



Tyler Culbertson
Director, Rates and Regulatory Affairs
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March 14, 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 – February 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
February 2024

February 2024

Jan-2024

to

Feb-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	64	2	0	0	66		141	8	0	0	149
After Hours	56	10	1	0	67		106	16	4	0	126
Weekends and Holidays	24	1	1	0	26		41	2	1	0	44
Grand Total	144	13	2	0	159		288	26	5	0	319

Normal Hours

Results

GOAL

Results

0-30 Minutes

96.97%

82.00%

94.63%

0-45 Minutes

100.00%

90.00%

100.00%

0-60 Minutes

100.00%

97.00%

100.00%

After Hours

0-30 Minutes

83.58%

80.00%

84.13%

0-45 Minutes

98.51%

86.00%

96.83%

0-60 Minutes

100.00%

95.00%

100.00%

Weekends / Holidays

0-30 Minutes

92.31%

76.00%

93.18%

0-45 Minutes

96.15%

84.00%

97.73%

0-60 Minutes

100.00%

94.00%

100.00%

New Hampshire Public Utilities Commission
Liberty Utilities - Emergency Leak Response Statistics
February 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		
February 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 #	64	2	0	56	10	1	24	1	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 %	96.97%	100.00%	100.00%	83.58%	98.51%	100.00%	92.31%	96.15%	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	94.28%	100.00%	100.00%	86.30%	96.55%	100.00%	91.08%	97.82%	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	92.48%	98.75%	98.88%	84.69%	95.45%	97.66%	88.82%	98.27%	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
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	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
02/01/2024	02/01/2024	Gas-Emergency-Odor	550000023772	0-30 min	After Hours	0:20:09	08:10:01	08:15:00	0:04:59	08:18:03	08:30:10	0:04:07	08:44:49	0:29:49	Lucas Hobbs	62	KENNINGTON LN	BEDFORD
02/01/2024	02/01/2024	Gas-Emergency-Odor	550000023774	0-30 min	Normal Hours	0:10:24	09:40:36	09:41:00	0:00:24	9:43:00	9:51:00	0:06:00	11:31:59	1:50:59	Gregory Laveasseur	204	FISHERVILLE RD	CONCORD
02/01/2024	02/01/2024	Gas-Emergency-Odor	550000023755	31-45 min	Normal Hours	0:30:03	09:15:57	09:20:00	0:04:03	9:22:00	9:46:00	0:24:00	10:15:33	0:55:33	Bruce Perkins	5	MAITLAND ST	CONCORD
02/01/2024	02/01/2024	Gas-Emergency-Odor	550000023802	0-30 min	Normal Hours	0:21:06	11:44:27	11:45:00	0:00:33	11:55:50	12:05:33	0:09:43	12:45:11	1:00:11	Andre Boudreau	412	HOUNSELL AVE	GILFORD
02/01/2024	02/01/2024	Gas-Emergency-Odor	550000023845	0-30 min	Normal Hours	0:20:44	13:56:31	13:59:00	0:02:29	14:10:43	14:17:15	0:06:32	14:17:15	2:12:00	Joseph Voveris	361	RIMMON ST	MANCHESTER
02/01/2024	02/01/2024	Gas-Emergency-Odor	550000023789	0-30 min	After Hours	0:29:58	19:43:50	19:45:00	0:01:10	20:07:26	20:13:48	0:06:22	20:38:29	0:53:29	Joseph Voveris	233	SPRUCE ST	MANCHESTER
02/03/2024	02/01/2024	Gas-Emergency-Odor	550000023808	0-30 min	After Hours	0:21:39	15:04:30	15:07:00	0:02:30	15:12:58	15:26:09	0:13:11	15:42:36	0:35:36	Andrew Blanchard	503	SOUTH ST	BOW
