

Mary Lou Grzenia

From: Mary Lou Grzenia
Sent: Wednesday, September 09, 2009 2:21 PM
To: Greg Rabaey
Cc: Doug Cueller; Bob Mudra
Subject: RE: Nicor billing line item

Greg:

Thank you for your note of September 4. It is acceptable to us that Santanna will remove charges for warranty-related products from its portion of the Nicor Gas bill by September 11. Our only interest in this matter is that Santanna limit its use of our billing service to Customer Select commodity-related charges. Whatever other products or services you may choose to offer is not our concern as long as they are not charged on the Nicor Gas bill.

Sincerely,

Mary Lou

Mary Lou Grzenia | Manager, Customer Select | Nicor Gas

Rate Department | 1844 Ferry Road, Naperville, IL 60563

 Phone: (630) 388-2693 |  Fax: (630) 983-3810

 e-mail: mgrzeni@nicor.com

From: Greg Rabaey [mailto:Rabaey@ses4energy.com]
Sent: Wednesday, September 09, 2009 1:47 PM
To: Mary Lou Grzenia
Cc: Doug Cueller
Subject: RE: Nicor billing line item

Good afternoon Mary Lou.

I hope that you had a good Labor Day holiday.

I failed to ask for acknowledgement of receipt of my email, and would hate to find out a week from now that you had not received it. Please acknowledge.

Santanna will have a reasonable amount of backroom adjustments to make in altering the billing whereby the commodity related charges support the cost of the total offering, commodity and warranty, as discussed in my 9/4/2009 email. I do not want to start that effort until we know that the issues are addressed and acceptable to Nicor. We look forward to your response.

Thanks for your consideration

Greg

From: Greg Rabaey

Sent: Friday, September 04, 2009 10:05 AM
To: 'Mary Lou Grzenia'
Cc: Doug Cueller
Subject: RE: Nicor billing line item

Hi Mary Lou

We have considered your demand that we remove charges for warranty-related products from Santanna's section of the Nicor bill. We remain unable to find the legal justification for your demand and for your refusal to allow Santanna to include its charges anywhere on Nicor's bill. However, Santanna simply does not have the economic capacity to challenge Nicor on this issue at this time, so we will reluctantly capitulate and remove the charges by September 11, 2009. We are doing this with the express reservation of Santanna's rights to address this matter in the future and not as an acknowledgment that Nicor's position on this issue is appropriate or legal.

That said, Santanna plans to alter its commodity agreement offering to customers and support the cost of the warranty products from the sales price of the commodity (e.g., buy the commodity at x price and get the warranty product for free). In so doing, only commodity related charges will appear on the Nicor bill. This arrangement would be part of the terms and conditions of Santanna's product offering, similar to the inclusion of an administration fee. Please advise if this effectively addresses the issue and is acceptable to Nicor.

Thanks,
Greg Rabaey
Santanna Energy Services
6805 Capitol of TX Hwy
Suite 270
Austin, TX 78731
(512) 346-2500 xt244

From: Mary Lou Grzenia [mailto:MGrzeni@NICOR.COM]
Sent: Wednesday, September 02, 2009 9:59 AM
To: Greg Rabaey
Cc: Doug Cueller
Subject: RE: Nicor billing line item

Nicor Gas has no obligation to bill third party charges outside of the Customer Select billing service. The reference in the tariff relates to the Customer Select program and the agreement is offered under the Customer Select program in connection with Riders 15 and 16 which relates to commodity services.

I will let you know if a later time works us.

Mary Lou

From: Greg Rabaey [mailto:Rabaey@ses4energy.com]
Sent: Wednesday, September 02, 2009 9:33 AM
To: Mary Lou Grzenia
Cc: Doug Cueller
Subject: RE: Nicor billing line item
Importance: High

Good Morning Mary Lou –

It's Santanna's expectation that we can find a resolution to this as quickly as possible.

We're unclear as to the basis for your statement below – "*... there are no other options to include those charges on the Nicor Gas bill.*"

I'd like to point you to the Nicor Tariff – under Terms and Conditions (sheet 52.5) to the section title Third Party Billing Services.

If you could clarify how your statement isn't in direct contradiction to this section – we'd be grateful.

In addition – Under Schedule A, Service Addendum for Billing Services to the Consolidated Billing Services Agreement provides that "Nicor Gas' Billing Services is comprised of Nicor Gas products, services, and support systems which enable Nicor Gas to present bills, on Supplier's behalf, to Supplier's customers who have elected to enroll in the Customer Select program." In each case, the customers at issue have elected to enroll in the Customer Select program, and these are Supplier's charges, so it is unclear how they do not comply with the Agreement. Nothing in the Agreement or Riders 15 or 16 limit charges to those related to providing natural gas commodity services as your email suggests. This is further confusing because Nicor's independent affiliate, Nicor Services, charges for warranty products on Nicor bills.

If you can please clarify Nicor's position, it would be helpful in allowing us to evaluate this issue further.

We would like to request that the appropriate people be involved in the meeting scheduled at 10 AM – to clarify these questions.

If this is not possible – we'd like to reschedule the meeting for a later time.

Thanks,

Greg Rabaey
Santanna Energy Services
6805 Capitol of TX Hwy
Suite 270
Austin, TX 78731
(512) 346-2500 xt244

From: Mary Lou Grzenia [mailto:MGrzeni@NICOR.COM]

Sent: Tuesday, September 01, 2009 4:50 PM

To: Doug Cueller

Cc: Greg Rabaey

Subject: RE: Nicor billing line item

How about tomorrow morning at 10:00 am? Since the Customer Select billing agreement does not allow you to bill charges unrelated to providing commodity services under Customer Select, I would like to discuss a reasonable time frame of when Santanna will stop submitting the charges for the warranty products and any other non-commodity related service. We expect this to happen quickly.

And while there are no other options to include those charges on the Nicor Gas bill, suppliers have always had the option to bill their own charges or issue a consolidated bill that includes utility charges. These options allow you to bill for any type of service or product you wish. The Customer Select Supplier Consolidated Billing Services Agreement is available on the supplier web site (www.nicor.com/select).

Please let me know if 10 am tomorrow is okay. Thanks.
Mary Lou

From: Doug Cueller [mailto:Cueller@ses4energy.com]
Sent: Tuesday, September 01, 2009 4:26 PM
To: Mary Lou Grzenia
Cc: Greg Rabaey
Subject: FW: Nicor billing line item

Mary Lou-- I received your voice mail message about calling to discuss an alternative to billing the "other services". I would like to include Greg Rabaey from our Austin office in on the call as he is responsible for operations and would be involved in the logistics. What date and time would be good for you and we can set up the conference call?

Thanks,

Doug

From: Doug Cueller
Sent: Monday, August 31, 2009 2:05 PM
To: Mary Lou Grzenia
Subject: RE: Nicor billing line item

Afternoon, Mary Lou

It was our understanding from past communications that we could bill "other services" under the suppliers section of the Customer Select Nicor Gas Consolidated Billing Services Agreement, but if that is not the case, we hope to define the most efficient transition possible that does not inconvenience the customers. What options exist to Santanna and other alternative gas suppliers to bill for non-commodity related services on the Nicor bill?

Please respond at your earliest convenience. We are eager to resolve the issue.

Regards,

Doug

From: Mary Lou Grzenia [mailto:MGrzeni@NICOR.COM]
Sent: Friday, August 28, 2009 2:20 PM
To: Doug Cueller
Subject: RE: Nicor billing line item

Doug,
These charge descriptions were approved under the context of the Customer Select program for use under the Customer Select Nicor Gas Consolidated Billing Services Agreement.

The approval of this line item does not give Santanna the authority to bill charges unrelated to providing natural gas commodity services under the Customer Select program, such as charges for warranty products and services. The Nicor Gas Consolidated Billing Services Agreement does not allow you to bill for non-commodity related Customer Select products and services.

We direct Santanna to stop submitting charges for the warranty products and services and any other non-commodity related Customer Select services immediately. Please confirm that Santanna will stop submitting these charges for billing on Nicor Gas' bill by the end of business day Tuesday, September 1.

Mary Lou

Mary Lou Grzenia | Manager, Customer Select | Nicor Gas

Rate Department | 1844 Ferry Road, Naperville, IL 60563

☎ Phone: (630) 388-2693 | 📠 Fax: (630) 983-3810

✉ e-mail: mgrzeni@nicor.com

From: Doug Cueller [mailto:Cueller@ses4energy.com]

Sent: Thursday, August 27, 2009 10:47 AM

To: Mary Lou Grzenia

Subject: Nicor billing line item

Mary Lou-- Here is the email exchange between yourself and Shannon Teer of SES regarding the line item "Additional SES Products and Services" and the approval of it.

Please let us know if there are any additional questions, thanks,

Doug

From: Mary Lou Grzenia [mailto:MGrzeni@NICOR.COM]

Sent: Friday, November 07, 2008 4:04 PM

To: Shannon Teer

Subject: RE: E-mail response from web site [63-70-18-1000 2]

Thank you.

-----Original Message-----

From: Shannon Teer [mailto:teer@ses4energy.com]

Sent: Friday, November 07, 2008 4:03 PM

To: Mary Lou Grzenia

Cc: Greg Rabaey; Doug Cueller

Subject: RE: E-mail response from web site [63-70-18-1000 2]

Thanks for noticing that Mary Lou, it could be confusing. We'll make the change immediately. (We haven't billed ABSC charges to customers since fall of 2005.)

Again, we appreciate your help.

Shannon Teer
Santanna Energy Services
512-346-2500 ext 231
512-346-2578 (Fax)

From: Mary Lou Grzenia [mailto:MGrzeni@NICOR.COM]
Sent: Friday, November 07, 2008 3:36 PM
To: Shannon Teer
Cc: Greg Rabaey; Doug Cueller
Subject: RE: E-mail response from web site [63-70-18-1000 2]

Thank you Shannon. Just a comment on your description #2. The ABSC charge is no longer billed to the supplier -- it's billed directly to the customer by Nicor Gas (since late 2005). Even if you're not billing it to the customer, it may confuse the customer by including it in the description.

