



A Unitil company

March 20, 2026

Nathan Dore  
Gas Safety Manager  
Maine Public Utilities Commission  
18 State House Station  
Augusta, ME 04333-0018

**RE: February 2026 – Leak & Odor Call Response, Facility Damage Due to Utility Error, and Leak and Odorant Report**

Dear Mr. Dore,

This report is in accordance with the Conditions placed on Maine Natural Gas (MNG) in the Stipulation of Docket No. 2007-335.

a. Leak & Odor Call Response:

Attachment 1 is a spreadsheet indicating the leak and odor call response times for the month of February 2026. The list includes calls during both working and non-working hours and includes those that may have involved problems with the customer's equipment and/or alarms. MNG's Emergency Call Center also dispatches our Technicians for Emergency Dig Safe notifications during non-working hours. Those responses are not listed on the attached spreadsheet.

b. Facility Damage Due to Utility Error:

There were not any incidents causing damage to MNG's facilities due to Utility Error in the month of February 2026.

c. Submit a Monthly Leak and Odorant Report:

Attachment 2 is a spreadsheet of Maine Natural Gas' odorant level readings for January 2026. Our Operations and Maintenance Procedures require that odorant be readily detectable at a concentration of 0.50% gas in air.

Below is the current status of leaks on MNG's system:

<b>Leak Type</b>	<b>No. of Leaks as of 02/01/2026</b>	<b>No. of Leaks Found in February 2026</b>	<b>No. of Leaks Repaired in February 2026</b>	<b># of Leaks Awaiting Repair as of 3/01/2026</b>
<b>Grade 1</b>	0	0	0	0
<b>Grade 2</b>	0	0	0	0
<b>Grade 3</b>	0	0	0	0
<b>Above Ground</b>	0	6	6	0

If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,



Joseph Gauthier, PE  
Principal Gas Engineer

Attachments:

Attachment 1 – February 2026 Emergency Response Summary

Attachment 2 – February 2026 Odorant Level Readings

cc: Joe Renda- Manager, Gas Distribution Operations, Unitil, via email  
Katherine Silver- Manager, Gas Compliance, Unitil, via email

Emergency Response Times

MNG Proper work orders from 02/01/2026 to 2/28/2026

Total orders in sample: 5

Orders responded to in < 30 minutes for Regular Hours: 3 (60% 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	Reponse Category		
2/18/2026	11:13:59 AM	145 PLEASANT ST	BRUNSWICK	ME	John Thurlow	Nicole Clark	9100 - 0	TC GAS LEAK OUTSIDE	MAN0000561		0	2	2/18/2026 11:14	2/18/2026 11:17	2/18/2026 11:17	2/18/2026 11:19	2/18/2026	12:41:33 PM	81	5	Regular Hours	< 30 minutes
2/20/2026	8:38:08 AM	180 LOWER MAIN ST	FREEPORT	ME	John Thurlow	Nicole Clark	9102 - 0	TC GAS LEAK INSIDE	MAN0000562		1	16	2/20/2026 8:40	2/20/2026 8:41	2/20/2026 8:42	2/20/2026 8:58	2/20/2026	9:53:09 AM	55	19	Regular Hours	< 30 minutes
2/24/2026	8:16:07 AM	44 MCKEEN ST	BRUNSWICK	ME	John Thurlow	Becca Cunha	9102 - 0	TC GAS LEAK INSIDE	MAN0000566		1	6	2/24/2026 8:17	2/24/2026 8:19	2/24/2026 8:19	2/24/2026 8:25	2/24/2026	9:41:33 AM	75	9	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes for After Hours: 1 (20% 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	Reponse Category		
2/25/2026	5:13:43 PM	7 Hornet St	BRUNSWICK	ME	Conrad Thibeault	Jessica Ober	9100 - 0	TC GAS LEAK OUTSIDE	MAN0000569		1	16	2/25/2026 17:14	2/25/2026 17:21	2/25/2026 17:22	2/25/2026 17:37	2/25/2026	6:56:05 PM	78	24	After Hours	< 30 minutes

Orders responded to in < 30 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	Reponse Category	

Orders responded to in 31-45 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	Reponse Category	

Orders responded to in 31-45 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	Reponse Category	

Orders responded to in 31-45 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	Reponse Category	

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	Reponse 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	Reponse Category	

Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 1 (20% 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	Reponse Category		
2/21/2026	6:55:21 PM	797 ROOSEVELT TRAIL	WINDHAM	ME	Conrad Thibeault	Becca Cunha	9102 - 0	TC GAS LEAK INSIDE	MAN0000563		0	46	2/21/2026 18:55	2/21/2026 18:55	2/21/2026 18:56	2/21/2026 19:42	2/21/2026	9:45:12 PM	122	46	Weekend/Holiday Hours	46-60 Minutes

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	Reponse 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	Reponse 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	Reponse 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	Reponse 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	Reponse 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	Reponse Category	

Total	Regular Hours	After Hours	Weekend/Holiday Hours

<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
15	2	40%	15	2	67%	15	0	0%	15	0	0%
30	2	80%	30	1	100%	30	1	100%	30	0	0%
45	0	80%	45	0	100%	45	0	100%	45	0	0%
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%
<b>Total</b>	<b>5</b>		<b>Total</b>	<b>3</b>		<b>Total</b>	<b>1</b>		<b>Total</b>	<b>1</b>	

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Description	Date	Time Call Received	Time Dispatched	Arrival Time	Time Scene Safe	Response Time	Dispatched By	Dispatched To	Address	Town	Comments	Leak	Leak Repair	Leak Classification
						(mins)						Identified	Date	
Odor Call	2/1/2026	3:28 PM	3:31 PM	4:18 PM	5:10 PM	50	J. Moon	R. Scott	15 Wintergreen Dr	Gorham	Leak at regulator	Y	2/1/2026	Above Ground
No Heat	2/4/2026	7:33 PM	7:36 PM	8:12 PM	9:05 PM	39	W. Wormuth	R. Scott	44 Emmanuel Dr	Brunswick	Red Tag- furnance would not fire	N		
Odor Call	2/5/2026	11:05 AM	11:08 AM	11:09 AM	11:13 AM	4	J. Moon	R. Scott	4 Nimitz Dr	Brunswick	Red Tag- gas measurements from exhaust	Y		Customer Piping
Odor Call	2/6/2026	7:53 PM	8:00 PM	8:15 PM	8:30 PM	22	S. Parisi	T. Weston	289 State St	Augusta	Summit Customer	N		
Odor Call	2/6/2026	9:45 PM	9:47 PM	10:01 PM	11:30 PM	16	P. Pecen	T. Weston	200 State St	Augusta	Leak at gasket on meter. 3 self-evacuated.	Y	2/6/2026	Above Ground
Odor Call	2/9/2026	8:59 AM	9:01 AM	9:46 AM	10:45 AM	47	K. Myers	K. Chase	13 Storm Dr	Windham	Leak on outlet union of meter. Red Tag- leak at piping to generator.	Y	2/9/2026	Above Ground
Odor Call	2/10/2026	4:17 PM	4:20 PM	4:27 PM	5:02 PM	10	J. Moon	K. Chase	4 Rockrose Way	Brunswick	0 Readings	N		
Odor Call	2/11/2026	9:37 AM	9:40 AM	9:52 AM	10:02 AM	15	J. Mazursky	J. Thurlow	254 Main St	Brunswick	Leak at outlet union on meter	Y	2/11/2026	Above Ground
Broken Piping	2/11/2026	10:57 AM	11:01 AM	11:11 AM	11:20 AM	14	J. Moon	J. Thurlow	132 McKeen St	Brunswick	Ice off roof broke regulator off meter set. 4 evacuated.	Y	2/11/2026	Above Ground
Odor Call	2/12/2026	4:12 AM	4:15 AM	4:38 AM	5:17 AM	26	P. Pecen	K. Chase	247 Paliment Circle	Topsham	Leak at o-ring on meter set.	Y	2/12/2026	Above Ground

<b>TOTAL CALLS</b>	<b>10</b>
Customer Piping	1
Above Ground	6
None	3

**Maine Natural Gas  
Odorant Level Log  
Serial Number 01379**

The values listed are the percentages of gas in air at which the odorant is detectable.  
TDL = Threshold level at which the odorant is first detectable.  
RDL = The level at which the odorant is readily detectable.

