

April 3-6, 2024 Sample Medical Customer Contacts



diane douglas 8 days ago

[REDACTED] IS REACHING OUT - HUSBAND HAS ABOUT 2 HOUR
BACK UP FOR OXYGEN. DID ADVISE OXYGEN CO, TOWN, FIRE DEP /
AMBULANCE/211. IF SOMEONE CAN CALL HER ON OTHER AVENUES OR
DIRCTION. [REDACTED], HARTLAND VT [REDACTED]

1 reply



Madeline Murray 8 days ago

I can call in a few

Outage Duration (Start time and D:H:M):
4/4/2024 3:12 PM
0:19:56
Time Customer Contacted GMP:
4/4/2024 5:53 PM

April 3-6, 2024 Sample Medical Customer Contacts



Christy Lorrain 9 days ago

Customer needs oxygen and wondering if someone can drop off the red generator that we let them use the last time (edited)

image.png ▾



3 replies



Tiana Smith 9 days ago

I'll call



Christy Lorrain 9 days ago



1



Christy Lorrain 9 days ago

Thank you Tiana!

Outage Duration (Start time and D:H:M):

4/3/2024 6:09 PM

0:6:01

Time Customer Contacted GMP:

4/3/2024 8:57 PM

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Outage Duration (Start time and D:H:M):
4/4/2024 9:40AM
0:1:21
4/4/2024 11:43 AM
0:6:14
4/5/2024 4:07 PM
0:1:07
Time Customer Contacted GMP:
4/4/2024 4:07 PM

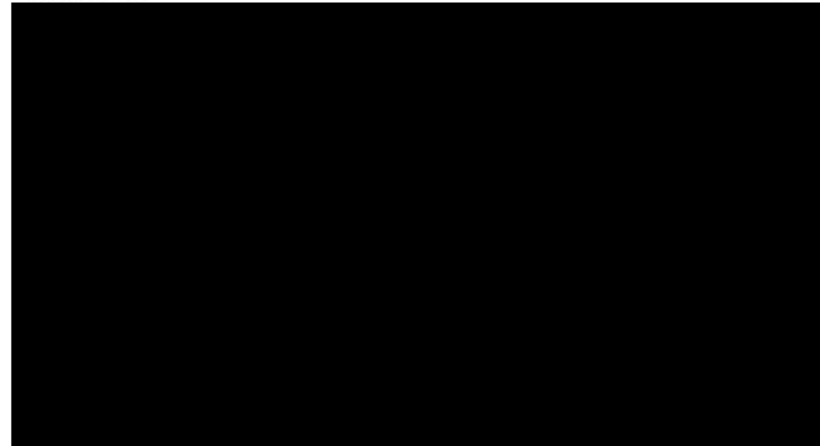


kristen.schiller 8 days ago

Customer at this location is on hospice. Has enough oxygen for right now, but worried about cold temps. House is currently at 62 degrees. They have a woodstove, but cannot use that for heat because of O2 in home. Could someone possibly advise of ETR, or someone on critical care team reach out? [REDACTED]

[REDACTED] Patient cannot be moved without ambulance. (edited)

image.png ▾



1 reply



Madeline Murray 8 days ago

I will reach out

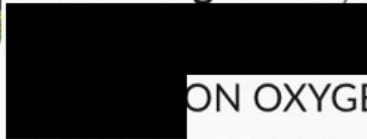


1



April 3-6, 2024 Sample Medical Customer Contacts

**diane douglas** 8 days ago

 IS PLOWED IN/ 82 & 89 YEARS OLD IN HOUSEHOLD -
ON OXYGEN AND HAS ABOUT 4 HOURS LEFT OF OXYGEN.
CONCERNED W/ OXYGEN AND RUNNING OUT AND COLD. 209 UNION ST
BENNINGTON, 



1 reply

**Madeline Murray** 8 days ago

I'll call

Outage Duration (Start time and D:H:M):

4/4/2024 4:51 AM

0:13:10

Time Customer Contacted GMP:

4/4/2024 4:41 PM

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grace.grundhauser 8 days ago

Customer [REDACTED] a daughter on oxygen, part of incident 860970, [REDACTED] JAMAICA, VT 05343. Responder says crew assigned but no ETR. I advised them it's possible power would not be on by tonight so they're aware. They were considering calling an ambulance but doubted one could make it there. Sharing on here in case there's something we can do, but customer was understanding.

3 replies



Madeline Murray 8 days ago

Will call



Mike Burke 8 days ago

The crews are assigned to a transmission outage here, the transmission is down feeding the East Jamaica sub, so working to get the substation going, [REDACTED] [REDACTED] is a side road off the main line, so not positive it will come back on.



2



Madeline Murray 8 days ago

@grace.grundhauser Just FYI they're back on and I confirmed with them they're all set!



1



Outage Duration (Start time and D:H:M):

4/4/2024 9:31 AM

0:1:30

4/4/2024 11:18 AM

0:6:39

Time Customer Contacted GMP:

4/4/2024 5:08 PM

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Tonya Audy Perron 8 days ago



Incident 860970 Jamaica- can someone call fire/ ambulance dispatch back on this location. There is a quadriplegic here that needs transport and they are looking for a any ETR info. [REDACTED]

7 replies



Mike Burke 8 days ago

checking



Madeline Murray 8 days ago

I can call

Outage Duration (Start time and D:H:M):

4/4/2024 9:50 AM

0:1:12

4/4/2024 11:43 AM

0:6:14

Time Customer Contacted GMP:

4/4/2024 5:48 PM

April 3-6, 2024 Sample Medical Customer Contacts

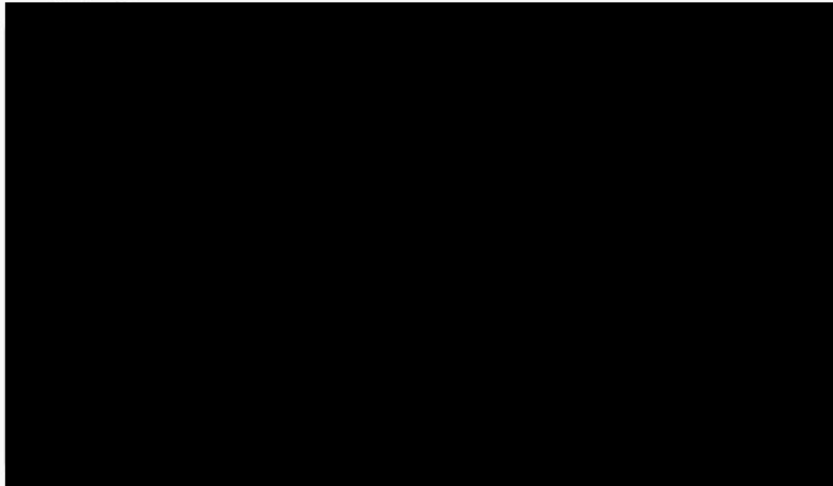


lia.beliveau 8 days ago



[REDACTED] is on oxygen at 60% left-can someone from care team please call him? Andy James he says only 2 people on this and it always goes out old peru rd that sir were his power comes from. He is bit upset and cold

image.png ▼



2 replies



josh.castonguay 8 days ago

Checking this



Madeline Murray 8 days ago

Can also call



Outage Duration (Start time and D:H:M):

4/3/2024 9:55PM

1:05:33

Time Customer Contacted GMP:

4/4/2024 5:48 PM