Mary Lou

-----Original Message-----

From: Shannon Teer [mailto:teer@ses4energy.com]
Sent: Friday, November 07, 2008 3:23 PM
To: Mary Lou Grzenia
Cc: Greg Rabaey; Doug Cueller
Subject: RE: E-mail response from web site [63-70-18-1000 2]

Good afternoon Mary Lou,

At the end of August Santanna underwent a major billing system conversion. As a part of this upgrade, customer volumes are now being presented much more accurately (to extra decimal places). Unfortunately, this extra character detail was not caught before our first charges after the conversion were sent to Nicor. This caused the omission of storage information on a number of customer bills. When this error was found, fixed and explained internally, there seems to have been some miscommunication regarding the cause. It was not our intention to inform customers that Nicor's bill changes led to the omission. We apologize for any inconvenience this error has caused for Nicor, and have made efforts to ensure that the corrected information has been provided to the affected customers.

Also, as a result of our upgrade, we have had to make changes to our billing line descriptors as follows:

Line 1:
Gas Sale XXXXX.XX @ \$0.???? Strg XXXXX

Line 2:
<<Leave as it its>> Rider 15 & Absc & Bgt & AdmFee

Line 3:
Additional SES Products and Services

Please let us know if you have any questions.

Respectfully,

Shannon Teer
Santanna Energy Services
512-346-2500 ext 231
512-346-2578 (Fax)

Mary Lou Grzenia

From: Mary Lou Grzenia
Sent: Tuesday, April 06, 2010 3:26 PM
To: Doug Cueller
Subject: RE: Nicor Billing

Hi Doug,

Nicor Gas has not changed its position related to billing warranty products on the Nicor Gas bill. Customer Select suppliers have the option of using the Nicor Gas Consolidated Billing Service to include charges on the Nicor Gas bill for providing commodity service to customers pursuant to Riders 15 & 16. The Agreement does not allow suppliers to bill for unrelated products and services.

Please be assured that any Customer Select supplier who includes their charges on Nicor Gas' bill does so under the Nicor Gas Consolidated Billing Services Agreement. Therefore, no Customer Select supplier has authorization to bill for products and services outside of those directly related to providing natural gas commodity service under the Customer Select program.

Sincerely,
Mary Lou

From: Doug Cueller [mailto:Cueller@ses4energy.com]
Sent: Thursday, March 25, 2010 8:50 AM
To: Mary Lou Grzenia
Subject: Nicor Billing

Mary Lou--

It has been sometime since we last discussed Santanna Energy Services (SES) billing warranty products on the Nicor Gas bill and we would like to inquire as to whether Nicor would reconsider its position.

We have watched with interest, the review of Nicor's Operating Agreement in the ICC case 09-301. It was Santanna's interpretation of the Tariffs in September of 2009 that Nicor should allow SES to bill warranty products on the Nicor bill. And from the testimony dated 3/15/10 and filed by Jennifer Lin, (part 1-direct testimony of ICC staff member David Sackett, line 1579) it seems that the ICC staff agrees with our interpretation of Nicor Tariffs.

It also seems that Nicor Gas is willing to allow other parties to bill similar product and services on the Nicor Gas bill – while preventing SES the same opportunity.

From our research Nicor Gas is providing billing services for your affiliate for HVAC services, Gas Line Comfort Guard, Insulation and offering credits on the Nicor Gas bill.

It also appears that Just Energy is billing a carbon offset product on the Nicor Gas bill. The Carbon Offset product is clearly not a natural gas product. Santanna would like to understand how Nicor Gas approved billing services for this product but not SES warranty products and services.

Just Energy
www.justenergy.com

Variable Price
Utility Price

Customer rate will be the Utility Price with the benefit that it will not surpass \$0.89/therm. Customer will also pay a JustGreen & Rate Capper fee of \$19.95/mo for the Gas Price cap and 5 metric tons of Carbon Offsets annually. Now in Spanish. \$19.95/mo Price cap at Offsets

In conclusion, Peoples Gas and North Shore Gas have provided to Santanna billing services to bill warranty products under their Choices for You Program.

SES respectfully requests to have equal access to billing our products on the Nicor Gas bill as other companies do.

If you have any questions, please let me know. We look forward to your reply.

Thanks,

Doug Cueller

Northern Illinois Gas Company
D/B/A Nicor Gas Company
Customer Select Program
Nicor Gas Consolidated Billing Services Agreement

In connection with its small customer transportation program ("Customer Select") under Riders 15 and 16, Northern Illinois Gas Company, d/b/a Nicor Gas Company ("Nicor Gas" or "Company") agrees to include the Supplier's ("Supplier") charges to the Nicor Gas customer ("Customer") on the Company's bill, process payments and remit the proceeds ("Billing Services") to the Supplier under the following terms and conditions:

1. Scope of Agreement.

Nicor Gas agrees to provide the Billing Services to Supplier and Supplier agrees to pay the fees set forth in Schedule A, attached hereto.

2. Term of Agreement.

This Agreement ("Master Agreement") shall be effective as of _____ ("Effective Date") and shall remain in force for a period of one (1) year ("Initial Term"). The Master Agreement shall automatically renew and extend for successive one (1) year terms, commencing at the conclusion of the Initial Term or any renewal term, unless contrary notice is given by Supplier or Nicor Gas at least ninety (90) days prior to the end of the then current term. Upon termination, obligations of a continuing nature shall continue to be binding and in full force and effect including, without limitation, those reflected in: paragraph 7, "File Security, Retention and Transfer at Time of Termination"; paragraph 9, "Warranty and Limitation of Liability"; paragraph 10, "Indemnification"; and paragraph 11, "Default; Termination Upon Default".

3. Charges.

3.1 Except as provided in Schedule A, attached hereto, fees for the Billing Services shall not be changed by Nicor Gas during the Initial Term. Thereafter, however, such fees may be changed effective with at least ninety (90) days prior written notice to Supplier. If such notice is given, Supplier may, by giving written notice to Nicor Gas at least forty-five (45) days prior to the effective date of any such changes, reject the Billing Services, whereupon the obligations of both parties with respect to all Billing Services shall terminate.

3.2 There shall be added to all invoices for Billing Services an amount equal to any applicable sales or other taxes levied, based on, arising from or in any way connected with the furnishing of Billing Services to Supplier. All invoices for the Billing Services rendered hereunder shall be due and payable fourteen (14) days after receipt of the invoice. If Supplier fails to pay any such amounts when due, Nicor Gas may, at its option, and after giving at least ten (10) days prior written notice, discontinue furnishing Billing Services unless and until all such past due amounts are paid in full, all without impairment of any other remedy which may be available to Nicor Gas.

3.3 Supplier recognizes that Nicor Gas' level of personnel staffing, computer equipment selections, hardware resource allocations, hardware and software lease term selections, equipment and software purchases, and general resource planning so as to fulfill its contractual obligations hereunder are based on the assumption that this Master Agreement will remain in effect for its full Initial Term and any renewal term and that any prior termination of this Master Agreement will result in substantial damages to Nicor Gas. At the same time,

however, Nicor Gas recognizes that it is in the interests of Supplier to have the right to terminate this Master Agreement, other than as provided in paragraphs 2 and 11 herein, should it so desire. Supplier, therefore, is granted the right, at its option, to terminate this Master Agreement for its convenience and without cause at any time after the Initial Term by giving ninety (90) days prior written notice of termination, and by paying to Nicor Gas an amount in cash which shall be the product resulting from multiplying the number of months remaining in the Master Agreement's current term on the date of termination by the highest billed service fee amount during the last six-month period (or since the effective date in the event six months have not accrued), it being agreed that such sum constitutes reasonable liquidated damages to be sustained by Nicor Gas by reason of such early termination.

4. Reliance on Information Provided.

Nicor Gas shall rely on the accuracy of all information provided to Nicor Gas by Supplier. Supplier shall promptly inform Nicor Gas of any incorrect data or information. Supplier shall bear the cost of correction and pay any damages arising therefrom if the correction of such data results in costs to Nicor Gas which exceed those incurred in the process of routinely receiving and preparing correct data for normal usage.

5. Uses of the Billing Services.

Supplier shall use the Billing Services in compliance with the Customer Select program and with Nicor Gas, tariff requirements, including applicable Terms and Conditions, as modified from time-to-time.

6. Modifications in the Services.

Upon giving reasonable advance notice to Supplier, Nicor Gas, at its expense, may make any modifications, changes, adjustments or enhancements to the Billing Services which it considers to be suitable or which are required by law or governmental regulation.

7. File Security, Retention and Transfer at Time of Termination.

7.1 Nicor Gas shall take all reasonable steps to ensure that access to Supplier's computerized files and records are available only to Nicor Gas and Nicor Gas, agents or contractors. Nicor Gas reserves the right, at its expense, to issue and change procedures from time-to-time to improve or protect file security.

7.2 Nicor Gas shall take all reasonable precautions to prevent the loss or alteration of Supplier's computerized files and records accessed or retained by Nicor Gas, but Nicor Gas cannot and does not guarantee or indemnify against any such loss or alteration. Accordingly, Supplier shall, at its expense, keep copies of the source documents of the information delivered to Nicor Gas and shall maintain a backup procedure for reconstruction of lost or altered Supplier's computerized files and records to the extent deemed necessary by Supplier. Nicor Gas shall promptly inform Supplier of any such lost or altered data or information and upon notice from Nicor Gas, Supplier shall retransmit all such data or information. Nicor Gas shall retain Supplier's computerized files and records in accordance with Schedule A, attached hereto, and made a part hereof.

