

Northern Illinois Gas Company d/b/a Nicor Gas Company
Response to: Interstate Gas Supply of Illinois
Ill.C.C. Docket No. 09-0301
IGS Second Set of Data Requests

- IGS 2.19 Q. The following questions are related to Nicor Gas repair personnel and GLCG:
- (a) Are Nicor Gas repair personnel made aware of whether a customer has the GLCG product or any other warranty product or service provided by another entity?
 - (b) If so, how are they made aware? Is there any way that repair personnel can (aside from the customer telling them) find out what warranty product, if any, the customer is using?
 - (c) Does Nicor Gas provide training, guidance, or policies regarding whether repair personnel may or should ask?
 - (d) Please provide all documents Nicor Gas reviewed, generated, or relied upon in developing Nicor Gas' answers to this data request, and identify all management personnel with knowledge of these matters.

- IGS 2.19 A.
- (a) Yes, Nicor Gas repair personnel are made aware of whether the customer has a GLCG contract.
 - (b) The instructions in the field trouble order will indicate to Nicor Gas repair personnel that the customer has a GLCG contract. Meanwhile, Nicor Gas does not provide repair service for any other warranty product.
 - (c) No training, guidance or policies are necessary regarding whether repair personnel may or should ask whether a customer has the GLCG product. As noted in (a), above, the repair personnel are already made aware of whether the customer has the GLCG product.
 - (d) Objection – This request is unduly burdensome to the extent it seeks the identification of “all management personnel with knowledge of these matters.” Further, Nicor Gas objects to this request as it seeks information not relevant to this proceeding. Finally, Nicor Gas objects to the extent this request seeks privileged information. Without waiving these objections, Nicor Gas states: Please see attached Exhibit 1, “Field Employees Guidelines for Service Charges Updated for June 2010”.

Witness: Gerald P. O'Connor

Field Employees Guidelines for Service Charges
Updated for June 2010

Standard Practice Operating 116 May 4, 2010 & Standard Practice Customer Care
Services -1 February 4, 2010

*The following information is for quick reference; refer to above Standard Practices for
details and additional references.*

**#1 rule for all service charging remain honest and ethical, ensure customer(s)
authorize and agree to all work before beginning, and provide great customer
service.**

Quick rules for service charging

- When charging a customer for repairs please include comments in your Advantex MA ticket the time spent and materials used.
- Note charges must be entered by selecting service charge form in miscellaneous forms and check the service charge box on the original ticket as yes, and you need to enter CC12345 for customer charges or NS99998 for Nicor Services charges.
- When not applying flat fee charges employees should start charging the customer for repairs when the customer agrees to allow you to make the repairs, and your time should stop when you complete the ticket. The charge should not include the time you take to investigate the leak. The customer should always be informed as to what the final charge is, and offer to provide them a receipt. (Receipt books can be ordered like other forms and is form #7017)

Do not charge customers for the following:

- Note no service charges can be applied for any of the following:
 - Turn-on gas for new customers and lighting pilots when work is performed at the time of the turn-on.
 - Turn offs when a customer is closing an account, or turn off's due to hazardous conditions such as leaks, fires, floods, or similar emergency.
 - Turn-on or restoring service when a customer is being restored due to hazardous conditions such as fires, floods, or similar emergency.
 - Leak Investigation
 - Repairs to company facilities
 - Services the company can not perform, referral calls included
 - Labor on repeat calls within 30 days except for damage during these periods caused by customer action, vandalism, fire, flood, and natural disasters.
 - Do not charge for correcting conditions that are the responsibility of the company.
 - Removal/disconnecting/disabling and capping brass connectors found at a customer(s)' premise.
 - *Carthage Only- no charge for providing pounds to inches regulators in 2 psig Delivery System (only applies to Carthage).