02/02/2024	02/02/2024	Gas-Emergency-Odor	550000023797	0-30 min	Normal Hours	0:07:23	12:02:54	12:04:00	0:01:06	12:06:00	12:10:17	0:04:17	13:04:38	1:00:38	Andre Boudreau	120	LACONIA RD	TILTON
02/02/2024	02/02/2024	Gas-Emergency-Odor	550000023798	0-30 min	Normal Hours	0:07:54	12:08:06	12:09:00	0:00:54	12:11:00	12:16:00	0:05:00	13:14:02	1:05:02	Bruce Perkins	94	ROCKINGHAM ST	CONCORD
02/02/2024	02/02/2024	Gas-Emergency-Odor	550000023814	0-30 min	Normal Hours	0:13:09	09:06:51	09:10:00	0:03:09	9:12:00	9:20:00	0:08:00	10:27:01	1:17:01	Andre Boudreau	120	LACONIA RD	TILTON
02/02/2024	02/02/2024	Gas-Emergency-Odor	550000023817	0-30 min	Normal Hours	0:14:57	10:38:55	10:40:00	0:01:05	10:47:54	10:53:52	0:05:58	11:38:22	0:58:22	Jason Maio	76	NORTHEASTERN BLVD	NASHUA
02/02/2024	02/02/2024	Gas-Emergency-Odor	550000023922	0-30 min	After Hours	0:17:21	16:21:39	16:25:00	0:03:21	16:27:57	16:39:00	0:11:03	17:21:50	0:56:50	Cameron Moore	20	ROBIN DR	HUDSON
02/02/2024	02/02/2024	Gas-Emergency-Odor	550000023923	0-30 min	After Hours	0:13:11	16:53:11	16:54:00	0:00:49	16:57:09	17:06:22	0:09:13	17:40:35	0:46:35	Joseph Voveris	40	EASTERN AVE	MANCHESTER
02/02/2024	02/02/2024	Gas-Emergency-Odor	550000023907	0-30 min	After Hours	0:28:25	22:17:38	22:27:00	0:09:22	22:38:00	22:46:03	0:08:03	23:11:31	0:44:31	Andrew Blanchard	5	AUBURN ST	CONCORD
02/02/2024	02/02/2024	Gas-Emergency-Odor	550000023884	0-30 min	After Hours	0:21:49	16:22:05	16:25:00	0:02:55	16:28:44	16:43:54	0:15:10	17:01:05	0:36:05	Andrew Blanchard	40	BROADWAY	PEMBROKE
02/03/2024	02/03/2024	Gas-Emergency-Odor	550000023891	0-30 min	Weekends and Holidays	0:09:51	12:02:09	12:03:00	0:00:51	12:05:00	12:12:00	0:07:00	12:20:00	0:27:00	Stephen Foley	25	MASSACHUSETTS DR	NASHUA
02/03/2024	02/03/2024	Gas-Emergency-Odor	550000023910	0-30 min	Weekends and Holidays	0:18:58	09:11:22	09:12:00	0:00:38	9:14:00	09:30:20	0:16:20	10:32:39	1:20:39	Bruce Perkins	120	LACONIA RD	TILTON
02/03/2024	02/03/2024	Gas-Emergency-Odor	550000023912	0-30 min	Weekends and Holidays	0:11:00	10:18:00	10:19:00	0:01:00	10:21:00	10:29:00	0:08:00	15:48:29	5:29:29	Ronald Routhier	20	TINKER RD	NASHUA
02/03/2024	02/03/2024	Gas-Emergency-Odor	550000023928	0-30 min	Weekends and Holidays	0:11:26	12:44:34	12:45:00	0:00:26	12:47:00	12:56:00	0:09:00	13:29:29	0:44:29	Justin Parham	239	MASSABESIC ST	MANCHESTER
02/04/2024	02/04/2024	Gas-Emergency-Odor	550000023895	0-30 min	Weekends and Holidays	0:11:12	12:51:48	12:52:00	0:00:12	12:54:35	13:03:00	0:08:25	13:31:05	0:39:05	Graeme Baert	40	MULBERRY ST	CONCORD
02/05/2024	02/05/2024	Gas-Emergency-Odor	550000023898	0-30 min	After Hours	0:09:43	08:10:17	08:12:00	0:01:43	8:14:00	8:20:00	0:06:00	09:03:45	0:51:45	Peter Flannery	1	PERKINS ST	CONCORD
02/04/2024	02/04/2024	Gas-Emergency-Odor	550000023943	0-30 min	Weekends and Holidays	0:13:34	18:47:10	18:48:00	0:00:50	18:52:45	19:00:44	0:07:59	20:39:07	1:51:07	Antwoine Alford	3	GALLOWAY RD	MERRIMACK
02/05/2024	02/05/2024	Gas-Emergency-Odor	550000023871	0-30 min	After Hours	0:26:56	17:34:12	17:35:00	0:00:48	17:45:54	18:01:08	0:15:14	18:14:01	0:39:01	Robert Wallace	6	PLEASANT ST	HOOKSETT