Bowdoin Distribution System																													
Date	By	Bath						Bowdoin		Topsham								Brunswick											
		285 Front Street		27 Windjammer Way		700 Washington Street		Bowdoin Central School* Route 125	RDL	129 Topsham Fair Mall Road - Target		35 Sycamore Drive		38 Pinewood Drive		5 Main Street		14 Maine Street - Fort Andros Mill		2 Stanwood Street Brunswick PD		116 Maquoit Road Brunswick High School		7 Amoskegan Drive		44 Water Street - Family Focus		19 Purinton Drive - BNAS	
		TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL
2/16/2026	C. Robinson							0.09%	<b>0.24%</b>	0.07%	<b>0.31%</b>	0.04%	<b>0.25%</b>	0.07%	<b>0.34%</b>	0.08%	<b>0.37%</b>												
2/17/2026	C. Robinson																												
2/18/2026	C. Robinson																												
02/20/26	C. Robinson	0.07%	<b>0.32%</b>	0.08%	<b>0.25%</b>	0.06%	<b>0.34%</b>											0.12%	<b>0.38%</b>	0.07%	<b>0.31%</b>	0.08%	<b>0.24%</b>	0.04%	<b>0.27%</b>	0.10%	<b>0.24%</b>	0.05%	<b>0.29%</b>
<b>Site Average:</b>		0.07%	<b>0.32%</b>	0.08%	<b>0.25%</b>	0.06%	<b>0.34%</b>	0.09%	<b>0.24%</b>	0.07%	<b>0.31%</b>	0.04%	<b>0.25%</b>	0.07%	<b>0.34%</b>	0.08%	<b>0.37%</b>	0.12%	<b>0.38%</b>	0.07%	<b>0.31%</b>	0.08%	<b>0.24%</b>	0.04%	<b>0.27%</b>	0.10%	<b>0.24%</b>	0.05%	<b>0.29%</b>
<b>System Average:</b>																													

Windham Distribution System																								Pownal and Freeport Distribution System						Gorham Distribution System					
Date	By	999 Roosevelt Trail - Bushmasters		253 Varney Mill Road - Baptist Church		28 Conifer Drive		5 Underwood Way		14 Old South Freeport Road - YMCA		11 East Street		13 Cottage Street		33 Main Street - South Windham FD		51 Ridgefield Drive		106 Weeks Road Gorham Middle School		215 Narragansett Street - Gorham Sports Center													
		TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL												
2/16/2026	C. Robinson	0.07%	<b>0.28%</b>	0.04%	<b>0.20%</b>	0.12%	<b>0.25%</b>	0.09%	<b>0.25%</b>	0.07%	<b>0.27%</b>	0.06%	<b>0.24%</b>	0.05%	<b>0.33%</b>	0.07%	<b>0.16%</b>	0.08%	<b>0.20%</b>	0.09%	<b>0.23%</b>	0.10%	<b>0.25%</b>												
2/17/2026	C. Robinson																																		
2/18/2026	C. Robinson																																		
02/20/26	C. Robinson																																		
<b>Site Average:</b>		0.07%	<b>0.28%</b>	0.04%	<b>0.20%</b>	0.12%	<b>0.25%</b>	0.09%	<b>0.25%</b>	0.07%	<b>0.27%</b>	0.06%	<b>0.24%</b>	0.05%	<b>0.33%</b>	0.07%	<b>0.16%</b>	0.08%	<b>0.20%</b>	0.09%	<b>0.23%</b>	0.10%	<b>0.25%</b>												
<b>System Average:</b>					<b>0.25%</b>								<b>0.28%</b>												<b>0.21%</b>										

Augusta System													
Date	By	250 Arsenal Street - Riverview		31 Union Street - YMCA		203 Whitten Road - Ice Vault		526 Western Ave- C&C Realty		46 University Drive - UMA		7 Medical Center Parkway- Sewer Building	
		TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL	TDL	RDL
2/16/2026	C. Robinson												
2/17/2026	C. Robinson												
2/18/2026	C. Robinson	0.08%	<b>0.37%</b>	0.07%	<b>0.20%</b>	0.11%	<b>0.37%</b>	0.06%	<b>0.31%</b>	0.09%	<b>0.27%</b>	0.09%	<b>0.38%</b>
02/20/26	C. Robinson												
<b>Site Average:</b>		0.08%	<b>0.37%</b>	0.07%	<b>0.20%</b>	0.11%	<b>0.37%</b>	0.06%	<b>0.31%</b>	0.09%	<b>0.27%</b>	0.09%	<b>0.38%</b>
<b>System Average:</b>			<b>0.32%</b>										