Services which Service Charges can be applied

- All customer convenience jobs, if the customer requests a turn-on or turn-off then one should apply a minimum charge of \$49.85 for shutting off at the meter. When more work is required other than the operating of the service valve then applicable service charges time and materials apply. This also applies should a customer have a contractor requesting the work done.
- Connecting appliances at the customers' request. (Note these appliances need to be vented and installed properly (meet local code or Nat. Fuel Gas Code) and these requests require service charges, and are not covered by GLCG.)
- Disconnecting gas appliances at the customer's request or capping open gas pipe at the customer's request or termination of service. (Note these requests are not covered by GLCG.)
- Repairing leaks on appliances or exposed customer piping. (Note some repairs may be covered under GLCG should the customer have the coverage plan.)
- Restoring service after leak repair(s) work has been performed by customers' contractors.
- Rechecks and removal of caution tags. (Note in the MA application you will need a tag removal ticket and under the hazard tag please input "removed" for the tag to clear.)
- Replacement of Brass connectors to customer's facilities/appliances. (Note there is no charge to remove or disable the brass connectors; please reference Brass Connector policy for more details.)
- Reinstatement of service at the same address within 12 months when an account was turned off and issued a final bill per a customer's request, currently \$42.00. (Note additional charges may be added per Terms and Conditions of Rate Schedule by clerical support, no field charging is needed unless specified.)
- The charge for reconnecting a customer's service after discontinuance of service because of nonpayment for utility service shall be \$42.00. This reconnect charge should only be charged to the customer if your ticket order states, "reconnect charge" in the instructions. Additionally, do not charge a customer a reconnect fee if you are charging for the removal of a disc and swivel removal, currently \$63.00, installing a regulator \$71.00 or meter \$91.00. The credit charges can only be applied one at a time and should be the highest limit for the work we are doing.
- It is acceptable to charge a customer for a "Misleading Leak" call. The charge is \$49.85, for the minimum service charge. Include the charges on the leak job and include the comments the reason for the charges. An example, "customer called

in gas leak wanting their gas restored after ONP. Customers must be informed of the charges and provide them a receipt.

- All gas line comfort guard jobs should include in your comments the repairs and materials used, splitting the time on an additional form for the repairs, remember good notes are necessary! Those charges need to be entered as NS99998 for applying charges to Nicor Services. Gas Line Comfort Guard safety inspections should only be performed when requested by the customer prior to an employee's arrival and a ticket is issued for that service. Normal hazard inspections are to be conducted at no charge, when already on a job.

Additional information

** Note Quarterly updates to common materials costs are downloaded when employees "sync" their go-books and are located in a shortcut file called Field Reference Files on the go-books.

* Any item not noted but used would need to have the current store room pricing plus 14% added to the cost of the material for covering handling and other costs (this excludes meters and indexes).

- Any work that is processed through a service representative will be paid in advance of the work being performed. Examples of this type of work are; meter move-outs, splitting load, adding meter(s) on multi-bar, combining load, relocation of service, conversion to 2# delivery, conversion from 2# to low pressure, increasing meter size.
 - There should be no additional charges if one is completing only the stated work on the ticket.
 - However, if the customer is requesting additional work done that was not included in the job, like tying in additional meters or changing the customers piping, then applicable service charges can be added to the customer's account should they agree to the fees. Please include comments to explain this.
 - (If you need to get a customer's request for meter increase to projects please put through a customer contact form, select either Operations or Distribution depending on who will be doing the work and note "Attn: Projects" to get the request to a service representative."
 - If you come across a situation that has not gone through the Service Representative then contact your supervisor for directions.
 - ** Do not make any comments with regards to pricing charged by service representatives or debate what the customer should have been charged, a projects service representative must follow guidelines and charge according to the same Standard Practices issued for Nicor Gas and apply all fees and taxes required.
 - *Reference Standard Practices for flat rate information if needed.

- **Documentation for Hit Service and Mains**

Although not directly charged by field employees it is important that field employees fill out hit sheets and all information is completed to ensure appropriate charges are assessed by Claims and Locating. Documentation of times is needed to assist in calculation of charges for lost gas. Documentation of materials and equipment used allow for restitution for work performed. The current flat rate charge, for hit services up to 1 1/8 inch or less non steel services, is currently \$408.50, this fee includes estimated cost of labor, materials, transportation, and lost natural gas, all other main and service hits need your information.

