



**FILED ELECTRONICALLY**

April 17, 2026

Mr. Nathan Dore  
Manager, Gas Safety  
Maine Public Utilities Commission (PUC)  
18 State House Station  
Augusta, ME 04333

Monthly Maine PUC Reports

Dear Mr. Dore:

Enclosed for filing on behalf of Bangor Natural Gas d/b/a Unitil ("Unitil" or the "Company") is the Company's March 2026 following monthly reports:

- Monthly Leak Report<sup>1</sup>
- Plastic Piping Data Collection Initiative (N/A for March)
- Monthly Odorization Report
- Monthly Analysis of Response to Gas Odor and Leak Reports

If I can be of further assistance, please contact me at (603) 918-2396.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Pena".

Meggan Pena  
Director Pipeline Safety & Compliance

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<sup>1</sup> Unitil may perform multiple repairs on a single leak ID until there is no gas found upon re-check. As a result, all leak repairs are reported, but may not tie back to a new or carried over leak of a given month. The summary may vary from month to month due to potential record lag within the system.

# MONTHLY LEAK REPORT

COMPANY: Unitil - Bangor Natural Gas

DIVISION: Bangor

MONTH OF: March 2026

## STATUS OF LEAKS

LEAK CLASSIFICATION	CLASS I	CLASS II	CLASS III
NUMBER OF LEAKS AT THE BEGINNING OF THE MONTH	0	0	0
NUMBER OF NEW LEAKS REPORTED DURING THE MONTH	1	0	1
NUMBER OF LEAKS REPAIRED DURING MONTH	1	0	1
TOTAL LEAKS REMAINING AT THE END OF MONTH	0	0	0

COMPANY OFFICIAL: Julie Nicholas



Julie Nicholas

Title: Supervisor - Shared Services

DATE SUBMITTED: 4/17/2026

# Work Orders List for 03/01/2026 - 03/31/2026



WORK ORDER INFO	LOCATION & ASSET	DUE & STATUS	TIME & COST	PROCEDURE ANSWERS
<p>ID: #176</p> <p><b>1205 Broadway Odorant Testing Site</b></p> <p>Parent: Monthly Odorant Testing</p> <p>Type: Preventive</p> <p>Low</p> <p>Monthly</p> <p>Monthly Odorant Testing</p> <p>BNG System Operations</p> <p>Hal Laskey</p>	<p>Bangor - Odorant Testing Sites</p> <p>Parent: BNG Odorant Testing Sites</p> <p>1205 Broadway Odorant Testing Site</p>	<p>03/31/2026</p> <p>✓ Done</p> <p>Completed by Hal Laskey on 03/02/2026</p>	<p>Total Time</p> <p>17m 39s</p>	<p>☰ PROCEDURE DESCRIPTION</p> <p>Monthly sampling to determine odorant levels in various systems.</p> <p><input checked="" type="checkbox"/> Odorometer has been visually inspected and is in acceptable condition</p> <p>Filled by Hal Laskey on 03/02/2026</p> <p>Odorometer is calibrated:</p> <p>✓ Pass</p> <p>Filled by Hal Laskey on 03/02/2026</p> <p><input checked="" type="checkbox"/> Follow instructions to perform an odorant sampling test</p> <p>Filled by Hal Laskey on 03/02/2026</p> <p>Record Threshold Detection Level (TDL): 1205 Broadway - Threshold (TDL): 0.05 % GAS IN AIR</p>  <p>Filled by Hal Laskey on 03/02/2026</p> <p>Record Readily Detectable Level (RDL): 1205 Broadway - Readily Detectable (RDL): 0.08 % GAS IN AIR</p>  <p>Filled by Hal Laskey on 03/02/2026</p>

WORK ORDER INFO	LOCATION & ASSET	DUE & STATUS	TIME & COST	PROCEDURE ANSWERS
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ID: #172  
**Vision Care Of Maine Odorant Testing Site**  
 Parent: Monthly Odorant Testing  
 Type: Preventive

Low

Monthly

Monthly Odorant Testing

Hal Laskey

Bangor - Odorant Testing Sites  
 Parent: BNG Odorant Testing Sites  
 Vision Care Of Maine Odorant Testing Site

03/31/2026  
 ✓ Done  
 Completed by Hal Laskey on 03/02/2026

Total Time

23m 46s

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.