02/05/2024	02/05/2024	Gas-Emergency-Odor	550000023939	0-30 min	Normal Hours	0:13:50	11:06:10	11:08:00	0:01:50	11:10:00	11:20:00	0:10:00	12:25:51	1:17:51	Ronald Routhier	31	CROSS ST	NASHUA
02/05/2024	02/05/2024	Gas-Emergency-Odor	550000023953	0-30 min	Normal Hours	0:31:52	13:52:08	13:56:00	0:03:52	13:56:00	14:24:00	0:28:00	16:10:00	2:14:00	Matt Gebhardt	619	DANIEL WEBSTER HWY	MERRIMACK
02/05/2024	02/05/2024	Gas-Emergency-Odor	550000023967	0-30 min	Normal Hours	0:20:20	14:39:57	14:40:00	0:00:03	14:42:00	15:00:17	0:18:17	16:02:08	1:22:08	Peter Flannery	35	ELM ST	LACONIA
02/05/2024	02/05/2024	Gas-Emergency-Odor	550000023975	0-30 min	After Hours	0:16:17	17:22:30	17:25:00	0:02:30	17:28:53	17:38:47	0:09:54	17:56:09	0:31:09	Antwoine Alford	87	CANNONGATE RD	NASHUA
02/05/2024	02/05/2024	Gas-Emergency-Odor	550000024020	0-30 min	After Hours	0:09:44	17:50:16	17:52:00	0:01:44	17:54:00	18:00:00	0:06:00	19:36:08	1:44:08	Matt Gebhardt	817	FOX HOLLOW DR	HUDSON
02/06/2024	02/06/2024	Gas-Emergency-Odor	550000024045	0-30 min	Normal Hours	0:20:39	10:26:39	10:30:00	0:03:21	10:37:12	10:47:18	0:10:06	11:28:02	0:58:02	Peter Flannery	1	LEANNE DR	CONCORD
02/07/2024	02/07/2024	Gas-Emergency-Odor	550000024010	0-30 min	After Hours	0:09:45	15:11:15	15:13:00	0:01:45	15:15:00	15:21:00	0:06:00	16:11:01	0:54:01	Cameron Moore	14	TINKER RD	NASHUA
02/08/2024	02/08/2024	Gas-Emergency-Odor	550000024013	0-30 min	Normal Hours	0:26:51	09:44:51	09:47:00	0:02:09	09:50:32	10:11:42	0:21:10	12:46:24	2:59:24	Andre Boudreau	298	MAIN ST	TILTON
02/08/2024	02/08/2024	Gas-Emergency-Odor	550000024014	0-30 min	Normal Hours	0:22:02	11:57:58	11:58:00	0:00:02	12:00:00	12:20:00	0:20:00	14:26:00	2:42:00	Bruce Perkins	120	LACONIA RD	TILTON
02/06/2024	02/06/2024	Gas-Emergency-Odor	550000024032	0-30 min	Normal Hours	0:26:29	14:29:31	14:32:00	0:02:29	14:34:00	14:56:00	0:22:00	16:10:00	1:38:00	Matt Gebhardt	11	CROSSROADS PATH BLVD	MERRIMACK
02/07/2024	02/07/2024	Gas-Emergency-Odor	550000024056	0-30 min	After Hours	0:25:29	07:03:38	07:05:00	0:01:22	07:15:44	07:29:07	0:13:23	08:04:22	0:59:22	Peter Flannery	260	ELM ST	LACONIA
02/07/2024	02/07/2024	Gas-Emergency-Odor	550000024057	0-30 min	After Hours	0:26:02	09:20:18	09:24:00	0:03:42	9:26:00	9:40:00	0:14:00	10:32:45	2:08:45	Patrick McCarthy	87	PLEASANT ST	NASHUA
02/06/2024	02/06/2024	Gas-Emergency-Odor	550000024039	46-60 min	After Hours	0:48:04	22:19:10	22:20:00	0:00:50	22:28:36	23:07:14	0:38:38	23:35:55	1:15:55	Lucas Hobbs	12	MANOR DR	HOOKSETT
02/07/2024	02/07/2024	Gas-Emergency-Odor	550000024080	31-45 min	After Hours	0:35:16	00:32:58	00:36:00	0:03:02	00:42:06	01:08:14	0:26:08	02:23:17	1:47:17	Daniel Kerivan	47	ROLF ST	CONCORD
02/07/2024	02/07/2024	Gas-Emergency-Odor	550000024072	0-30 min	After Hours	0:18:05	07:17:18	07:19:00	0:01:42	07:25:06	07:35:23	0:10:17	08:31:09	1:12:09	Paul Dampolo	28	ROBIN DR	HUDSON