- If (a) company employee(s) respond to any damaged above ground company facilities service charges should not be applied to the customer's account. It is preferred that all charges for the repairs made are added in comment form on the ADX ticket and a written incident report (paper form 9505) be completed. Do not charge CC12345 or NS99998.
- If (a) company employee(s) damage a customer's equipment or property immediately notify the customer, fill out an incident report (paper form 9505), notify your supervisor, and per supervisor instruction either repair the damage or the use of an outside contractor for repairs will be authorized.

Services not rendered

- Non-emergency no-heat and general service calls on central heating equipment,
- General appliance service or repair of auxiliary space heaters, room heaters, dryers, cooking equipment, incinerators, refrigerators, water heaters, air conditioning equipment, furnaces, yard lights, and grills.
- Converting propane appliances.
- Correcting faulty vent installations.
- Inspection and or service of new or existing residential or commercial gas space heating equipment.
- Instructing customers in the use of gas appliances.
- ** When work can not be completed by Nicor Gas and /or the customer needs an outside contractor refer them to yellow pages, internet, or other outside references, do not provide them contractors names or agencies.

Special note

- At the request of local fire protection districts inspection of customers' facilities for the sole purpose of determining Carbon Monoxide content will be conducted, these c.o. inspections are done at no charge.

Quick reference for Labor rates and flat fees

Labor Rates

| Time (Minutes) | Dollar Amount Charges |
|--------------------------|-----------------------|
| | All Hours |
| Minimum Charge to 18 min | \$49.85 |
| 19-24 | \$58.13 |
| 25-30 | \$66.41 |
| 31-36 | \$74.69 |
| 37-42 | \$82.97 |
| 43-48 | \$91.25 |
| 49-54 | \$99.53 |
| 55-60 (1 hour) | \$107.81 |
| 61-66 | \$116.09 |
| 67-72 | \$124.37 |
| 73-78 | \$132.65 |
| 79-84 | \$140.93 |
| 85-90 | \$149.21 |
| 91-96 | \$157.49 |
| 97-102 | \$165.77 |
| 103-108 | \$174.05 |
| 109-114 | \$182.33 |
| 115-120 (2 hours) | \$190.61 |
| 121-126 | \$198.89 |
| 127-132 | \$207.17 |
| 133-138 | \$215.45 |
| 139-144 | \$223.73 |
| 145-150 | \$232.01 |
| 151-156 | \$240.29 |
| 157-162 | \$248.57 |
| 163-168 | \$256.85 |
| 169-174 | \$265.13 |
| 175-180 (3hours) | \$273.41 |
| 181-186 | \$281.69 |
| 187-192 | \$289.97 |
| 193-198 | \$298.25 |
| 199-204 | \$306.53 |
| 205-210 | \$314.81 |

Note: The time reported must match the Charged \$ and add \$8.28 for every additional 6 minutes or fraction thereof.

Flat Rate Labor Charges

*** Note flat rate charges should be entered under Labor**

| | | |
|---|-------------------|---|
| Reconnect Fee | \$42.00 | Use only if noted on ticket. Pertains to customer's final billed and restored service in 12 month period. |
| Credit Reconnect Fee | \$42.00 | Use only if noted on ticket and do not charge if charging other credit flat fee. |
| Install/Remove Disc and Swivel | \$63.00 | Should only charge one credit flat fee at a time – please use highest charge. |
| Install/Remove Regulator for Credit | \$71.00 | Should only charge one credit flat fee at a time – please use highest charge. |
| Install/Remove meter for Credit | \$91.00 | Should only charge one credit flat fee at a time – please use highest charge. |
| Damaged Facilities or Broken Credit Locks repaired due to tampering | Time and Material | Repair work must be completed to be charged. |
| Service Calls for repeat service in 30 days | \$ 0 | If no damage was caused, by customer action, vandalism, fire, flood, or natural disaster. |
| Service Calls for repeat service in 90 days due to part warranty | \$ 0 | If no damage was caused, by customer action, vandalism, fire, flood, or natural disaster. |

***Time and Material charges should be split as required under Labor and Materials**

Brass Connector Supplemental Information

RE: Connector Procedure 1-10-2005

This fact sheet is to help aid the field by answering some frequently asked questions.