8. Government Regulation.

- 8.1** Each party shall: a) to the extent relevant, be responsible for compliance with all applicable laws, rules, and regulations including, without limitation, the rules of any applicable national or regional Automated Clearinghouse Association (“ACH”); and, b) establish, maintain, and be responsible for error resolution procedures. The parties will cooperate with one another in the investigation and resolution of any alleged errors.
- 8.2** Supplier shall provide all required notices and disclosures to the appropriate regulatory authorities and to affected Customers concerning the initiation or termination of this Master Agreement or of Billing Services, or of any substantial changes in the Billing Services being provided to the Supplier.
- 8.3** Should a governmental agency which has regulatory authority over Supplier wish to review the Billing Services, Supplier agrees to pay Nicor Gas for all costs incurred in the preparation of data for inspection, examination or audit for such services.

9. Warranty and Limitation of Liability.

- 9.1** Nicor Gas warrants that it will exercise reasonable care in the performance of its obligations under this Master Agreement. NICOR GAS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES PROVIDED HEREUNDER. Because of the extreme difficulty of fixing actual damages for any failure of Nicor Gas to perform its obligations hereunder, or from any failure of Nicor Gas to perform any obligations imposed by law, the parties agree that Nicor Gas’ liability hereunder for any loss, shall be limited to liquidated damages in the amount of the Billing Services’ fees paid by Supplier to Nicor Gas for the two (2) calendar months immediately preceding the month in which the event occurred which gave rise to the damages. The provisions of this paragraph apply even though the loss or damage, irrespective of cause or origin, results, directly or indirectly, either from performance or nonperformance of obligations imposed by this Master Agreement.
- 9.2** IN NO EVENT WILL NICOR GAS BE RESPONSIBLE FOR (A) ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING LOST REVENUES OR PROFITS, LOSS OF BUSINESS OR LOSS OF DATA REGARDLESS OF WHETHER IT WAS ADVISED, HAD REASON TO KNOW, OR IN FACT KNEW OF THE POSSIBILITY THEREOF; OR (B) FOR ANY LOSS OR DAMAGE TO THE OTHER PARTY OR TO A CUSTOMER, DIRECT OR CONSEQUENTIAL, ARISING OUT OF OR IN ANY WAY RELATED TO ACTS OR OMISSIONS OF THIRD PARTIES INCLUDING, BUT NOT LIMITED TO, VARIOUS COURIER SERVICES, THE FEDERAL RESERVE BANK, OTHER BANKS WITH WHICH THE OTHER PARTY DEALS OR THE EMPLOYEES OR AGENTS OF SUCH BANK OR ANY FINANCIAL INSTITUTION WHICH RECEIVES OR ORIGINATES ENTRIES OR PAYS ELECTRONIC DEBITS FROM THE SUPPLIER ACCOUNTS.
- 9.3** Neither party shall be liable for any delay or other failure of performance caused by factors beyond its reasonable control, such as, but not limited to, strikes, insurrection, war, fire, acts of God, governmental acts or regulation, or acts of third parties. If, after the date of this Master Agreement, any law, regulation, or ordinance, whether federal, state, or local, becomes effective which substantially and materially alters the ability of either party to perform Billing Services hereunder, the affected party, after making a bona fide effort to

overcome the impairment, shall have the right to terminate this Master Agreement, without penalty, upon thirty (30) days written notice to the other party.

10. Indemnification.

Supplier agrees to indemnify Nicor Gas, its officers, directors, and employees from and against any and all loss, liability, cost and expense, including reasonable attorneys' fees, incurred by any one or more of them by reason of any and all claims, demands, suits or proceedings, made or brought against any one or more of them arising from or related to any act or omission of Supplier or the breach of any obligation, responsibility, warranty, or representation of the Supplier to Nicor Gas related to the operation, promotion, or use of the Billing Services pursuant to this Master Agreement.

11. Default; Termination Upon Default.

- 11.1* In the event of a material default of this Master Agreement, the non-defaulting party shall have an immediate right to terminate this Master Agreement in the event a default remains uncured for thirty (30) days after notice thereof to the defaulting party.
- 11.2* All expenses incurred by the non-defaulting party in terminating the relationship under this Master Agreement shall be borne by the defaulting party.

12. General.

- 12.1* Supplier acknowledges that it has not been induced to enter into this Master Agreement by any representation or warranty not set forth in this Master Agreement. This Master Agreement contains the entire agreement of the parties with respect to its subject matter and supersedes all existing agreements and all other oral, written or other communications between them concerning its subject matter. This Master Agreement shall not be modified in any way unless such modification is in writing and signed by both parties.
- 12.2* This Master Agreement may not be assigned by Supplier, in whole or in part, without the prior written consent of Nicor Gas, which consent shall not be unreasonably withheld or delayed. Supplier agrees to give Nicor Gas notice of any such intended assignment of its rights and obligations under this Master Agreement.
- 12.3* This Master Agreement shall be binding upon and shall inure to the benefit of Nicor Gas and Supplier and their respective successors and permitted assigns.
- 12.4* If any provision of this Master Agreement (or any portion thereof) shall be held to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remainder hereof, shall not in any way be affected or impaired thereby.
- 12.5* The headings in this Master Agreement are intended for convenience of reference and shall not affect its interpretation.
- 12.6* The individuals executing this Master Agreement on behalf of Nicor Gas and Supplier do each hereby represent and warrant that they are duly authorized by all necessary action to execute this Master Agreement on behalf of their respective principals.
- 12.7* This Master Agreement is made in the State of Illinois, and shall be construed and interpreted in accordance with the laws of the State of Illinois without regard to choice of law principles.
- 12.8* The parties do not intend the benefits of this Master Agreement to inure to any third party, and nothing contained herein shall be construed as creating any right, claim or cause of action in favor of any such third party against either of the parties hereto.
- 12.9* Nothing in this Master Agreement shall be deemed to limit: (i) the applicability of any relevant statutes of limitation or repose; or (ii) any waivers contained in this Master Agreement.

13. Notices.

Service of all notices under this Master Agreement shall be in writing and sent by either U.S. Certified Mail, return receipt requested, postage paid, addressed to the party to be served notice, or by nationally recognized overnight mail service, at the following addresses. All such notices and communications shall be effective upon receipt.

	<u>Nicor Gas</u>	<u>Supplier</u>
Name:	Nicor Gas	_____
Address:	c/o Customer Select Program 7W	_____
	P.O. Box 190	_____
	Aurora, Illinois	_____
	60563-9600	_____

14. Entire Agreement.

This Agreement constitutes the entire agreement of the parties with respect to the subject matter herein and cancels and supersedes any prior understandings and agreements of the parties with respect to such subject matter. There are no representations, warranties, terms, conditions, undertakings or collateral agreements, express, implied or statutory, between the parties other than those expressly set forth in this Agreement.

Supplier Bank Information: (To be completed by the Supplier.)

Name:	_____	Contact:	_____
Address:	_____	Account Number:	_____
Address:	_____	Routing Number:	_____

**FOR
NICOR GAS:**

Submitted By:

Name: Nicor Gas

Date Received from Supplier _____

Accepted By _____

Official Capacity

Date Accepted _____

FOR THE SUPPLIER:

Supplier _____

Accepted By _____
Please Print

Signature _____

Official Capacity

Date Accepted _____

Schedule A

Service Addendum for Billing Services

Nicor Gas and Supplier have entered into a Billing Services Agreement dated _____ (the "Master Agreement"). This Addendum further specifies the Billing Services Supplier has elected to receive. All terms capitalized but not otherwise defined herein shall have the meanings attributed to them in the Master Agreement.

1. Services.

Nicor Gas' Billing Services is comprised of Nicor Gas products, services, and support systems which enable Nicor Gas to present bills, on Supplier's behalf, to Supplier's customers who have elected to enroll in the **Customer Select** program. The Billing Services will also enable Nicor Gas to electronically deliver remittance files to Supplier.

2. Third Party Service Providers.

Each party shall be liable for the acts or omissions of employees or its third party provider ("Provider") while transmitting, receiving, storing or handling Billing Services' data, or performing related activities, for such party as though they were the party's own acts or omissions, and for purposes of the Master Agreement and this Addendum the Provider shall be deemed to be an agent of that party. Any party utilizing a Provider shall ensure that it is a contractual obligation of the Provider that no change in the data content of the Billing Services' data is made or disclosed to any unauthorized person.

3. System Operation.

Each party, at its own expense, shall provide and maintain the requisite equipment, software, services and testing necessary to effectively and reliably transmit and receive Billing Services' data in compliance with the specifications set for in the Appendix 1 hereto. Each party, at its own expense, will be responsible for retaining an emergency backup plan for its equipment, software, and services to effectively and reliably transmit and receive Billing Services' data in the event its equipment, software and/or services fails, is not in service or is otherwise inaccessible.

4. Security Procedures.

Nicor Gas reserves the right to make an emergency suspension of transmitted Billing Services' data to protect resources from illegal access or damage. Any action taken by Nicor Gas pursuant to this provision shall not constitute termination of the Master Agreement or this Addendum.

5. Garbled Transmissions.

If any transmitted Billing Services' data is received in an unintelligible or garbled form, the receiving party shall promptly notify the originating party, within one business day, (if identifiable from the received transmitted data) in a reasonable manner. The originating party shall be obligated to retransmit the Billing Services' data upon receipt of notice from Nicor Gas. Notwithstanding the above, Nicor Gas will not be liable for the consequence of unintelligible or garbled transmission, if the error is or should be in all circumstances reasonably detectable to the Supplier.