02/08/2024	02/08/2024	Gas-Emergency-Odor	550000024160	0-30 min	After Hours	0:19:24	07:49:13	07:52:00	0:02:47	08:00:33	08:08:37	0:08:04	08:31:49	0:39:49	Peter Flannery	11	CABERNET DR	CONCORD
02/07/2024	02/08/2024	Gas-Emergency-Odor	550000024112	31-45 min	After Hours	0:31:38	23:40:22	23:45:00	0:04:38	23:51:35	0:12:00	0:20:25	0:39:00	0:54:00	Michael Lacourse	6	RHONA ST	HUDSON
02/08/2024	02/08/2024	Gas-Emergency-Odor	550000024114	0-30 min	Normal Hours	0:13:49	08:53:15	08:55:00	0:01:45	08:58:34	09:07:04	0:08:30	10:10:23	1:15:23	Paul Dampolo	63	BERKLEY ST	NASHUA
02/07/2024	02/07/2024	Gas-Emergency-Odor	550000024095	0-30 min	After Hours	0:24:22	17:22:16	17:23:00	0:00:44	17:34:29	17:46:38	0:12:09	19:28:30	2:05:30	Antwoine Alford	35	ASH ST	NASHUA
02/08/2024	02/08/2024	Gas-Emergency-Odor	550000024151	0-30 min	Normal Hours	0:15:11	11:01:49	11:02:00	0:00:11	11:02:00	11:17:00	0:08:00	12:13:49	1:06:49	Ryan Lambert	252	ELM ST	MANCHESTER
02/09/2024	02/09/2024	Gas-Emergency-Odor	550000024123	0-30 min	After Hours	0:07:56	15:32:04	15:33:00	0:00:56	15:35:00	15:40:00	0:05:00	16:18:23	0:45:23	Justin Parham	875	ELM ST	MANCHESTER
02/08/2024	02/08/2024	Gas-Emergency-Odor	550000024019	0-30 min	After Hours	0:09:32	15:01:28	15:04:00	0:02:32	15:06:00	15:11:00	0:05:00	15:51:30	0:47:30	Justin Parham	121	PINE ST	MANCHESTER
02/09/2024	02/09/2024	Gas-Emergency-Odor	550000024260	0-30 min	Normal Hours	0:09:58	14:43:02	14:44:00	0:00:58	14:46:00	14:53:00	0:07:00	15:09:39	0:25:39	Brian Lacourse	192	LAUREL ST	MANCHESTER
02/09/2024	02/09/2024	Gas-Emergency-Odor	550000024263	0-30 min	After Hours	0:21:56	15:47:14	15:48:00	0:00:46	15:59:02	16:09:10	0:10:08	16:43:23	0:55:23	Andrew Blanchard	15	NICKERSON DR	CONCORD
02/09/2024	02/09/2024	Gas-Emergency-Odor	550000024264	0-30 min	After Hours	0:15:43	16:12:17	16:13:00	0:00:43	16:15:00	16:28:00	0:13:00	16:45:00	0:40:45	Bruce Perkins	99	CLINTON ST	CONCORD
02/09/2024	02/09/2024	Gas-Emergency-Odor	550000024228	0-30 min	Normal Hours	0:16:14	14:33:46	14:36:00	0:02:14	14:38:00	14:50:00	0:12:00	16:26:49	1:50:49	Joseph Voveris	209	W RIVER RD	HOOKSETT
02/10/2024	02/10/2024	Gas-Emergency-Odor	550000024252	0-30 min	Weekends and Holidays	0:19:01	13:06:11	13:09:00	0:02:49	13:14:49	13:25:12	0:10:23	13:45:00	0:36:00	Stephen Foley	26	SUNAPEE ST	NASHUA
02/10/2024	02/10/2024	Gas-Emergency-Odor	550000024254	0-30 min	Weekends and Holidays	0:17:13	16:45:47	16:49:00	0:03:13	16:54:28	17:03:00	0:08:32	17:28:41	0:39:41	Cameron Moore	12	LEITH CT	NASHUA
02/10/2024	02/10/2024	Gas-Emergency-Odor	550000024275	0-30 min	Weekends and Holidays	0:22:12	11:37:48	11:38:00	0:00:12	11:38:00	11:40:00	0:20:00	13:04:01	1:30:41	Bruce Perkins	120	LACONIA RD	TILTON
02/09/2024	02/09/2024	Gas-Emergency-Odor	550000024204	0-30 min	After Hours	0:15:58	18:58:02	18:59:00	0:00:58	19:02:58	19:14:00	0:11:02	19:48:00	0:49:00	Joseph Voveris	192	LAUREL ST	MANCHESTER
02/11/2024	02/11/2024	Gas-Emergency-Odor	550000024257	0-30 min	Weekends and Holidays	0:14:37	09:02:23	09:03:00	0:00:37	9:05:00	9:17:00	0:12:00	10:30:00	1:27:00	Matt Gebhardt	35	SHOALCREEK RD	HUDSON
02/11/2024	02/11/2024	Gas-Emer																

