Odor	550000021404	0-30 min	Weekends and Holidays	0:27:27	08:25:33	08:36:00	8:08:33	8:38:00	8:53:00	0:15:00	09:27:49	0:51:49	Andre Boudreau	339	PLEASANT ST	LACONIA
12/26/2023	12/26/2023	Gas-Emergency-Odor	550000021441	0-30 min	Weekends and Holidays	0:13:29	12:51:18	12:52:00	12:38:31	12:54:32	13:04:47	0:10:15	14:15:07	1:23:07	Lucas Hobbs	610	GOLD ST	MANCHESTER
12/26/2023	12/26/2023	Gas-Emergency-Odor	550000021432	0-30 min	Weekends and Holidays	0:22:01	21:25:33	21:26:00	21:03:59	21:31:12	21:47:34	0:16:22	22:27:01	1:01:01	Daniel Kerivan	167	LYNNEWOOD RD	LACONIA
12/27/2023	12/27/2023	Gas-Emergency-Odor	550000021214	46-60 min	After Hours	0:51:12	05:22:48	05:24:00	4:32:48	5:26:00	6:14:00	0:48:00	06:53:50	1:29:50	Gregory Levasseur	81	FISHERVILLE RD	CONCORD
12/27/2023	12/27/2023	Gas-Emergency-Odor	550000021451	0-30 min	Normal Hours	0:19:48	09:26:12	09:28:00	9:08:12	9:30:00	9:46:00	0:16:00	11:00:00	1:32:00	Matt Gebhardt	12	WINDHAM RD	HUDSON
12/27/2023	12/27/2023	Gas-Emergency-Odor	550000021436	0-30 min	Normal Hours	0:24:25	10:16:00	10:23:00	9:58:35	10:29:33	10:40:25	0:10:52	11:44:43	1:21:43	Joseph Voveris	154	DONALD ST	MANCHESTER
12/27/2023	12/27/2023	Gas-Emergency-Odor	550000021501	0-30 min	Normal Hours	0:27:12	13:51:19	13:54:00	13:26:48	13:59:53	14:18:31	0:18:38	15:07:39	1:13:39	Andre Boudreau	9	MISTWOOD LN	LACONIA
12/27/2023	12/27/2023	Gas-Emergency-Odor	550000021469	0-30 min	After Hours	0:21:21	17:19:12	17:26:00	17:04:39	17:28:00	17:40:33	0:12:33	19:00:05	1:34:05	Patrick Mccarthy	9	HILLOCK CIR	NASHUA
12/28/2023	12/28/2023	Gas-Emergency-Odor	550000021495	0-30 min	Normal Hours	0:09:42	12:03:39	12:06:00	11:56:18	12:08:00	12:13:21	0:05:21	13:11:37	1:05:37	Jason Maio	73	ASH ST	NASHUA
12/28/2023	12/28/2023	Gas-Emergency-Odor	550000021514	0-30 min	Normal Hours	0:17:45	12:24:15	12:27:00	12:09:15	12:29:00	12:42:00	0:13:00	13:14:47	0:47:47	Gregory Levasseur	54	RICHMOND DR	CONCORD
12/28/2023	12/28/2023	Gas-Emergency-Odor	550000021516	0-30 min	Normal Hours	0:28:51	13:06:21	13:10:00	12:41:09	13:24:04	13:35:12	0:11:08	13:56:56	0:46:56	Joseph Voveris	150	CARTIER ST	MANCHESTER
12/29/2023	12/29/2023	Gas-Emergency-Odor	550000021606	0-30 min	Normal Hours	0:24:06	12:05:29	12:13:00	11:48:54	12:17:09	12:29:35	0:12:26	13:05:51	0:47:51	Paul Dampolo	33	DIGITAL DR	NASHUA
12/30/2023	12/30/2023	Gas-Emergency-Odor	550000021648	0-30 min	Weekends and Holidays	0:05:12	08:49:48	8:50:00	8:44:48	8:52:00	8:55:00	0:03:00	09:48:36	0:58:36	Cameron Moore	50	WORCESTER ST	NASHUA
12/29/2023	12/29/2023	Gas-Emergency-Odor	550000021614	0-30 min	After Hours	0:09:48	21:38:12	21:38:30	21:28:42	21:40:00	21:48:00	0:08:00	22:04:14	0:25:44	Ryan Lambert	85	S MAIN ST	MANCHESTER
12/30/2023	12/30/2023	Gas-Emergency-Odor	550000021661	0-30 min	Weekends and Holidays	0:04:04	12:47:56	12:50:00	12:45:56	12:51:00	12:52:00	0:01:00	13:18:46	0:28:46	Cameron Moore	14	MULBERRY ST	NASHUA
12/30/2023	12/30/2023	Gas-Emergency-Odor	550000021635	0-30 min	Weekends and Holidays	0:23:24	13:51:36	13:53:00	13:29:36	13:55:00	14:15:00	0:20:00	14:55:10	1:02:10	Justin Parham	354	E HIGH ST	MANCHESTER
12/30/2023	12/30/2023	Gas-Emergency-Odor	550000021663	0-30 min	Weekends and Holidays	0:15:37	14:14:23	14:17:00	14:01:23	14:19:00	14:30:00	0:11:00	16:07:08	1:50:08	Bruce Perkins	6	AUBURN ST	CONCORD
12/31/2023	12/31/2023	Gas-Emergency-Odor	550000021685	0-30 min	Weekends and Holidays	0:27:59	14:15:35	14:16:00	13:48:01	14:33:38	14:43:34	0:09:56	15:11:54	0:55:54	James Lambert	747	MAMMOTH RD	MANCHESTER

Call Date	Completion Date	Problem Type	Service Call ID	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	Resolution Description	CSM Service Order No.
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