6 Nicor Gas' Obligations.

- 6.1 Customer Enrollment:** Nicor Gas will maintain the enrollment site, receive and record customer enrollments, create and maintain a database of Customers, and notify Supplier of enrollments via electronic files transmitted to Supplier. Thereafter for so long as this Master Agreement remains in effect, or until it has received instructions to the contrary from a Customer, will bill its Customer for commodity services using Nicor Gas' Billing Services.
- 6.2 Bill Preparation:** As part of service under Riders 15 and 16, Nicor Gas will provide Suppliers with Customer gas usage ("Consumption") data as such data becomes available through the normal course of providing normal utility meter reading operations. The Supplier will provide electronically to the Company its billing data in conformance with the specifications set forth in Appendix 1 hereto ("Billing Charges") within three (3) business days of receiving the Customer's Consumption data from Nicor Gas. The Supplier's Billing Charges shall consist of a maximum of three (3) charges and descriptions to appear on the Customer's regular utility bill. The descriptions to appear on the bill shall be submitted to the Company by March 15 for the upcoming program year. Changes to such descriptions will be reviewed and approved on a case by case basis. In addition to the Billing Charges, Nicor Gas shall also print the previous balance, payment received, thank you; total due, Supplier's name and phone number on the Company's bill.
- 6.3 Payment Processing:** The Company agrees to process payments received from Customers as part of the fee assessed for providing Billing Services. Processing customer payments shall mean the collection - via cash, check, money order, electronic funds transfer, or by any other means of legal tender; made by mail, in-person, electronically or through one of the Company's authorized agents; and the deposit of such payment into one of the Company's financial institutions. Any payments received from Customers along with any credit balances appearing on the Customer's Nicor Gas account shall first be applied to Nicor Gas' non-gas commodity charges which the Company will bill the Customer, with the remainder applied to satisfy the Supplier's total amount due. Any amounts in excess of satisfying Nicor Gas' and the Supplier's bills shall be applied to the Customer's Nicor Gas account as a credit for future use.
- 6.4 Remittance Deliveries:** Nicor Gas will electronically initiate payment to the Supplier as frequently as such payment data becomes available for transfer to the Supplier. Remittance of Customer's payments received by Nicor Gas will be sent via ACH to the financial institution designated by the Supplier upon completion of Nicor Gas' internal processing. In the event a remittance date falls on a bank holiday, Nicor Gas will remit Customer payments, on the next business day which is not a bank holiday.
- 6.5 Records:** Nicor Gas will maintain records of all Customer's bill presentation and payment activity in compliance with all applicable federal, state and local regulations and provide such information related thereto as the Supplier may reasonably request upon reasonable notice to Nicor Gas during normal business hours.

7. Supplier's Obligations.

- 7.1 **Processing:** Supplier will transmit accurate and timely Customer Billing Charges to Nicor Gas in conformance with the specifications set forth in Appendix 1 hereto of this Service Addendum. Supplier further agrees that upon notification from a financial institution that there are insufficient funds to settle a Customer's payment, Nicor Gas will charge back the credit given to the Customer and to the Supplier. Such charge back to the Supplier will reduce any remittance due to the Supplier from Nicor Gas. Supplier further agrees that should there be a balance outstanding for insufficient funds after such charge back to the weekly remittance, such balance will be immediately due Nicor Gas.

- 7.2 **Customer Service:** Nicor Gas will respond to Customer inquiries regarding the Billing Services provided to the Supplier on a best efforts basis. If Nicor Gas is unable to satisfy a Customer's inquiry related to Billing Services, the Company will provide the Supplier's customer service department's phone number to the Customer for discussion with a Supplier's representative. Supplier will then respond to the specific Billing Service inquiry concerning the content of the Supplier Billing Charge presented.

- 7.3 **Charges:** Supplier agrees to pay Nicor Gas \$.25 per bill issued under this Billing Services Agreement. Nicor Gas will show these charges on the Supplier's monthly bill issued in conjunction with service under Riders 15 and 16. Payment will be due at the same time payment is due for providing service under these Riders.

- 7.4 **Master Agreement:** The Master Agreement shall govern all other aspects of the parties' rights, duties, and obligations with respect to the delivery of the Services.

IN WITNESS WHEREOF, the parties have executed this Addendum as of the date first written above.

**FOR
NICOR GAS:**

FOR THE SUPPLIER:

Submitted By:

Name Nicor Gas

Supplier _____

Date Received from Supplier _____

Accepted By _____
Please Print

Accepted By _____

Signature _____

Official Capacity

Official Capacity

Date Accepted _____

Date Accepted _____

FILE FORMAT

TITLE: SUPPLIER CHARGES FILE

FILE NAME: SUPLBILL

DESCRIPTION: File contents are the Customer charges and descriptions for the Supplier.

LAYOUT:

SUPPLIER ID	NUMBER 5	
POOL ID	NUMBER 6	
* PREMSIE ID	NUMBER 10	
* ACCOUNT NUMBER	NUMBER 10	
SUPPLIER CHARGES		
* CHARGE-1	NUMBER -9,2	(see glossary for adjustments)
CHARGE-1 DESCRIPTION	ALPHA 40	
CHARGE-2	NUMBER -9,2	Optional
CHARGE-2 DESCRIPTION	ALPHA 40	Optional
CHARGE-3	NUMBER -9,2	Optional
CHARGE-3 DESCRIPTION	ALPHA 40	Optional
BILL PERIOD BEGIN DATE	NUMBER 8	
BILL PERIOD END DATE	NUMBER 8	
RECORD TYPE	ALPHA 1	
* UTILITY CONTRACT ID	NUMBER 10	
* SUPPLIER CONTRACT ID	NUMBER 10	
* BILL NUMBER	NUMBER 12	

The "Charge Description" must be the preapproved text by Nicor Gas.

Layout ID - 13
SUPLBILL
Page 2 of 2

FILE FORMAT

TRAILER:

SUPPLIER ID	NUMBER 5	
POOL ID	NUMBER 6	
* PREMISE ID	"9999999999"	(indicates trailer)
* ACCOUNT NUMBER	"9999999999"	(indicates trailer)
RECORD COUNT	NUMBER 10	
TRANSACTION TOTAL	NUMBER -12,2	(sum of CHARGE-1)

* Denotes change from prior version.

SUPLBILL 1.1
April 10, 2006

Layout ID - 14
SBACCEPT
Page 1 of 1

FILE FORMAT

TITLE: ACCEPTED SUPPLIER CHARGES FILE
FILE NAME: SBACCEPT
DESCRIPTION: File contains one record to report the number of Supplier charge file records accepted and rejected.

LAYOUT:

SUPPLIER ID	NUMBER 5
POOL ID	NUMBER 6
* PREMISE ID	"9999999999"
RECORD COUNT	NUMBER 10
RECORDS ACCEPTED	NUMBER 10
RECORDS REJECTED	NUMBER 10
RECEIVED TIME	NUMBER 6

* Denotes change from prior version.

SBACCEPT 1.1
April 10, 2006

Layout ID - 15
SBREJECT
Page 1 of 2

FILE FORMAT

TITLE: REJECTED SUPPLIER CHARGES FILE

FILE NAME: SBREJECT

DESCRIPTION: File contents are the rejected Supplier charges (SUPLBILL file) as sent by the Supplier with a reject reason added to the end of the record.

LAYOUT:

SUPPLIER ID	NUMBER 5	
POOL ID	NUMBER 6	
* PREMISE ID	NUMBER 10	
* ACCOUNT NUMBER	NUMBER 10	
SUPPLIER CHARGES		
CHARGE-1	NUMBER -9,2	
CHARGE-1 DESCRIPTION	ALPHA 40	
CHARGE-2	NUMBER -9,2	Optional
CHARGE-2 DESCRIPTION	ALPHA 40	Optional
CHARGE-3	NUMBER -9,2	Optional
CHARGE-3 DESCRIPTION	ALPHA 40	Optional
BILL PERIOD BEGIN DATE	NUMBER 8	
BILL PERIOD END DATE	NUMBER 8	
RECORD TYPE	ALPHA 1	
* UTILITY CONTRACT ID	NUMBER 10	
* SUPPLIER CONTRACT ID	NUMBER 10	
* BILL NUMBER	NUMBER 12	
RECEIVED DATE	NUMBER 8	
RECEIVED TIME	NUMBER 6	
VERIFICATION CODE	NUMBER 2	
VERIFICATION STATUS	ALPHA 30	

SBREJECT 1.1
April 10, 2006

Layout ID - 15
SBREJECT
Page 2 of 2

FILE FORMAT

TRAILER:

SUPPLIER ID	NUMBER 5	
POOL ID	NUMBER 6	
* PREMISE ID	"9999999999"	(indicates trailer)
* ACCOUNT NUMBER	"9999999999"	(indicates trailer)
RECORD COUNT	NUMBER 10	

* Denotes change from prior version.

SBREJECT 1.1
April 10, 2006

Layout ID - 22
SBACCPDTL
Page 1 of 2

FILE FORMAT

TITLE: DETAILS OF ACCEPTED SUPPLIER CHARGES FILE

FILE NAME: SBACCPDTL

DESCRIPTION: File contents are the details of accepted Supplier charges (SUPLBILL file) as sent by Supplier for billing.

LAYOUT:

SUPPLIER ID	NUMBER 5	
POOL ID	NUMBER 6	
PREMSIE ID	NUMBER 10	
ACCOUNT NUMBER	NUMBER 10	
SUPPLIER CHARGES		
CHARGE-1	NUMBER -9,2	
CHARGE-1 DESCRIPTION	ALPHA 40	
CHARGE-2	NUMBER -9,2	Optional
CHARGE-2 DESCRIPTION	ALPHA 40	Optional
CHARGE-3	NUMBER -9,2	Optional
CHARGE-3 DESCRIPTION	ALPHA 40	Optional
BILL PERIOD BEGIN DATE	NUMBER 8	
BILL PERIOD END DATE	NUMBER 8	
RECORD TYPE	ALPHA 1	
UTILITY CONTRACT ID	NUMBER 10	
SUPPLIER CONTRACT ID	NUMBER 10	
BILL NUMBER	NUMBER 12	

SBACCPDTL 1.0
April 10, 2006

Layout ID - 22
SBACCTPDTL
Page 2 of 2

FILE FORMAT

TRAILER:

SUPPLIER ID	NUMBER 5	
POOL ID	NUMBER 6	
PREMISE ID	"9999999999"	(indicates trailer)
ACCOUNT NUMBER	"9999999999"	(indicates trailer)
RECORD COUNT	NUMBER 10	
TRANSACTION TOTAL	NUMBER -12,2	(sum of CHARGE-1)

* Denotes change from prior version.