✓ Odorometer has been visually inspected and is in acceptable condition

Filled by Hal Laskey on 03/02/2026

Odorometer is calibrated:

✓ Pass

Filled by Hal Laskey on 03/02/2026

✓ Follow instructions to perform an odorant sampling test

Filled by Hal Laskey on 03/02/2026

Record Threshold Detection Level (TDL):  
 Vision Care Of Maine - Threshold (TDL): 0.02 % GAS IN AIR



Filled by Hal Laskey on 03/02/2026

ID: #175  
**1165 Buck Hill Drive Odorant Testing Site**  
 Parent: Monthly Odorant Testing  
 Type: Preventive

Veazie - Odorant Testing Sites  
 Parent: BNG Odorant Testing Sites  
 1165 Buck Hill Drive Odorant Testing Site

03/31/2026  
 ✓ Done  
 Completed by Hal Laskey on 03/02/2026

Total Time

14m 2s

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.  
 Odorometer has been visually inspected and is in acceptable condition  
 Filled by Hal Laskey on 03/02/2026  
 Odorometer is calibrated:  
 ✓ Pass  
 Filled by Hal Laskey on 03/02/2026  
 Follow instructions to perform an odorant sampling test  
 Filled by Hal Laskey on 03/02/2026

Record Readily Detectable Level (RDL):  
 Vision Care Of Maine - Readily Detectable (RDL): 0.1 % GAS IN AIR



Filled by Hal Laskey on 03/02/2026

Odorant level in acceptable range:

✓ Pass

Filled by Hal Laskey on 03/02/2026

Odorometer has been safely removed from gas supply

Filled by Hal Laskey on 03/02/2026

All valves have been returned to their as found position

Filled by Hal Laskey on 03/02/2026

ID: #173  
**Veazie Gate Station  
 Odorant Testing Site**  
 Parent: Monthly Odorant  
 Testing

**Veazie -  
 Odorant  
 Testing  
 Sites**

Parent: BNG  
 Odorant  
 Testing Sites

**03/31/2026**  
 ✓ **Done**  
 Completed by Hal Laskey on  
 03/02/2026

Total Time

22m 29s

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.

**Record Threshold Detection Level (TDL):**  
 1165 Buck Hill Drive - Threshold (TDL): **0.14 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

**Record Readily Detectable Level (RDL):**  
 1165 Buck Hill Drive - Readily Detectable (RDL): **0.23 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

Odorant level in in acceptable range:

✓ **Pass**

Filled by Hal Laskey on 03/02/2026

☑ Odorometer has been safely removed from gas supply

Filled by Hal Laskey on 03/02/2026

☑ All valves have been returned to their as found position

Filled by Hal Laskey on 03/02/2026

WORK ORDER INFO	LOCATION & ASSET	DUE & STATUS	TIME & COST	PROCEDURE ANSWERS
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Type: Preventive

Low

Monthly

Monthly  
Odorant  
Testing

Hal Laskey

Veazie Gate Station  
Odorant Testing Site

Odorometer has been visually inspected and is in acceptable condition

Filled by Hal Laskey on 03/02/2026

Odorometer is calibrated:

Pass

Filled by Hal Laskey on 03/02/2026

Follow instructions to perform an odorant sampling test

Filled by Hal Laskey on 03/02/2026

Record Threshold Detection Level (TDL):

Veazie Gate Station - Threshold (TDL): **0.08 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

Record Readily Detectable Level (RDL):

Veazie Gate Station - Readily Detectable (RDL): **0.11 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

Odorant level in in acceptable range:

Pass

Filled by Hal Laskey on 03/02/2026

WORK ORDER INFO      LOCATION & ASSET      DUE & STATUS      TIME & COST      PROCEDURE ANSWERS

ID: #180  
**University Shopping Plaza Odorant Testing Site**

Parent: Monthly Odorant Testing

Type: Preventive

Low

Monthly

Monthly Odorant Testing

BNG System Operations  
 Hal Laskey

Orono - Odorant Testing Sites

Parent: BNG Odorant Testing Sites

University Shopping Plaza Odorant Testing Site

03/31/2026

✓ Done

Completed by Hal Laskey on 03/02/2026

Total Time

23m 11s

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.