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
02/17/2024	02/17/2024	Gas-Emergency-Odor	550000024567	0-30 min	Weekends and Holidays	0:12:10	16:57:48	16:58:00	0:00:12	17:02:14	17:09:58	0:07:44	17:32:36	0:34:36	Joseph Voveris	63	JOULETTE ST	MANCHESTER
02/18/2024	02/18/2024	Gas-Emergency-Odor	550000024569	0-30 min	Weekends and Holidays	0:28:37	11:01:16	11:02:00	0:00:44	11:05:00	11:29:53	0:24:53	13:08:35	2:06:35	James Lambert	20	DEXTER ST	DERRY
02/18/2024	02/18/2024	Gas-Emergency-Odor	550000024570	0-30 min	Weekends and Holidays	0:23:24	13:09:22	13:15:00	0:05:38	13:24:19	13:32:46	0:08:27	14:09:54	0:54:54	James Lambert	64	WINTER ST	MANCHESTER
02/18/2024	02/18/2024	Gas-Emergency-Odor	550000024590	0-30 min	Weekends and Holidays	0:17:35	14:25:25	14:26:00	0:00:35	14:28:00	14:43:00	0:15:00	16:00:00	1:34:00	Matt Gebhardt	26	JOEY RD	MERRIMACK
02/19/2024	02/19/2024	Gas-Emergency-Odor	550000024604	0-30 min	Weekends and Holidays	0:15:05	17:08:06	17:09:00	0:00:54	17:14:21	17:23:11	0:08:50	18:29:15	1:20:15	Lucas Hobbs	507	MONTGOMERY ST	MANCHESTER
02/19/2024	02/19/2024	Gas-Emergency-Odor	550000024664	0-30 min	Weekends and Holidays	0:13:54	16:51:30	16:52:00	0:00:30	16:58:22	17:05:24	0:07:02	17:37:35	0:45:35	Robert Wallace	128	MADISON WAY	MANCHESTER
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024677	0-30 min	Normal Hours	0:22:57	12:19:43	12:25:00	0:05:17	12:27:50	12:42:40	0:14:50	13:00:14	0:35:14	Lucas Hobbs	520	INDUSTRIAL PARK DR	MANCHESTER
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024678	0-30 min	Normal Hours	0:11:29	14:30:56	14:34:00	0:03:04	14:36:00	14:42:25	0:06:25	15:07:13	0:33:13	Graeme Baert	11	INTEGRA DR	CONCORD
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024707	0-30 min	After Hours	0:28:01	17:52:05	17:54:00	0:01:55	18:01:48	18:20:06	0:18:18	18:56:58	1:02:58	Antwoine Alford	25	TRAFALGAR SQ	NASHUA
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024656	0-30 min	Normal Hours	0:15:22	12:10:38	12:11:00	0:00:22	12:13:00	12:26:00	0:13:00	12:58:18	0:47:18	Jason Maio	10	PROGRESS AVE	NASHUA
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024742	0-30 min	After Hours	0:15:31	16:18:41	16:21:00	0:02:19	16:24:52	16:34:12	0:09:20	17:55:29	1:34:29	James Lambert	3	ARABIAN CT	GOFFSTOWN
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024725	0-30 min	After Hours	0:29:37	18:57:25	18:58:00	0:00:35	19:04:58	19:27:02	0:22:04	20:11:09	1:13:09	Daniel Kerivan	132	MILFORD ST	MANCHESTER
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024708	31-45 min	After Hours	0:40:19	18:09:41	18:21:00	0:11:19	18:29:58	18:50:00	0:20:02	19:25:02	1:04:02	Robert Wallace	32	SANBORN DR	NASHUA