SBACCTPDTL 1.0
April 10, 2006

FILE FORMAT

TITLE: CUSTOMER ACCOUNTS RECEIVABLE (A/R) FILE

FILE NAME: CUSTPMNT

DESCRIPTION: File contents are the cash payments, cash reversals, and miscellaneous accounts receivable transactions processed against the Supplier balance due.

LAYOUT:

SUPPLIER ID	NUMBER 5
POOL ID	NUMBER 6
* PREMISE ID	NUMBER 10
* ACCOUNT NUMBER	NUMBER 10
* TRANSACTION AMOUNT	NUMBER -16,2
TRANSACTION DATE	NUMBER 8
* BALANCE DUE	NUMBER -16,2
TRANSACTION CODE	ALPHA 1

Supplier may receive multiple records per customer in a single file transmission.

TRAILER:

SUPPLIER ID	NUMBER 5	
POOL ID	NUMBER 6	
* PREMISE ID	"9999999999"	(indicates trailer)
* ACCOUNT NUMBER	"9999999999"	(indicates trailer)
RECORD COUNT	NUMBER 10	
* TRANSACTION TOTAL	NUMBER -20,2	(sum of transaction amount)
* WIRE TRANSFER TOTAL	NUMBER -20,2	(sum of "cash" transactions)
* NON-CASH TOTAL	NUMBER -20,2	

* Denotes change from prior version.

CUSTPMNT 1.2
April 10, 2006

Northern Illinois Gas Company d/b/a Nicor Gas Company
Response to: Illinois Commerce Commission
Ill.C.C. Docket No. 09-0301
DAS Eighteenth Set of Data Requests

- DAS 18.17 Q. With regard to Nicor Gas witness Dr. Ros' testimony regarding potential competition and the theory of contestable markets (Nicor Gas Exhibit 4.0, pp. 29-30),
- a. Dr. Ros states, "The economic literature recognizes that under certain conditions a firm that is the only participant in the market must still set prices at a competitive level." Is this a generally accepted economic theory or do some other economists disagree with this theory?
 - b. Dr. Ros lists one of the conditions for potential competition to yield a competitive price; in addition to absence of barriers to entry, what other conditions sufficient to generate this result?
 - c. Does the result of a price set at the competitive level only occur under these conditions or does it hold true when those conditions are relaxed.
 - d. What empirical research has been done in support of the theory of contestable markets?

- DAS 18.17 A.
- a. The theory is standard material contained and discussed in industrial organization textbooks. The theory, however, is not as accepted as traditional competition, monopoly and oligopoly theory and some economists disagree with the theory.
 - b. A contestable market requires that firms have access to the same technology, that there are zero sunk costs, and that the entry lag is less than the price adjustment lag for existing firms.
 - c. Under the theory of contestability, as these assumptions are relaxed the threat of hit and run entry plays a less important role in constraining price.
 - d. The original empirical research in support of the theory of contestable markets and the role of potential competition examined the newly deregulated U.S. airline industry:
 1. Bailey, Elizabeth E., and Panzar, John C. "The Contestability of Airline Markets during the Transition to Deregulation." *Law and Contemporary Problems* 44 (Winter 1981): 125-45.
 2. Morrison, Steven A., and Winston, Clifford. "Empirical Implications and Tests of the Contestability Hypothesis." *Journal of Law and Economics*, 30.1 (April 1987): 53-66.
 3. Morrison, Steven A. "Actual, Adjacent, and Potential Competition: Estimating the Full Effect of Southwest Airlines," *Journal of Transport Economics and Policy*, 35 (2001): 239-256.

Additional support of the theory of contestability and the role of potential competition in other markets include:

4. Hahn, Franz R. "Testing for Profitability and Contestability in Banking: Evidence from Austria." *International Review of Applied Economics*, 22.5 (September 2008): 639-653.
5. Schiff, Maurice, and Chang, Won. "Market Presence, Contestability, and the Terms-of-Trade Effects of Regional Integration." *Journal of International Economics*, 60.1 (May 2003): 161-75.

Witness: Agustin J. Ros, Ph.D.

Northern Illinois Gas Company d/b/a Nicor Gas Company
Response to: Illinois Commerce Commission
Ill.C.C. Docket No. 09-0301
DAS Third Set of Data Requests

- DAS 3.03 Q. With regard to Nicor Gas' response to DAS 2.17(e) which states that Customers not enrolled in the [GLCG] program but in need of repair services described above are charged a "non-program" fee which varies depending on the nature of service required. For the years 2006 -2009, please provide:
- a) Number and percentage of repairs performed by Nicor Gas technicians that are *not* Nicor Gas' responsibility for those customers not on GLCG.
 - b) Revenues for those repairs.
 - c) Schedule of fees for these services.
 - d) Are those revenues Nicor Gas' revenues or Nicor Services' revenues?
 - e) Are these repairs performed on behalf of Nicor Gas or Nicor Services?
 - f) Does Nicor Gas advertise to or otherwise inform its customers that it performs these types of repairs?
 - g) Is there a tariff reference where these repairs and the "non-program" fees are discussed?
 - h) Number and percentage of repairs performed by Nicor Gas technicians that *are* Nicor Gas' responsibility?

- DAS 3.03 A. **CORRECTED RESPONSE:**
- a) See Corrected Exhibit 1 for the number and percentage of repairs performed by Nicor Gas technicians that are *not* Nicor Gas' responsibility for those customers not on GLCG for the years 2006 -2009.
 - b) Also, see Corrected Exhibit 1 for the related revenues from those customer repairs.
 - c) See Exhibit 2 for the Standard Practice, Customer Care 1, which is the basis for the schedule of fees for these customer repair services for the years 2006 -2009. Updated charges under Standard Practice, Customer Care 1, became effective February 4, 2010.
 - d) These customer repair amounts are Nicor Gas' revenues that are credits to the related operating expense.
 - e) These repairs are not performed on behalf of Nicor Services.
 - f) The customer is informed at the time of the field visit that either Nicor Gas or a qualified contractor may be hired to make a repair.
 - g) There is no tariff reference relating to these customer repair services.
 - h) None. Nicor Gas is not responsible for repairing customer piping or equipment.

Witness: Gerald P. O'Connor

Northern Illinois Gas Company d/b/a Nicor Gas Company
Response to: Illinois Commerce Commission
Ill.C.C. Docket No. 09-0301
DAS Third Set of Data Requests

CORRECTED
DAS 3.03
EXHIBIT 1

Customer Piping Repairs History-DAS 2.17(e) Follow Up
Questions (a.) & (b.)

Customer Piping Repairs (a.) (b.)

	Non-Gas Line Comfort Guard Repairs	% of Total Customer Piping Repairs	Non-Gas Line Comfort Guard Revenue
2006	2,242	44%	\$105,481 (1)
2007	8,038	47%	\$386,376
2008	5,981	41%	\$279,027
2009	4,507	38%	\$212,054

(1) Represents partial year of field orders due to implementation of new system

Source: Field order system (Advantex) datafile

Northern Illinois Gas Company d/b/a Nicor Gas Company
Response to: Illinois Commerce Commission
Ill.C.C. Docket No. 09-0301
DAS Sixteenth Set of Data Requests

DAS 16.03 Q. With regard to Nicor Gas' Standard Practice Customer Care Service-1 ("SPCCS-1"),

- a. When did SPCCS-1 start?
- b. Were similar services in effect prior to 2006?
- c. What measures has Nicor Gas taken to inform its customers of the Gas Leak repair service (Supplement 4) and General Gas Appliance Service (Supplement 5)?

DAS 16.03 A. With regard to Nicor Gas' Standard Practice Customer Care Service-1 ("SPCCS-1"),

- a. Nicor Gas has had a policy in place in one form or another since the Company began operations.
- b. Yes.
- c. Nicor Gas informs affected customers of the services referenced in Supplements 4 and 5 at the time we are contacted regarding a gas odor, gas leak or appliance connector.

Witness: Gerald P. O'Connor

Nicor Gas CC&B Training
Trouble Orders: Participant Guide



Trouble Orders
Participant Guide

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

LESSON 1: Creating Trouble Field Activities

Lesson Objectives

- Create a trouble order field activity.
- Verify that a trouble order field activity is pending.
- Explain the correct procedure for issuing a trouble order field activity.

Trouble Order Field Activity

A trouble order is the type of field activity scheduled when a customer reports the smell of natural gas. These orders have set time frames that Nicor Gas must respond within.

Gas leak and emergency field activities are of the utmost importance and should be handled with the greatest speed and care. Not issuing a leak order when there is a possibility that the customer has a problem is a serious offense. One good tip to remember: ***When in doubt, send them out!***

Information provided to customers

Customers are instructed to contact us if they smell natural gas. Typically a customer smells gas when they are working in their yard, walking into a room in their home or when an appliance is in use. When a customer contacts us to report a gas leak, we consider it a trouble order field activity. Trouble orders must be responded to within certain guidelines and a field activity is required to be issued if a customer states that they smell gas.

A customer should call us immediately if:



They smell natural gas (exception: a faint odor near an appliance that goes away after the pilot is lit).



They hear natural gas leaking (hissing sound).



Their gas service is suddenly interrupted.

Smell: We add a distinctive odor to natural gas as a way to alert you to a gas leak. To help you recognize this odor – which many people equate to that of rotten eggs – we have created a scratch and sniff sample.

A faint gas odor near an appliance may indicate that the pilot light has gone out. If the appliance has a pilot light and the odor persists after relighting, exit immediately, leaving doors and windows open as you exit. Do not open windows if they're not already open. Do not use your telephone or cell phone, operate any

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

appliance, light a match or turn light switches on or off. Call Nicor Gas from a neighboring location.