✓ Odorometer has been visually inspected and is in acceptable condition

Filled by Hal Laskey on 03/02/2026

Odorometer is calibrated:

✓ Pass

Filled by Hal Laskey on 03/02/2026

✓ Follow instructions to perform an odorant sampling test

Filled by Hal Laskey on 03/02/2026

Record Threshold Detection Level (TDL):

**University Shopping Plaza - Threshold (TDL): 0.09 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

Record Readily Detectable Level (RDL):  
University Shopping Plaza - Readily Detectable (RDL): 0.13 % GAS IN AIR



Filled by Hal Laskey on 03/02/2026

Odorant level in in acceptable range:

✓ **Pass**

Filled by Hal Laskey on 03/02/2026

Odorometer has been safely removed from gas supply

Filled by Hal Laskey on 03/02/2026

All valves have been returned to their as found position

Filled by Hal Laskey on 03/02/2026

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.

Odorometer has been visually inspected and is in acceptable condition

Filled by Hal Laskey on 03/02/2026

Odorometer is calibrated:

✓ **Pass**

Filled by Hal Laskey on 03/02/2026

Follow instructions to perform an odorant sampling test

Filled by Hal Laskey on 03/02/2026

ID: #179

**Old Town Airport  
Odorant Testing Site**

Parent: Monthly Odorant  
Testing

Type: Preventive

Low

Monthly

Monthly  
Odorant  
Testing

BNG System  
Operations  
Hal Laskey

Old Town -  
Odorant  
Testing  
Sites

Parent: BNG  
Odorant  
Testing Sites

Old Town Airport  
Odorant Testing Site

03/31/2026

✓ Done

Completed by Hal Laskey on  
03/02/2026

Total Time

15m 37s

**Record Threshold Detection Level (TDL):**  
**Old Town Airport - Threshold (TDL): 0.03 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

**Record Readily Detectable Level (RDL):**  
**Old Town Airport - Readily Detectable (RDL): 0.13 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

Odorant level in in acceptable range:

✓ **Pass**

Filled by Hal Laskey on 03/02/2026

Odorometer has been safely removed from gas supply

Filled by Hal Laskey on 03/02/2026

All valves have been returned to their as found position

Filled by Hal Laskey on 03/02/2026

ID: #171  
**Pendleton School  
 Odorant Testing Site**  
 Parent: Monthly Odorant  
 Testing

**Brewer -  
 Odorant  
 Testing  
 Sites**

Parent: BNG  
 Odorant  
 Testing Sites

03/31/2026

✓ **Done**

Completed by Hal Laskey on  
 03/02/2026

Total Time

27m 51s

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.

WORK ORDER INFO      LOCATION & ASSET      DUE & STATUS      TIME & COST      PROCEDURE ANSWERS

Type: Preventive

Low

Monthly

Monthly  
Odorant  
Testing

Hal Laskey

Pendleton School  
Odorant Testing Site

Odorometer has been visually inspected and is in acceptable condition

Filled by Hal Laskey on 03/02/2026

Odorometer is calibrated:

Pass

Filled by Hal Laskey on 03/02/2026

Follow instructions to perform an odorant sampling test

Filled by Hal Laskey on 03/02/2026

Record Threshold Detection Level (TDL):  
Pendleton School - Threshold (TDL): **0.13 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

Record Readily Detectable Level (RDL):  
Pendleton School - Readily Detectable (RDL): **0.24 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

Odorant level in in acceptable range:

Pass

Filled by Hal Laskey on 03/02/2026

WORK ORDER INFO      LOCATION & ASSET      DUE & STATUS      TIME & COST      PROCEDURE ANSWERS

ID: #174  
**5 Horseshoe Lane Odorant Testing Site**  
 Parent: Monthly Odorant Testing  
 Type: Preventive