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024710	0-30 min	After Hours	0:17:29	19:17:31	19:20:00	0:02:29	19:23:00	19:35:00	0:12:00	19:57:07	0:37:07	Robert Wallace	39	MAPLE ST	MANCHESTER
02/20/2024	02/20/2024	Gas-Emergency-Odor	550000024712	0-30 min	After Hours	0:22:20	19:31:43	19:33:00	0:01:17	19:36:09	19:54:03	0:17:54	20:10:21	0:37:21	Antwoine Alford	130	ELM ST	MANCHESTER
02/21/2024	02/21/2024	Gas-Emergency-Odor	550000024686	0-30 min	Normal Hours	0:17:51	11:17:34	11:22:00	0:04:26	11:24:00	11:35:25	0:11:25	12:17:19	0:55:19	Jason Maio	34	PEASLEE RD	MERRIMACK
02/21/2024	02/21/2024	Gas-Emergency-Odor	550000024688	0-30 min	After Hours	0:19:10	17:10:50	17:14:00	0:03:10	17:16:00	17:30:00	0:14:00	18:01:35	0:47:35	Andrew Blanchard	32	LAWNDALE AVE	FRANKLIN
02/21/2024	02/21/2024	Gas-Emergency-Odor	550000024729	0-30 min	After Hours	0:20:30	08:21:26	08:22:00	0:00:34	8:25:00	08:41:56	0:16:56	10:56:44	2:34:44	Andre Boudreau	43	BAY ST	LACONIA
02/22/2024	02/22/2024	Gas-Emergency-Odor	550000024611	0-30 min	Normal Hours	0:13:39	09:18:21	09:20:00	0:01:39	9:22:00	9:32:00	0:10:00	10:00:00	0:40:00	Jason Maio	24	PEASLEE RD	MERRIMACK
02/22/2024	02/22/2024	Gas-Emergency-Odor	550000024616	0-30 min	After Hours	0:14:38	20:19:32	20:21:00	0:01:28	20:23:00	20:34:10	0:11:10	21:36:27	1:15:27	Jason Maio	28	BISCAYNE PKWY	NASHUA
02/21/2024	02/21/2024	Gas-Emergency-Odor	550000024746	0-30 min	Normal Hours	0:08:43	09:17:17	09:18:00	0:00:43	9:20:00	9:26:00	0:06:00	09:57:28	0:39:28	Michael Lacourse	7	CONCORD ST	NASHUA
02/21/2024	02/21/2024	Gas-Emergency-Odor	550000024736	0-30 min	Normal Hours	0:09:27	14:36:33	14:37:00	0:00:27	14:39:00	14:46:00	0:07:00	15:42:37	1:05:37	Ryan Lambert	243	LAKE AVE	MANCHESTER
02/22/2024	02/22/2024	Gas-Emergency-Odor	550000024782	0-30 min	Normal Hours	0:12:36	09:38:24	09:39:00	0:00:36	9:41:00	9:51:00	0:10:00	10:11:10	0:32:10	Brian Lacourse	187	ASH ST	MANCHESTER
02/22/2024	02/22/2024	Gas-Emergency-Odor	550000024774	0-30 min	Normal Hours	0:15:52	9:13:50	09:15:00	0:01:10	09:22:43	09:29:42	0:06:59	09:49:47	0:34:47	Lucas Hobbs	388	BELMONT ST	MANCHESTER
02/22/2024	02/22/2024	Gas-Emergency-Odor	550000024692	0-30 min	Normal Hours	0:18:07	13:18:53	13:22:00	0:03:07	13:27:45	13:37:00	0:09:15	14:17:41	0:55:41	Joseph Voveris	34	SEBBINS POND DR	BEDFORD
02/23/2024	02/23/2024	Gas-Emergency-Odor	550000024698	0-30 min	After Hours	0:18:53	07:07:20	07:09:00	0:01:40	07:16:34	07:26:13	0:09:39	08:00:58	0:51:08	John Mackenzie	656	WEYMOUTH CT	HUDSON
02/23/2024	02/23/2024	Gas-Emergency-Odor	550000024827	0-30 min	Normal Hours	0:12:00	8:53:00	8:54:00	0:01:00	8:56:00	9:05:00	0:09:00	09:17:58	0:15:58	Lucas Hobbs	732	HARVARD ST	MANCHESTER