Sound: If you hear a blowing or hissing sound coming from a building that uses natural gas, exit immediately, leaving doors and windows open as you exit. Do not open windows if they're not already open. Do not use your telephone or cell phone, operate any appliance, light a match or turn light switches on or off. Call Nicor Gas from a neighboring location.

Sight: If you see discolored vegetation, blowing dirt or bubbling water in the area of a buried natural gas pipeline, this could indicate a natural gas leak. Call Nicor Gas or your local fire department and keep people away from the suspect area.

Responding to the Call

When we receive a call from a customer stating they smell gas:

All gas leak and emergency calls will be accepted and scheduled immediately.

- Be sure that the customers will stay near the home because the detection and repair of gas leaks is of the utmost importance for customer safety. If the customer is not at home, determine if there is someone who is able to meet us there and give us access to the premise.
- For businesses or apartment buildings with master meters, get the name and telephone number of the person that the field employee is to see and add as instructions to the order.
- If a customer requests that we delay scheduling the call immediately, every effort will be made to explain the importance of making arrangements to gain entrance ASAP.
- If the customer continues to resist or says to forget the call, we should respond that "We are obligated to schedule the call. If our field employee is unable to gain entrance, the gas service may be shut off from the outside." Make sure to enter a phone number for the contact person and a number where the customer can be reached before issuing the call. In all cases, schedule the call.
- In no case should we tell customers to call back when they get home.
- In no case should we add instructions, which imply that a call should be put off until later, such as, "Customer will be home at 4:30 p.m."
- In no case should customers be instructed to put an object in the regulator vent to free ice when poor pressure or no gas is reported.

General Guidelines

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

These guidelines will help you with the scheduling of the majority of Trouble Field Activities.

1. If such conditions exist and a strong odor is present, instruct the caller to evacuate the building and call the Fire Department from a nearby telephone.
2. When a call is received concerning an explosion, personal injury, or fire, you must notify a supervisor or dispatcher immediately by placing calls to both.
3. On outside trouble orders, enter information as to where the odor is located, "e.g. front yard, back yard, parkway, etc."
4. If you receive a second call regarding an emergency condition, confirm the field activity has been issued, take any new or additional information and update the order. Adhere to your normal business process regarding notifying dispatching and/or a supervisor.
Example: "Fire dept standing by" or "Second call strong odor", etc. Call dispatcher to confirm message was received and service person is en route.
5. When issuing an emergency gas field activity, please do not add, "ring the doorbell" in the instructions to the service person. Remember, we don't advise the customer to do anything that uses electric current because it could result in a tragic situation.

Information to Gather

Certain information is required on all Trouble Order field activities. This information allows the technician to find the premise and person calling in the trouble order field activity more quickly. Finding the individual who called in the leak or emergency is one of the field technician's greatest challenges. This is usually not a problem with a single family home. It does get more difficult if the caller either lives in or is calling with a problem in a multi-family unit or from a master meter premise. The following information is required:

- Contact person's name.
- Contact person's phone number.
- Contact person's unit number, if applicable.
- Request the nearest cross street for the premise. This is very useful tool when you are working in unfamiliar growth areas. It can at least put the service person in the general area.
- Anything else that would assist us in finding the caller as quickly as possible.

Creating a Trouble Order Field Activity

1. Access the customer
2. Obtain name and phone number of caller
3. Verify that a trouble field activity has not already been issued
4. Click on a Premise context menu

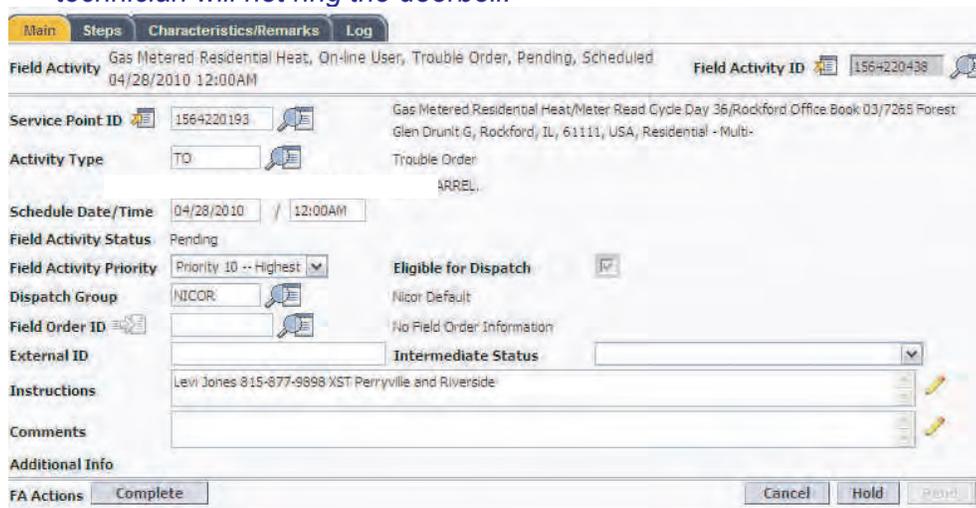
Nicor Gas CC&B Training

Trouble Orders: Participant Guide

Go To Premise
Go To Appointment
Go To Control Central
Go To Field Activity 
Go To Group Premise FAs
Go To Meter/Item Search
Go To Order 
Go To Premise Replicator
Go To Service Point 
Go To Recommended Phone Numbers
Go To Billing Transcript WEB Page

5. Click on Field Activity +
6. Ask the customer if someone is home
7. Select the Trouble Order Field Activity type
8. Type in the today's date or double click and select from the calendar. The time will default to 12:00am.
9. In the instructions, add in the required information for the technician responding to the emergency call:
 - a. Caller's name or person who will meet us at the premise
 - b. Phone number for the contact person
 - c. Enter cross streets
 - d. GLCG Accepted if customer agrees to GLCG during call. (This will be discussed later in the lesson.)
 - e. Read the following script to the customer.

"For your safety, please do not use your telephone or cell phone, operate any appliance, light a match or turn light switches on or off. If the odor is strong, please exit immediately, leaving the door open behind you. Do not open any windows if they are not already open. A Nicor technician will arrive within an hour. Please watch for the Nicor truck since the technician will not ring the doorbell."



Main Steps Characteristics/Remarks Log

Field Activity Gas Metered Residential Heat, On-line User, Trouble Order, Pending, Scheduled 04/28/2010 12:00AM Field Activity ID 1564220438

Service Point ID 1564220193 Gas Metered Residential Heat/Meter Read Cycle Day 36/Rockford Office Book 03/7268 Forest Glen Drunit G, Rockford, IL, 61111, USA, Residential - Multi-

Activity Type TRO Trouble Order

Schedule Date/Time 04/28/2010 / 12:00AM

Field Activity Status Pending

Field Activity Priority Priority 10 -- Highest Eligible for Dispatch

Dispatch Group NICOR Nicor Default

Field Order ID No Field Order Information

External ID Intermediate Status

Instructions Levi Jones 815-877-9898 XST Perryville and Riverside

Comments

Additional Info

FA Actions Complete Cancel Hold Print

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

10. Click on the Characteristics/Remarks tab. The Characteristic Type of 'Location' should display in the Characteristics grid.

Characteristic Type	Characteristic Value
TOLOCATE	Location

11. Click on the search button in the Characteristic Value column.
12. Select the appropriate characteristic from the drop down list.
13. Click the Save button.
14. If the customer does not have GLCG and qualifies for the program, you should offer GLCG.

In all cases, our priority is issuing the trouble order. So if the customer would like to discuss the program, make sure you save the trouble order so a technician is dispatched while you discuss the program. You can always update the order at a later time, if needed.

Use the following scripting:

"While I complete this order for our technician, I also see that your account is eligible for other products and services offered by our affiliate company, Nicor Services. Can I give you more information about the options available to you?"

If the customer would like to hear more information:

"Mr./Mrs. ____, your account is eligible for our Gas Line Comfort Guard program. As you probably know, Nicor Gas is responsible for repairing most gas leaks outside of your home. Homeowners are responsible for repairing any gas leaks that occur inside the home. However, with Gas Line Comfort Guard a Nicor Gas technician will repair a leak on any exposed interior piping, replace faulty appliance connectors or shut off valves. The monthly charge is \$4.95, which would be added to your gas bill. Would you like to enroll in this leak protection program?"

After issuing any Trouble Order, it is important that you add a Customer Contact to the account by using the method outlined below. This is to ensure that you do not miss issuing a Trouble Order.

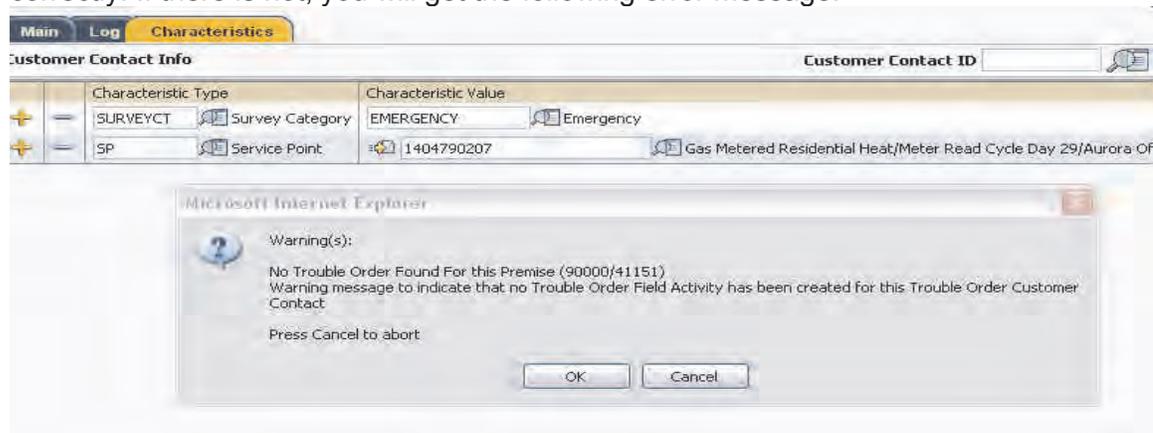
1. Copy the information entered in the FA
2. Click on the Person context menu button.
3. In the context menu, click Go to Customer Contact +
4. Select the category of **"Fieldwork"** from the Contact Class drop down box.