Low

Monthly

Monthly Odorant Testing

BNG System Operations  
 Hal Laskey

Hampden - Odorant Testing Sites  
 Parent: BNG Odorant Testing Sites  
 5 Horseshoe Lane Odorant Testing Site

03/31/2026  
 Done  
 Completed by Hal Laskey on 03/02/2026

Total Time

19m 38s

PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.  
 Odorometer has been visually inspected and is in acceptable condition  
 Filled by Hal Laskey on 03/02/2026

Odorometer is calibrated:

Pass

Filled by Hal Laskey on 03/02/2026

Follow instructions to perform an odorant sampling test

Filled by Hal Laskey on 03/02/2026

Record Threshold Detection Level (TDL):  
 5 Horseshoe Lane - Threshold (TDL): 0.09 % GAS IN AIR



Filled by Hal Laskey on 03/02/2026

ID: #170  
**Mathew's Brothers Odorant Testing Site**  
 Parent: Monthly Odorant Testing  
 Type: Preventive

Low

Monthly

Monthly Odorant Testing

**T** BNG System Operations  
 Hal Laskey

Hermon - Odorant Testing Sites  
 Parent: BNG Odorant Testing Sites  
**Mathew's Brothers Odorant Testing Site**

03/31/2026  
 ✓ Done  
 Completed by Hal Laskey on 03/02/2026

Total Time

19m 26s

**Record Readily Detectable Level (RDL):  
 5 Horshoe Lane - Readily Detectable (RDL): 0.15 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

Odorant level in in acceptable range:  
 ✓ Pass

Filled by Hal Laskey on 03/02/2026

✓ Odorometer has been safely removed from gas supply

Filled by Hal Laskey on 03/02/2026

✓ All valves have been returned to their as found position

Filled by Hal Laskey on 03/02/2026

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.

✓ Odorometer has been visually inspected and is in acceptable condition

Filled by Hal Laskey on 03/02/2026

Odorometer is calibrated:

✓ Pass

Filled by Hal Laskey on 03/02/2026

✓ Follow instructions to perform an odorant sampling test

Filled by Hal Laskey on 03/02/2026

**Record Threshold Detection Level (TDL):**  
**Mathew's Brothers - Threshold (TDL): 0.07 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

**Record Readily Detectable Level (RDL):**  
**Mathew's Brothers - Readily Detectable (RDL): 0.14 % GAS IN AIR**



Filled by Hal Laskey on 03/02/2026

**Odorant level in in acceptable range:**

✓ **Pass**

Filled by Hal Laskey on 03/02/2026

Odorometer has been safely removed from gas supply

Filled by Hal Laskey on 03/02/2026

All valves have been returned to their as found position

Filled by Hal Laskey on 03/02/2026

ID: #177  
**Bucksport Highschool  
 Odorant Testing Site**  
 Parent: Monthly Odorant  
 Testing

**Bucksport -  
 Odorant  
 Testing  
 Sites**  
 Parent: BNG  
 Odorant  
 Testing Sites

03/31/2026  
 ✓ **Done**  
 Completed by Hal Laskey on  
 03/03/2026

Total Time

12m 6s

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.

WORK ORDER INFO    LOCATION & ASSET    DUE & STATUS    TIME & COST    PROCEDURE ANSWERS

Type: Preventive

Bucksport Highschool  
Odorant Testing Site

Low

Monthly

Monthly  
Odorant  
Testing

Aaron Buzzell

Hal Laskey

Odorometer has been visually inspected and is in acceptable condition

Filled by Aaron Buzzell on 03/02/2026

Odorometer is calibrated:

Pass

Filled by Aaron Buzzell on 03/02/2026

Follow instructions to perform an odorant sampling test

Filled by Aaron Buzzell on 03/02/2026

Record Threshold Detection Level (TDL):

**Bucksport Highschool - Threshold (TDL): 0.06 % GAS IN AIR**



Filled by Hal Laskey on 03/03/2026

Record Readily Detectable Level (RDL):

**Bucksport Highschool - Readily Detectable (RDL): 0.07 % GAS IN AIR**



Filled by Hal Laskey on 03/03/2026

Odorant level in acceptable range:

Pass

Filled by Hal Laskey on 03/03/2026

WORK ORDER INFO

LOCATION & ASSET

DUE & STATUS

TIME & COST

PROCEDURE ANSWERS

ID: #178  
**GAC Chemical Odorant Testing Site**  
Parent: Monthly Odorant Testing  
Type: Preventive

Searsport - Odorant Testing Sites  
Parent: BNG Odorant Testing Sites  
GAC Chemical Odorant Testing Site

03/31/2026  
✓ Done  
Completed by Hal Laskey on 03/03/2026

Total Time

31m 26s

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.