02/23/2024	02/23/2024	Gas-Emergency-Odor	550000024842	0-30 min	Normal Hours	0:10:14	14:22:46	14:23:00	0:00:14	14:27:53	14:33:00	0:05:07	15:02:00	0:39:00	Stephen Foley	23	ELM AVE	HUDSON
02/23/2024	02/23/2024	Gas-Emergency-Odor	550000024834	0-30 min	After Hours	0:17:21	16:55:18	16:58:00	0:02:42	17:04:28	17:12:39	0:08:11	19:05:31	2:07:31	Justin Parham	3	ARABIAN CT	GOFFSTOWN
02/23/2024	02/23/2024	Gas-Emergency-Odor	550000024836	0-30 min	After Hours	0:26:32	17:32:56	17:36:00	0:03:04	17:45:05	17:59:28	0:14:23	18:35:45	0:59:45	Joseph Voveris	17	PRESTON ST	GOFFSTOWN
02/24/2024	02/24/2024	Gas-Emergency-Odor	550000024863	0-30 min	Weekends and Holidays	0:19:56	10:30:04	10:32:00	0:01:56	10:35:08	10:50:00	0:14:52	11:23:32	0:51:32	Patrick Mccarthy	5	MADELINE CT	HUDSON
02/24/2024	02/24/2024	Gas-Emergency-Odor	550000024864	0-30 min	Weekends and Holidays	0:15:38	11:10:02	11:11:00	0:00:58	11:18:29	11:25:40	0:07:11	11:55:56	0:44:56	Stephen Foley	7	SAINT FRANCIS PL	HUDSON
02/24/2024	02/24/2024	Gas-Emergency-Odor	550000024923	0-30 min	Weekends and Holidays	0:12:13	11:31:34	11:34:00	0:02:26	11:36:45	11:43:47	0:07:02	12:35:52	1:01:52	Patrick Mccarthy	11B	MELENDY RD	HUDSON
02/25/2024	02/25/2024	Gas-Emergency-Odor	550000024937	31-45 min	Weekends and Holidays	0:37:23	18:23:32	18:24:00	0:00:28	18:41:09	19:00:55	0:19:46	19:25:20	1:01:20	Antwoine Alford	26	WEYMOUTH CT	HUDSON
02/25/2024	02/25/2024	Gas-Emergency-Odor	550000024870	0-30 min	Weekends and Holidays	0:18:28	11:17:32	11:19:00	0:01:28	11:21:00	11:36:00	0:15:00	13:00:00	1:41:00	Matt Gebhardt	6	CHATHAM ST	NASHUA
02/25/2024	02/25/2024	Gas-Emergency-Odor	550000024890	0-30 min	Weekends and Holidays	0:17:09	17:04:01	17:05:00	0:00:59	17:07:37	17:21:10	0:13:33	19:39:30	2:34:30	Antwoine Alford	103	SPIT BROOK RD	NASHUA
02/26/2024	02/26/2024	Gas-Emergency-Odor	550000024904	0-30 min	Normal Hours	0:11:19	08:51:56	08:54:00	0:02:04	08:57:58	09:03:15	0:05:17	09:24:41	0:30:41	Michael Lacourse	81	BURKE ST	NASHUA
02/26/2024	02/26/2024	Gas-Emergency-Odor	550000024875	0-30 min	Normal Hours	0:25:01	09:29:59	09:32:00	0:02:01	9:34:00	9:55:00	0:21:00	11:27:33	1:55:33	Matt Gebhardt	16	WATTS LNDG	LITCHFIELD
02/26/2024	02/26/2024	Gas-Emergency-Third	550000024940	0-30 min	Normal Hours	0:07:07	09:11:53	09:13:00	0:01:07	9:15:00	9:19:00	0:04:00	11:48:44	2:35:44	James Lambert	26	SUFFOLK CT	BEDFORD
02/26/2024	02/26/2024	Gas-Emergency-Odor	550000024941	0-30 min	Normal Hours	0:14:03	09:12:24	09:14:00	0:01:36	09:21:06	09:26:27	0:05:21	11:28:23	2:14:23	Andrew Reardon	60	MAIN ST	NASHUA
02/26/2024	02/26/2024	Gas-Emergency-Odor	550000024852	0-30 min	Normal Hours	0:10:29	13:06:58	13:09:00	0:02:02	13:12:17	13:17:27	0:05:10	14:46:18	1:37:18	Brian Lacourse	459	SPRUCE ST	MANCHESTER