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

5. Click the Search button to open the Customer Contact Type Search dialog box. Select the Contact Type of “**Trouble Order**”.
6. Paste the information from the FA in the Comments box.
7. Click on the Characteristics tab.
8. Click the Search button to open the Service Point Search dialog box. Enter the Premise ID number in the Premise ID field and hit “Enter”.
9. Click the Save button.

When you click save, CC&B will check the Service Point to see if there is a Pending Trouble Order Field Activity. If there is, the Customer Contact will save correctly. If there is not, you will get the following error message:



This means that you have not saved a Trouble Order for the account. Make sure that you save the Trouble Order Field Activity, and then create the Customer Contact.

Note: An appointment is not booked for a trouble order field activity. If the Appointment page is accessed, the trouble order field activity will not display in the page.

Appliances

If a customer smells gas at an appliance only when it is in use, instruct them not to use the appliance and contact a local contractor to make any necessary repairs to the appliance.

If the customer is not able to determine if the odor is only when the appliance is in use, issue a trouble order.

Circumstances may warrant instructing a customer to turn off an appliance, but in no case, should this be done as an excuse to delay scheduling the leak call immediately.

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

If the customer states they have a cut line for a barbecue grill and yard light, it is scheduled as a Trouble Order field activity for the appliance, not a hit main or service. The lines for barbecue grills and yard lights are customer owned.

More than One Leak

Occasionally, a customer contacts us regarding the smell of gas in two locations. When a customer gives us that information, document the second location in the instructions. If one leak is outside and one inside, create the order for the inside leak and note the outside odor.

1. If the customer has more than one leak at the same address, issue only one field activity and enter the following information: "Another leak at range."
2. If the customer has a leak on the outside and also smells gas on the inside of the home, schedule the trouble field activity for the inside. Include in the comments "also smells gas outside."

Hit Main or Service

At times our mains or service lines are hit by either a customer or contractor. When this happens, additional information needs to be requested from the caller.

- On Hit Service or Main trouble orders, please add any additional information you can get from the caller.
 - How and who hit the service.
 - Name and phone number of contractor.
 - Whether or not gas blowing.
 - The J.U.L.I.E. dig number if available. The key words here are "IF AVAILABLE." The caller may not be the excavator or may not have the J.U.L.I.E. ticket handy. We don't want to slow down the process of getting people to the site to make it safe for a dig number. However, if it is available, it makes the paperwork easier for determining fault and possible claims.
- Cut *BBQ grills* and *yard light lines* are not Hit Service or Main trouble orders. Use the appropriate characteristic of Barbecue Grill or Yard Light and add in comments "Cut Lines."

No Gas

Occasionally, a customer will contact us saying none of their gas appliances are working.

If one appliance is not working, refer the customer to a contractor. If none of the customer's appliances are working, check the Service Point to see if the meter should be on or off.

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

If the Service Point shows connected and the customer states they do not have gas to any appliance, issue a Trouble Order No Gas.

If the Service Point shows disconnected, check the FA history to see why we turned the gas off. If the Service Point Source Status shows disconnected, the gas **should be** off at the location. There is no need to issue a Trouble Order – No Gas Field Activity.

Stolen Meters

When a customer states that their meter has been stolen please issue a Trouble Order- No Gas Field Activity.

If the customer does not have any gas to the premise and there is no gas leaking at the meter set, issue a **Trouble Order No Gas Field Activity**. If the customer's meter has been stolen and gas is leaking where the meter set was, issue a Trouble Order with the Characteristic of Meter Set.

Can't Find Trouble Order Field Activity

To issue a Trouble Order when a premise cannot be located, a "Can't Find" is used. A Can't Find premise has been created for each town we service and can be found by typing 'Can't Find' in the address field and the specific town in the city field of Control Central search. Before creating a field activity on a Can't Find Premise in CC&B, attempt to locate the actual premise first.

Make sure to get as much information as you can from the person calling in the trouble order.

To schedule a Can't Find Trouble Order field activity, follow the steps below:

1. Enter "Can't Find" in the address field on Control Central – Search.
2. Enter in the correct service town in the City field on Control Central Search.
3. Press Enter or click on the binoculars.



The screenshot shows a software interface with a navigation bar at the top containing tabs: Main, Account Information, Customer Information, Account Tree, Premise Tree, Bill/Payment Tree, and Pay Plan Tree. Below the navigation bar, there are input fields for 'Name', 'Address', 'City', and 'Postal'. The 'Address' field contains the text 'Can't Find', the 'City' field contains 'Rockford', and the 'Postal' field is empty. There are also some icons and a search button visible.

4. Select a Can't Find address.
5. Schedule a Field Activity using the steps outlined for scheduling an FA.
6. From the Characteristics tab, click the "+" sign to add additional characteristics.
7. You should add the following characteristics to the field activity:
 - a. Caller Name
 - b. Non-locatable Address
 - c. Caller Phone

Nicor Gas CC&B Training
Trouble Orders: Participant Guide

d. Cross streets or landmarks

By adding this information when creating the field activity, it will display the Non-locatable address to the dispatcher in Advantex, rather than Can't Find. It will also give the caller's name and phone number in case further information is needed.

Chicago Can't Find

We provide gas service to a small portion of Chicago - approximately 500 to 600 premises. The appropriate premise needs to be selected in order for the correct town code to be sent with the trouble order. Providing the town code will ensure that the trouble order gets to the right area as quickly as possible.

These Can't Finds should be completed as follows:

1. Enter address as "Can't Find" and City as "Chicago":



2. Select the appropriate premise - ask the caller which city the location is closest to:
 - a. Premise ID 5249572818 – Near Alsip (South Chicago)
 - b. Premise ID 5342200402 – Near Niles/Skokie (North of I90)
 - c. Premise ID 6554872322 – Near Norridge/O'Hare (South of I90)

You will have to scroll down a little bit to see all 3 Premise ID options

Premise	Person/Account	Premise Type
Can't Find, Chicago, IL, 60601, USA, Commercial, 5249572818	(Main customer - Acct. 6750280635)	Commercial
Can't Find, Chicago, IL, 60601, USA, Commercial, 5249572818	Meijer Conv Store (Main customer - Acct. 5717453381)	Commercial
Can't Find, Chicago, IL, 60601, USA, Commercial, 5249572818	Pezzella, Luigi (Main customer - Acct. 5153401558)	Commercial
Can't Find, Chicago, IL, 60601, USA, Commercial, 5249572818	Rock Builders Inc. (Main customer - Acct. 8521950117)	Commercial
Can't Find, Chicago, IL, 60601, USA, Commercial, 5249572818	Bill to phone: 999-999-9999 Acct. 4536702144)	Commercial
Can't Find, Chicago, IL, 60631, USA, Commercial, 5342200402		Commercial
Can't Find, Chicago, IL, 60656, USA, Commercial, 6554872322		Commercial
Can't Find, Chicago Heights, IL, 60411, USA, Commercial, 1424116677	anda, Jose C (Main customer - Acct. 0011263775)	Commercial

3. Create the Trouble Order Field Activity as you normally would – using Field Activity +

Canceling a Trouble Order Field Activity

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

A customer may call back to say that they want to cancel the Trouble Order. We consider all smells of gas an emergency and we do not cancel the FA. Explain to the customer that we will still come to the home for safety reasons.

Made Safe Trouble Field Activity

In the event the gas service was shut off from the outside, due to the customer not being able to meet us at the premise on a trouble order; the trouble order will show as canceled. When the customer calls back to let Nicor Gas know that someone is now at the premise follow the guideline below.

1. Create the FA type *Made Safe* (TO-MS) gas leak with a schedule date of tomorrow. This FA does require a characteristic to be entered with the location of the gas leak made safe.
2. Copy the Instructions from the original Trouble Order and paste them into the TO-MS Instructions box
3. Force the appointment for the field activity for the same day, using the nearest four hour window. **Do not create your own appointment window.** Use only the system default windows (8:00 AM – 12:00 PM, 12:00 PM – 4:00 PM or 4:00 PM – 8:00 PM).
4. Advise the customer that we will respond to the request within two hours.

Blue Tags

When we perform work and it is necessary to turn off the gas at a customer's home or business, a blue tag is left on the door that reads:

Dear Customer:

Your gas service had to be temporarily disconnected while we worked on our facilities. We are sorry for any inconvenience this may cause.

If you will call our Customer Contact Center at the number shown below, your service will be restored as quickly as possible.

Please note that a responsible adult must be present when your service is restored.

Thank you for your cooperation.

When the customer calls back to let us know that someone is now at the premise, follow the guidelines below:

1. Create the FA type Turn On - Company Work (TON-COMP) with a schedule date of today. No appointment is needed.
2. Advise the customer that we will respond to the request within two hours.

If a customer says they can turn their own gas back on we should advise the customer that they should have a qualified contractor or plumber turn the meter on and re-light the pilot lights on the customer's appliances. **Under no**

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

circumstances should a CSR provide a customer instruction on how to turn on a meter or re-light a pilot light.

Gas Line Comfort Guard (GLCG)

When a customer contacts us about smelling gas on their premise, you should look for the GLCG alert to determine if the customer has signed up for Gas Line Comfort Guard. If they have not signed up for GLCG, then you should offer information about the program and ask the customer if they are interested in signing up. Make sure presenting this information does not delay issuing the trouble order. **Trouble orders are always our first priority!**

Homeowners are responsible for repairing any gas leaks that occur *inside* the home. With Gas Line Comfort Guard a Nicor Gas technician will repair a leak on any exposed interior piping, replace faulty appliance connectors or shut off valves. The monthly charge is \$4.95, which would be added to the customer's gas bill.