- In keeping with the Brass Connector Policy please note Nicor Gas has deemed that all brass connectors found at a customer's premise will either be removed, replaced, or safely disabled when found by Nicor Gas personnel. If Nicor Gas personnel can not remove, replace, or safely disable the brass connector then the gas meter should be shut off, and locked, until the customer can have the connector replaced. Note the brass connector should always be removed from the premise or disabled so it can not be re-used.
- Customers should be charged for replacing brass connectors, even if Nicor Gas initiated the work at the customer's premise. Applicable charges can be found in Customer Care 1, and Standard Practice of Accounting 116.
- Nicor Gas Field Operations, Field Operations Construction, System Operations will offer to replace the brass connectors for the appropriate service charges and apply the charges to the customers account by entering the service charges in the Advantex ticket.
- When an employee deems that replacing brass connectors at no charge is necessary to alleviate customer complaints, media attention, or dire conditions, then an employee may do so. Note this should be the exception and not the rule and the employee must make a note of this in the Advantex ticket comments. It also may be necessary to fill out and complete additional paperwork, an Incident Report (form number 9505) and forwarded to one's supervisor.
- If while performing normal job duties an employee finds a situation of difficulty, such as a built in oven where the customer has a brass connector and Nicor Gas can not replace the connector please adhere to the before mentioned and following rules:
 - a.) If the customer does not have a Gas Line Comfort Guard contract, then the brass connector to the built in oven should be removed or safely disabled and the customer should be informed to contact an outside contractor at their own cost to replace the connector.
 - b.) If the customer has a Gas Line Comfort Guard Contract please inform your dispatcher that you have a GLCG customer and will need Nicor Services to make arrangements to replace the brass connector on the built in oven. Be sure to inform the Nicor Services as to whether the customer is, or is not, with gas service due to the connector. (Note Nicor Services charges Nicor Gas for work performed so if the job can be done by company employees please make sure it is completed.)

c.) If the customer does not have Gas Line Comfort Guard, and there are extenuating circumstances, or you have a sensitive customer, contact your supervisor for approval then contact your dispatcher to call Nicor Services and inform them of the situation to have the brass connectors replaced at Nicor Gas' expense, please note you will need make a note of this in the Advantex ticket comments. Additional paperwork may be needed to be filled out and if so, fill out an Incident Report (paper form number 9505) is to be completed and forwarded to one's supervisor.

* Note Nicor Services does work on built in oven(s), however it is a special request, so if you are informed that Nicor Services does not work on built in ovens by your dispatcher you will need to contact your supervisor so they can call Nicor Services directly.

Additional Nicor Services Information

- Please note the field should provide as much detail as possible for any request for support from Nicor Services. Items such as make and model number of appliance(s) needing repair. Customer status being with or without gas service, additional contact numbers for the customer(s), cell phone, and ensuring good customer address, and contact information are a few of these items.
- Please note customers should not be told to call Nicor Services, nor should field employees be told to contact Nicor Services, the request should go through Centralized Dispatching or by the supervisor directly.

Note: field employees should note in the Advantex ticket comments of the request for Nicor Services and can also fill out an Incident Report (form 9505).

- Nicor Services does have access to specialized contractors should rare appliances or commercial equipment need repair after Nicor Gas has performed repair work. All requests need to go the Nicor Services Service Manager and must go through your immediate supervisor.