02/26/2024	02/26/2024	Gas-Emergency-Odor	550000024855	0-30 min	After Hours	0:21:27	18:08:33	18:10:00	0:01:27	18:19:02	18:30:00	0:10:58	19:13:36	1:03:36	Robert Wallace	1	GILBOA LN	NASHUA
02/26/2024	02/26/2024	Gas-Emergency-Odor	550000024954	0-30 min	After Hours	0:14:39	16:10:52	16:13:00	0:02:08	16:17:00	16:25:31	0:08:31	18:08:51	1:55:51	Daniel Kerivan	4	RUSSELL ST	CONCORD
02/26/2024	02/26/2024	Gas-Emergency-Odor	550000024986	0-30 min	After Hours	0:08:49	15:58:11	15:59:00	0:00:49	16:01:00	16:07:00	0:06:00	18:25:00	2:26:00	James Lambert	1	BLACKBERRY WAY	MANCHESTER
02/26/2024	02/26/2024	Gas-Emergency-Odor	550000024959	0-30 min	After Hours	0:17:51	17:22:09	17:24:00	0:01:51	17:26:00	17:40:00	0:14:00	19:40:32	2:16:32	Antwoine Alford	20	MARSHALL ST	NASHUA
02/27/2024	02/27/2024	Gas-Emergency-Odor	550000024992	0-30 min	Normal Hours	0:20:20	10:40:58	10:46:00	0:05:02	10:55:45	11:01:18	0:05:33	11:47:43	1:01:43	Paul Dampolo	58	LUND ST	NASHUA
02/27/2024	02/28/2024	Gas-Emergency-Odor	550000024857	31-45 min	Normal Hours	0:30:39	13:35:21	13:36:00	0:00:39	13:38:00	14:06:00	0:28:00	15:09:00	1:33:00	Ronald Routhier	4	MEADOWBROOK DR	MILFORD
02/28/2024	02/28/2024	Gas-Emergency-Odor	550000025042	0-30 min	After Hours	0:19:23	07:07:17	07:11:00	0:03:43	07:16:35	07:26:40	0:10:05	07:45:23	0:34:23	John Mackenzie	656	BRENT ST	MANCHESTER
02/27/2024	02/27/2024	Gas-Emergency-Odor	550000025021	0-30 min	After Hours	0:17:41	16:18:30	16:20:00	0:01:30	16:24:43	16:36:11	0:11:28	17:04:13	0:44:13	Antwoine Alford	11	BRISTOL ST	NASHUA
02/27/2024	02/27/2024	Gas-Emergency-Odor	550000025012	0-30 min	After Hours	0:26:56	15:59:04	16:01:00	0:01:56	16:09:00	16:26:00	0:17:00	17:02:00	1:01:00	Matt Gebhardt	50	COTA RD	MERRIMACK
02/27/2024	02/27/2024	Gas-Emergency-Odor	550000025014	0-30 min	After Hours	0:18:05	18:28:35	18:29:00	0:00:25	18:38:54	18:46:40	0:07:46	19:20:26	0:51:26	Robert Wallace	680	S PORTER ST	MANCHESTER
02/28/2024	02/28/2024	Gas-Emergency-Odor	550000025017	0-30 min	After Hours	0:18:44	08:27:05	08:29:00	0:01:55	08:33:36	08:45:49	0:12:13	09:31:45	1:02:45	Ryan Lambert	#	FR BERNARD CT	GOFFSTOWN
02/28/2024	02/28/2024	Gas-Emergency-Odor	550000025018	0-30 min	Normal Hours	0:24:22	08:41:29	08:42:00	0:00:31	08:50:42	09:05:51	0:15:09	10:05:30	1:23:30	Peter Flannery	13	MADISON ST	CONCORD
02/27/2024	02/27/2024	Gas-Emergency-Odor	550000024976	31-45 min	After Hours	0:33:59	15:53:51	15:56:00	0:02:09	16:07:35	16:27:50	0:20:15	20:18:12	4:22:12	James Lambert	5		

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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