The screenshot shows the Nicor Gas Customer Care & Billing system interface. The top navigation bar includes 'SPL Customer Care & Billing V1.5.10.3' and 'Field Order - Field Activity'. Below this is a toolbar with various icons. The main content area has tabs for 'Main', 'Steps', 'Characteristics', 'Remarks', and 'Log'. The 'Characteristics' tab is active, displaying a table with the following data:

Characteristic Type	Characteristic Value
NEW GLCG	Y

The table also includes a column for 'GLCG SA added after FA sent to MDSI' with a value of 'Yes'. The background of the interface shows details for a 'Field Activity' and 'Service Point'.

If they enroll in GLCG make sure it is added as a characteristic on the Trouble Order field activity.

Services Charges for Gas Line Comfort Guard

We do not cancel service charges billed by our technicians for customers who have GLCG. Instead, please do the following.

1. Verify that the customer had an active GLCG service agreement on the date the service charge was incurred.
2. Next, go to the field activity that the charges were applied to.
3. Look for comments from the field for any indication that the charges were not covered under the GLCG contract.

Nicor Gas CC&B Training
Trouble Orders: Participant Guide

4. If the charges should have been covered, fill out a General Purpose Document (GPD) as shown below.
5. Explain to the customer that the adjustment will show on their account in 3 to 5 days.
6. Enter the customer's Account ID, Name, Address and Town in Part 1

Nicor Gas GENERAL PURPOSE DOCUMENT 7151 5-06				FOR BILLING QUALITY ASSURANCE USE ONLY		
RECORD / DISCOUNT CLASS CHANGES				RUN/FILE NO. [REDACTED]		
PART I	<input checked="" type="checkbox"/>	1	NO MUNI	CODE ACCOUNT NOT SUBJECT TO MUNICIPAL TAX	CUSTOMER ID NO.	1234567890
	<input type="checkbox"/>	2	MO BILL	MONTHLY BILLING CUSTOMER	NAME	Doe, John
	<input type="checkbox"/>	3	SEASUSER	SEASONAL USER	ADDRESS	123 Main St
	<input type="checkbox"/>	4	DO NOT EST	DO NOT ESTIMATE. SEND DIAL CARD	TOWN	Anytown
	<input type="checkbox"/>	5	AX SPC HT	AUXILIARY SPACE HEAT CUSTOMER	<input type="checkbox"/> 19	FOREIGN MAIL ADDRESS
	<input type="checkbox"/>	6	HEAT ONLY	HEAT USE ONLY	<input type="checkbox"/> 20	RESET LATE PAY COUNTER
	<input type="checkbox"/>	7	ZERO USER	ZERO USAGE NORMAL FOR THIS CUSTOMER	<input type="checkbox"/> 21	MIS. SINCE LAST CU. READ
	<input type="checkbox"/>	8	SPEC HNDL	SPECIAL HANDLING - PERMANENT	<input type="checkbox"/> 18	MISCELLANEOUS
	<input type="checkbox"/>	9	LATE DEF	WAVE LATE PAY DUE TO DEFERRED PAYMENT PLAN		
	<input type="checkbox"/>	10	SNOW	SNOWBIRD		
	<input type="checkbox"/>	11	FIX 20TH	FIXED DUE DATE - 20TH MONTH (CODE 1)		
	<input type="checkbox"/>	12	46 DAYS	EXTENDED DUE DATE - 46 DAYS (CODE 2)		
	<input type="checkbox"/>	13	GOV	U.S. GOVERNMENT ACCOUNT - NO TAX - 46 DAYS (CODE 3)		
	<input type="checkbox"/>	14	FIX 10TH	FIXED DUE DATE - 10TH MONTH - WE CARE (CODE 4)		
	<input type="checkbox"/>	15	FIX TEMP	FIXED DUE DATE - 10TH MONTH - WE CAN HELP (6 BILLS ONLY) (CODE 5)		
	<input type="checkbox"/>	16	PREF DUE	PREFERRED DUE DATE - ADDITIONAL 10 DAYS (CODE 6)		
	<input type="checkbox"/>	17	GER DCL	REGULAR DISCOUNT CLASS		

7. In Part III, enter the Account ID, the amount of the service charge, the field activity ID number, an explanation that the customer has GLCG and that the charge is in error.

CREDIT ADJUSTMENT						
PART III	<input checked="" type="checkbox"/>	30	CR CUST	CREDIT CUSTOMER ACCOUNT	CUSTOMER ID NO.	1234567890
	<input type="checkbox"/>	31	LATE ADJ	WAVE LATE PAY CHARGE	AMOUNT	\$42.00
	<input type="checkbox"/>	32	SHARING CR	CREDIT ACCOUNT FOR SHARING	Customer has GLCG-charged service charge in error - FA ID 12345678946	
	<input type="checkbox"/>	33	NSF ADJ	WAVE NSF CHECK CHARGE		
	<input type="checkbox"/>	34	MISC MADJ	MISCELLANEOUS MONEY ADJUSTMENT		

8. At the bottom of the form, enter your name, operator number and the current date.

PREPARED BY/ OPERATOR NO. Your Name and Operator #	APPROVED BY [REDACTED]	DATE Current Date	Route to Billing Quality Assurance - 5 East
---	---------------------------	----------------------	--

9. Place the completed form in your out mail box for pick up at the end of the day.
 - a. Be sure to include a note in your customer contact that the GPD was submitted to credit the customer's account.
 - b. Provide the dollar amount, the date of the service charge and the field activity ID number.

If there was no valid contract or the charges were not covered, please explain this to the customer. Any disputes about charges not covered should be referred to Nicor Services at 800-373-1100.

Carbon Monoxide (CO) Call

Customer safety is our top concern. In fact, it's because of this concern for safety that we implemented our CO response policy. We are not in the position to provide medical care nor are we in the business of repairing appliances.

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

We have found that needed medical assistance was delayed because we were contacted first. Also, if improper combustion of a natural gas appliance was found to be the source of CO, we cannot repair the appliance; rather, we recommend they have repairs made by a contractor, thus delaying necessary repairs to customers' equipment.

Transfer any calls regarding Carbon Monoxide to the Fire Department. To access Fire Department information follow the steps below.

1. Click on the Premise Context menu.
2. Click on Recommended Phone Numbers. The page will open with information displayed.

If no Fire Department is available, there is a characteristic of CO Leak for a Trouble Order Field Activity.

Tips to Recognize Symptoms of Carbon Monoxide Poisoning

Carbon monoxide (CO) is odorless, colorless, and tasteless. It's produced when any fossil fuel, including natural gas, is burned. When fossil fuels do not burn properly, CO can build up and cause sickness – even death.

Recognize the symptoms of CO poisoning:

- Dizziness, nausea, headache and coughing
- Irregular heartbeat
- Pale skin with cherry red lips and ear tips

Know what to do if you suspect CO poisoning:

- Get fresh air and stay outside.
- Call 911 or the local fire department.

Safety measures:

- Never heat your home with your gas range or oven.
- Never burn charcoal inside your home or garage.
- Always open the chimney flue when you use your fireplace.
- Never run a combustion engine, such as your car, lawn mower or snow blower, in enclosed areas.

Install a CO detector:

- Install a CO detector near all bedrooms in the house.
- Do not install a detector near your kitchen or garage or in a room with a furnace.
- If your detector goes off and you feel ill, leave the house and call 911 or the local fire department.
- If you do not feel ill, push your detector's reset button.
- If the alarm goes off again after a few minutes, open the windows, leave the house and call 911 or the local fire department.

Nicor Gas CC&B Training
Trouble Orders: Participant Guide

Carbon Monoxide Detectors

The Field Operations Department offers carbon monoxide detectors to customers. The cost for the KIDDE NIGHTHAWK ALARM is \$46.96. If the customer chooses to purchase this detector, this charge will appear on the customers' next bill as a material charge. Field Operations technicians will offer it to the customer when they are at a residence for any sort of job that results in customer interaction.

If a customer calls you because they want to return a Carbon Monoxide Detector sold to them by our Operations Department, tell them an Operations Supervisor will contact them within 48-72 hours. **Do not attempt to credit their account.** Issue a To Do (Contact Class: Supervisor, Contact Type: Supervisor Complaint, Characteristic: Operations) and include the customer's name, premise address, and contact phone number in the comments.

If you receive a phone call from a customer wanting to purchase a carbon monoxide detector, please direct them to www.nicor.com.

CC&B/Advantex Outage

In the event Advantex is down, the field activity is created on paper. There is a standard document to be completed that will request all the information needed. See form below.

Account Number		
Home Phone		Work Phone
Address		Apt Town
Name		Meter No. Meter Loc
COMPLETE LOWER PORTION AFTER ISSUING EMERGENCY ORDER		
Remarks		
Work Code	Date/Time	Ticket
Caller's Name		Operator
Dispatched by	Date Dispatched	Time Dispatched

Please fill in all appropriate fields before giving the ticket to a runner. The runner will take the ticket to dispatch. Blue tickets are for Trouble Orders and white tickets are for same day orders, i.e. Blue Tags.

Fill out the form completely. The dispatcher will complete the last row of information.

When Advantex is down, raise the completed form and it will be picked up by a runner and taken to a dispatcher.

Nicor Gas CC&B Training

Trouble Orders: Participant Guide

Lesson Notes

Key points to remember are:

- If a customer states they are smelling natural gas a Trouble Order field activity should be scheduled.
- Under no circumstances should the field activity be delayed.
- When scheduling a Trouble Order field activity a characteristic must be added on the Characteristic/Remarks tab to let the technician know where to look for the gas leak.
- Request the caller's name, phone number, cross street when scheduling the Trouble Order field activity.