Sleeving Procedures Needed Documentation for Charges

Nicor Gas has experience multiple difficulties during the installation of services for Commercial, Industrial, and Tear/Down rebuild projects. Nicor Gas continues to experience delays, increased cost and unproductive time due to improper site conditions (grading, unsuitable backfill, and rock), fences around properties, repeated trips due to obstructions, landscaping, boring, and “re-Julie’s”. Per Nicor Gas Construction Specifications, sleeves should be installed at all projects deemed Commercial, Industrial, and Tear/Down rebuild projects. The sleeve will be installed from the proposed meter location to the parkway. To meet this specification the customer choose 3 options, have Nicor Gas install the sleeves for the customer on a time and material basis, payment in advance for the costs that will be incurred by Nicor Gas for installing a service without sleeves, or if work is begun after customer guarantees sleeves were installed are found not installed, then the customer will reimburse Nicor Gas for additional costs occurred.

Procedure for Sleeves used during Commercial Service Install

If a customer decides they do not want to install a sleeve they pay up front. If they install a sleeve in the wrong location, wrong size or depth, or do not install it, Nicor Gas will charge them after the job is completed. To accomplish charging the customer after the fact, we need good input from crews installing the new gas service. Here is the procedure:

Crews must check Yes (Y) or No (N), under the drop down box for sleeved, after they enter the service size & footage in the Go-Book. If the sleeve is not used for any reason during the install, the crew must enter the reason in the comments section on the Advantex ticket. The following reasons can be used: wrong sleeve, sleeve in wrong location, sleeve installed too deep or too shallow, sleeve was frozen or broken & could not be used (or took time to dig up and use). If a crew spends time digging up an elbow (90) or a sweep 45, and ends up using the sleeve, the crew should mark “Yes” (Y) in the “sleeve used box”. Then, go to the comments section and explain what they did and how long it took outside of regular job duties.

Nicor Gas has the right to go back and charge customers for failure to install a sleeve or for installing it wrong. However, we are not able to do this without the crews vital input. Besides, we do not want to charge a customer if the crew decided not to use a perfectly good sleeve. An Example might be a crew had to directional bore for the street and decided not to use the sleeve. This should not be happening but, on occasion it does and we need to capture these comments.

Winter Charges

Effective during November 15th through March 15th

Handled through Centralized Scheduling but may need crews to input charges when applicable.

“Adverse Winter Conditions” will be determined at the sole discretion of Nicor Gas; they include, but are not limited to ground frost 3” or greater, thawing and precipitation, below normal temperatures, snow 3” or greater.

Gas Line Comfort Guard Program
Terms and conditions as of 01-03-08

Services COVERED under Gas Line ComfortGuard

- Exposed piping (black pipe 1/2" to 1-1/4") - not outside
- Includes 1/2" and 3/4" shut-off valves (leaking or inoperable)
- Replacement of any brass connectors (leaking or not) found during an inspection
- Replacement of brass connectors on hot water heaters, furnaces, ranges, dryers - if completely accessible (replacement should be with black pipe)
- Flex connectors
- Pilot tubing
- Leaks in crawl spaces and attics on exposed pipe, if accessible
- Inspections of appliance connectors and exposed indoor gas lines, at the customer's request
- Add detailed comments on all jobs, covered or not -
- (e.g. Replaced brass connection on GLCG)
- (e.g. Repair not covered under GLCG, charged customer and explained charges)
- **COMMENTS NEED TO BE CLEAR**

Services NOT COVERED under Gas Line ComfortGuard

- Any Pre-existing conditions (previous hazard tags)
- Leaks on piping not completely exposed (e.g. behind walls, in ceiling)
 - Damage caused by third parties, natural disasters
 - Restoration to affected areas
 - Fireplace valves
 - B valves
 - New construction covered under warranty
 - Connecting or disconnecting appliances
 - Repairs to yard lights, grills, pool heaters
- Nothing outside the house is covered - including appliances inside

detached garages

- Space heaters inside attached garage
 - Mobile home and trailers
- Facilities used for commercial purposes
 - Gas meters
 - Copper piping
 - **Pilot relighting**
 - Pilot/burner adjustments
- Reimbursement for work done by unauthorized service centers
 - Updating code violations
- Removal of items (including appliances) necessary to access the exposed interior gas piping
 - Valves - unless leaking
- No comments can result in Claim denial
- **COMMENTS NEED TO BE CLEAR**