✓ Odorometer has been visually inspected and is in acceptable condition

Filled by Hal Laskey on 03/03/2026

Odorometer is calibrated:

✓ Pass

Filled by Hal Laskey on 03/03/2026

✓ Follow instructions to perform an odorant sampling test

Filled by Hal Laskey on 03/03/2026

Record Threshold Detection Level (TDL):  
GAC Chemical - Threshold (TDL): **0.11 % GAS IN AIR**



Filled by Hal Laskey on 03/03/2026

Low

Monthly

Monthly Odorant Testing

Aaron Buzzell  
Hal Laskey

ID: #169  
**Johnson Dandy Co. Odorant Testing Site**  
 Parent: Monthly Odorant Testing  
 Type: Preventive

Lincoln - Odorant Testing Sites  
 Parent: BNG Odorant Testing Sites  
 Johnson Dandy Co. Odorant Testing Site

03/31/2026  
 ✓ Done  
 Completed by Hal Laskey on 03/09/2026

Total Time

1h 1m 59s

☰ PROCEDURE DESCRIPTION

Monthly sampling to determine odorant levels in various systems.  
 Odorometer has been visually inspected and is in acceptable condition  
 Filled by Hal Laskey on 03/09/2026  
 Odorometer is calibrated:  
 ✓ Pass  
 Filled by Hal Laskey on 03/09/2026  
 Follow instructions to perform an odorant sampling test  
 Filled by Hal Laskey on 03/09/2026

Record Readily Detectable Level (RDL):  
 GAC Chemical - Readily Detectable (RDL): 0.21 % GAS IN AIR



Filled by Hal Laskey on 03/03/2026

Odorant level in acceptable range:

✓ Pass

Filled by Hal Laskey on 03/03/2026

Odorometer has been safely removed from gas supply

Filled by Hal Laskey on 03/03/2026

All valves have been returned to their as found position

Filled by Hal Laskey on 03/03/2026

Chris Chase  
 Hal Laskey

**Record Threshold Detection Level (TDL):**  
*Johnson Dandy Co. - Threshold (TDL): 0.16 % GAS IN AIR*



*Filled by Hal Laskey on 03/09/2026*

**Record Readily Detectable Level (RDL):**  
*Johnson Dandy Co. - Readily Detectable (RDL): 0.26 % GAS IN AIR*



*Filled by Hal Laskey on 03/09/2026*

**Odorant level in in acceptable range:**

✓ **Pass**

*Filled by Hal Laskey on 03/09/2026*

**Odorometer has been safely removed from gas supply**

*Filled by Hal Laskey on 03/09/2026*

**All valves have been returned to their as found position**

*Filled by Hal Laskey on 03/09/2026*

ID: #168  
**Monthly Odorant Testing**  
 Sub-work orders: 12

03/31/2026  
 ✓ **Done**  
 Completed by Chris Chase  
 on 03/10/2026

**Total Estimated Time**    12h 0m 0s

Type: Preventive

Low

Monthly

Monthly  
Odorant  
Testing

BNG System  
Operations  
Chris Chase  
Hal Laskey



Signed off by

4/3/26

Date

Emergency Response Times  
Bangor work orders from 03/01/2026 to 3/31/2026  
Total orders in sample: 9

