
APPLIANCE CONNECTOR PROGRAM

Beginning July 7, 2004 Nicor Gas will begin using a new bill form to inform all customers about the potential dangers of uncoated brass appliance flexible connectors.

During July and August 2004, a bill insert will warn customers of the dangers of appliance connectors.

The printed message on the reverse side of the bill form, and the bill insert will direct the customer to call a unique number, 1-888-288-8110, for further information regarding the safety of their appliance connectors.

Customers may request an inspection of their appliance connectors.



Uncoated Brass Appliance Connector

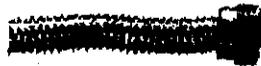
DEFINITION AND HISTORY

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to fuel gas supply pipes. Your dryer, stove, range, and cook top probably have flexible connectors. Some older brass connectors have come apart, causing fires and explosions:

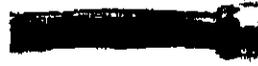
These older brass connectors have a serious flaw in how their tubing was joined to their end pieces. Over time, the end pieces can separate from the tubing and cause a serious gas leak, explosion, or fire. To our knowledge, these dangerous uncoated brass connectors have not been made for more than 20 years, but many of them are still in use. The older these connectors get, the greater the possibility of failure.

There are three types of acceptable appliance connectors: Plastic-coated brass, uncoated stainless steel, and plastic-coated stainless steel.

Nicor Gas has been telling customers about appliance connector hazards for several years. Because this is such an important and possibly fatal issue, we are increasing our efforts to make customers aware of the danger.



Stainless Steel Connector



Plastic-Coated Connector



Uncoated Brass Appliance Connector

REPLACEMENT GUIDELINES

Although not all uncoated connectors have this flaw, it is very difficult to tell which ones do. Therefore, any uncoated brass connector should be replaced immediately with either a new plastic coated brass or new stainless steel connector. Connectors can wear out from too much moving, bending, or corrosion. Connectors should always be replaced whenever the appliance is replaced or moved from its location.

Moving the appliance, even slightly, whether to clean behind it or to inspect its gas connector, can cause the complete failure of one of these older weakened connectors, possibly resulting in a deadly fire or explosion.

Only a qualified professional should check or replace connectors. Customers should not attempt to move any appliance to examine the connector. They can break easily if moved even slightly.

FINDING A QUALIFIED PROFESSIONAL

Customers should call a licensed, insured and bonded contractor that they have used in the past to inspect their connectors.

Customer can also look in the yellow pages under the headings of:

- Air Conditioning Equipment and Systems
- Heating Contractors
- Furnace Cleaning and Repairs
- Appliances - Household - Major Service Repair

Customers can also call Nicor at 1-888-288-8110 to schedule an appointment for inspection.

INSPECTION GUIDELINES AND COST

To schedule a connector inspection, use job order number J 270 for the next available date, utilizing the AVL screen and the A, P, or N as third digit codes.

You will utilize the job order number 270 regardless of the customer having GLCG or not.

Job order number 230 should not be used for a connector inspection. The third digit "B" should not be used as part of the job order number.

NOTE: Customers currently enrolled in GLCG T&C #1 should have the following codes issued depending on the customer's question:

- a.) If customer states they want their yearly inspection, a 230 should be issued to Operations.
- b.) If the customer only wants their connectors inspected, issue a 270.

Inspection Cost:

No GLCG = \$68 for inspection plus \$15 per connector, if needing to be replaced, plus any additional parts that may be necessary to complete the job.

GLCG:

Terms and Conditions #1 = Free inspection, labor and material is covered up to \$300.

Terms and Conditions #2 = \$58 for inspection, labor and material is covered up to \$600.

You will need to include the cost of the inspection in the instruction area of the order.

Examples: GLCG 1 - NC, GLCG 2 - \$58, or NON GLCG - \$68

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J 27A          AVAILABLE APPOINTMENTS FOR SCHEDULE ZONE 2
              AM          PM          N
◆SR0055 <    THIRD DIGITS AND INSTRUCTIONS
              < CALL AHEAD PHONE >
              < VEH# >
              ----- INSTRUCTIONS ----- 830 CONTACT MADE
◆GLCG 1 - NC CALL 8150204520
◆XMIT < <

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You can also include a call ahead phone number in the instruction area of the job order. All inspectors involved with this project will have Nextel phones and will attempt to call the customer before arriving to their home.

The majority of inspectors working on this project will not have access to the CAD system. The inspection orders (270) along with the instructions will be printed daily to paper (COD orders). The COD orders for the following day will be printed by noon in dispatch to allow adequate time to route and schedule. If a customer calls back to update their order, you can do so by using the following procedures:

- (1) The DISPMESS command should be used to convey information to dispatch only on the date the order is scheduled to be completed. You may also contact Kim Bourbonnais at extension 51-2956. Dispatching or Kim will then notify the field technician of the updated information.
- (2) The IMESS command can be used to add additional information to the instruction area of the order before noon on the day before the order is scheduled. Remember not to delete any pertinent information that is already present in the order instructions.

Once the inspection order is scheduled, an inspector will arrive at the customer's home on the scheduled date and inspect all connectors. If the connector is found to be unsafe the inspector will make the appliance safe until an operations technician can replace the connectors.

Example: (1)An inspector arrives at the customer's home and finds the connector to the stove to be unsafe. (2)The inspector contacts Dispatch to schedule a replacement job code 680 as soon as possible.

6-35-22-2415 BEAN,ALAN 1838 MAPLE CT LOCKPORTTW T/ON 08/30/95
 NTR:3131241 CCLASS:03 HTLOC:5 YR:08 CD:23 TC BC:R010 (015)030-3530 *SEE-BASIC*

T	CODE	RUN-FILE	RECD	TIME	OP	SCHED	COMP	SY	READ	--ACTION-	LABOR	MATRL
5	600	000-0000	0820	0923	004	003004	0000	00	0000	PENDING	02-040630-0114	
5	270	000-0000	0620	0923	004	003004	0030	25	0000	COMPLETED	02-040630-0113	
5	00	000-0000	0620	0923	004	000000	0000	00	0000	PH TRACK	APPLIANCE CALL	
5	00	003-0000	0426	0450	000	000000	0000	00	0000	BUD PLAN	CHG	
5	00	590-0000	1223	0520	000	000000	0000	00	0000	BUD PLAN	CHG	
5	00	540-0000	1013	1740	000	000000	0000	00	0000	FORM LTR	LETTER: 311	
5	00	540-0000	1011	1800	000	000000	0000	00	0000	NES CONTR		

Reminder: Since the 270 is printed to paper, the order may still show pending even though the order has been completed. Also, you will not be able to view the inspector's notes in HCA.