Orders responded to in < 30 minutes for Regular Hours: 5 (56% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
3/12/2026	7:45:54 AM	1 TROUBLE CALL	BANGOR	ME	Maurice (Bud) Martin	Jessica Ober	9100 - 0	TC GAS LEAK OUTSIDE	0520260000226040001		2	12	3/12/2026 8:31	3/12/2026 8:33	3/12/2026 8:53	3/12/2026 9:06	3/12/2026 9:14:28 AM	48	17	Regular Hours	< 30 minutes
3/23/2026	2:28:06 PM	1404 STATE ST	VEAZIE	ME	Maurice (Bud) Martin	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	05202600002260835001		1	16	3/23/2026 14:29	3/23/2026 14:31	3/23/2026 14:34	3/23/2026 14:48	3/23/2026 3:23:41 PM	35	20	Regular Hours	< 30 minutes
3/24/2026	9:21:53 AM	205 CHICKADEE DR	VEAZIE	ME	Anthony Pankins	Nicole Clark	1146 - 0	GAS LEAK INSIDE	05202600002264332001		1	14	3/24/2026 9:23	3/24/2026 9:28	3/24/2026 9:28	3/24/2026 9:42	3/24/2026 10:05:45 AM	23	20	Regular Hours	< 30 minutes
3/27/2026	12:35:14 PM	44 46 MAIN ST	ORONO	ME	Lucas Ferguson	Nicole Clark	1147 - 0	GAS LEAK OUTSIDE	05202600002279155001		1	14	3/27/2026 12:37	3/27/2026 12:38	3/27/2026 12:42	3/27/2026 12:54	3/27/2026 2:29:36 PM	92	18	Regular Hours	< 30 minutes
3/31/2026	7:11:48 AM	18 KILLARNEY CT	VEAZIE	ME	Aaron Buzzell Jr	Becca Cunha	1146 - 0	GAS LEAK INSIDE	05202600002280081001		1	15	3/31/2026 7:13	3/31/2026 7:13	3/31/2026 7:14	3/31/2026 7:29	3/31/2026 8:06:45 AM	37	17	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes for After Hours: 2 (22% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
3/4/2026	8:44:07 PM	186 LINCOLN ST	OLD TOWN	ME	Lucas Ferguson	Becca Cunha	1147 - 0	GAS LEAK OUTSIDE	05202600002204412001		2	0	3/4/2026 20:46	3/4/2026 20:46	3/4/2026 20:47	3/4/2026 20:47	3/4/2026 11:03:55 PM	136	2	After Hours	< 30 minutes
3/23/2026	4:43:44 PM	139 RANGLEEY RD	GRAND	ME	Aaron Buzzell Jr	Jason Brooks	1147 - 0	GAS LEAK OUTSIDE	05202600002261273001		0	9	3/23/2026 16:48	3/23/2026 16:48	3/23/2026 16:48	3/23/2026 16:56	3/23/2026 5:59:34 PM	62	11	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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response 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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in 31-45 Minutes for After Hours: 1 (11% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
3/4/2026	7:55:29 PM	Upper Lincoln St	OLD TOWN	ME	Lucas Ferguson	Becca Cunha	8100 - 0	TC GAS LEAK OUTSIDE	MAN0000581		1	40	3/4/2026 19:57	3/4/2026 19:58	3/4/2026 20:02	3/4/2026 20:39	3/4/2026 11:20:01 PM	150	44	After Hours	31-45 Minutes
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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response 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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response 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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in 46-60 Minutes for Weekend/Holiday Hours: 1 (11% of total records returned.)																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Municipal Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
3/6/2026	8:54:56 PM	13 RUSSELL ST	BANGOR	ME	Ramona Jones	Nicole Clark	1146 - 0	GAS LEAK INSIDE	0520260000227823001		1	35	3/6/2026 17:56	3/6/2026 18:05	3/6/2026 18:05	3/6/2026 18:41	3/6/2026 7:42:59 PM	61	60	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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response 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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response 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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response 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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response 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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response 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 Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	

Total											
Total			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	2	22%	15	0	0%	15	2	67%	15	0	0%
30	5	76%	30	5	100%	30	0	67%	30	0	0%
45	1	89%	45	0	100%	45	1	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>9</b>		<b>Total</b>	<b>5</b>		<b>Total</b>	<b>3</b>		<b>Total</b>	<b>1</b>	