

**SGA 2002 UTILIZATION SURVEY**

	Company	Company	Company	Company	Company	Company
	A	B	C	D	E	F
<b>ITEMS OF UTILIZATION INTEREST</b>						
Field Emergency Response		X		X	X	X
Field Mobile Data Terminals	X	X		X	X	X
Field Collection Policy		X			X	
Field Appliance Service Charges		X				
Field Soft Close Procedure	X	X			X	X
Other						
<b>GENERAL QUESTIONS</b>						
A1. Number of customers (thousands)	136,000	300	426.7	406,976	1,700,000	238
<b>FIELD EMERGENCY RESPONSE</b>						
B1. Number of emergency calls per year:		12,000	18433	17,704 (2001)	67,000	13,837
B2. Average response time for emergency calls (min):		8	16 - 30	8 in field	33	58
B3. What is your company's _arget response time? (min):	60	0	16 - 30	30 or less	95% within 60 min	60
B4. Who is the first responder to emergency calls?	Service Techs	Service Techs	Service Techs	Svc Tech III	Field Customer Svc.	Gas Svc Mech.
B5. What calls are considered an emergency?						
CO	X		X	X	X	
Explosion	X		X	X	X	X
Fire	X		X	X	X	X
Gas Leak - Inside	X		X	X	X	X
Gas Leak - Outside	X		X	X	X	X
Gas Odor Outside - Undetermined Location Source	X		X	X	X	X
No Heat			X			
Poor Pressure - No Gas			X			
Regulator Noise						
Repairs - Appliance Service						
Third Party Damages	X		X		X	X
High Pressure - Overpressure	X		X	X	X	X
B6. Does Dispatcher determine who the first responder is?	Yes		Yes	No	Yes	Yes
B7. Average time for Dispatcher to dispatch emergency order (min):	3 to 5		1 to 10	10	5	40
<b>FIELD MOBILE DATA TERMINALS</b>						
C1. How are service orders assigned to Field Service Representatives?						
In office, get service orders in the morning	X					
Radio Dispatch in the morning & during the day						
Modem/Electronic dispatch at home in the morning						
Mobile data terminals (portable or mounted in vehicle)			X	X	X	X
C2. What percent of service orders that are sent to the field are worked each day?	98%		90%	100%	98%	98%

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	Company	Company	Company	Company	Company	Company
	F	G	H	I	J	K
<b>ITEMS OF UTILIZATION INTEREST</b>						
Field Emergency Response	X		X	X	X	
Field Mobile Data Terminals			X	X	X	
Field Collection Policy			X	X		
Field Appliance Service Charges			X	X		
Field Soft Close Procedure			X	X	X	
Other				see attachment		
<b>GENERAL QUESTIONS</b>						
A1. Number of customers (thousands)	250,000	500,000	80,000	996,177	160,000	
<b>FIELD EMERGENCY RESPONSE</b>						
B1. Number of emergency calls per year:	12,500	19,000 link calls only	700	18,780	10,332	
B2. Average response time for emergency calls (min):	35	27.36	Less than 15	15-20	53.63	
B3. What is your company's _arget response time? (min):	20	30	None	10	under 60	
B4. Who is the first responder to emergency calls?	Service Tech	Svc/Specialty person	Svc/Construct. Tech	Gas troublemen	Gas serviceman	
B5. What calls are considered an emergency?						
CO	X	X	X	X		
Explosion	X	X	X	X	X	
Fire	X	X	X	X	X	
Gas Leak - Inside	X	X	X	X	X	
Gas Leak - Outside		X	X	X	X	
Gas Odor Outside - Undetermined Location Source		X	X		X	
No Heat						
Poor Pressure - No Gas	X	X	X			
Regulator Noise						
Repairs - Appliance Service						
Third Party Damages	X	X	X	X	X	
High Pressure - Overpressure	X	X	X			
B6. Does Dispatcher determine who the first responder is?	No	Yes	Yes	Yes	Yes	
B7. Average time for Dispatcher to dispatch emergency order (min):	8	4.56	Less than 1	1 to 2	10.9	
<b>FIELD MOBILE DATA TERMINALS</b>						
C1. How are service orders assigned to Field Service Representatives?						
In office, get service orders in the morning			X			
Radio Dispatch in the morning & during the day			X			
Modem/Electronic dispatch at home in the morning		X				
Mobile data terminals (portable or mounted in vehicle)	X	X	X	X	X	
C2. What percent of service orders that are sent to the field are worked each day?	95%	95%	Greater than 95%	99%	90%	

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	<b>Company</b>	<b>Company</b>	<b>Company</b>	<b>Company</b>	<b>Company</b>
	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>
<b>ITEMS OF UTILIZATION INTEREST</b>					
Field Emergency Response		X	X		X
Field Mobile Data Terminals		X	X	X	
Field Collection Policy		X	X	X	X
Field Appliance Service Charges		X	X		X
Field Soft Close Procedure		X	X	X	
Other			Stand-by		
<b>GENERAL QUESTIONS</b>					
A1. Number of customers (thousands)	8.4	806,226	32,000	65	16,000+
<b>FIELD EMERGENCY RESPONSE</b>					
B1. Number of emergency calls per year:	160	75,733	2235		1,186
B2. Average response time for emergency calls (min):	7	28	30	30	14-24
B3. What is your company's _arget response time? (min):	Less than 10	30	Less than 60	60	ASAP but within 30
B4. Who is the first responder to emergency calls?	The closest unit	Field Svc. Rep.	Operations Tech	Serviceman	see attachment
B5. What calls are considered an emergency?					
CO		X	X	X	X
Explosion	X	X	X	X	X
Fire	X	X	X	X	X
Gas Leak - Inside	X	X	X	X	X
Gas Leak - Outside	X	X	X	X	X
Gas Odor Outside - Undetermined Location Source		X	X	X	X
No Heat			X winter		
Poor Pressure - No Gas		X	X	X	X
Regulator Noise				X	
Repairs - Appliance Service					
Third Party Damages	X	X	X	X	X
High Pressure - Overpressure	X	X	X	X	X
B6. Does Dispatcher determine who the first responder is?	No	Yes	Yes	Yes	Yes
B7. Average time for Dispatcher to dispatch emergency order (min):	Less than 1	1	3	5	5 or less
<b>FIELD MOBILE DATA TERMINALS</b>					
C1. How are service orders assigned to Field Service Representatives?					
In office, get service orders in the morning	X		X	X	X
Radio Dispatch in the morning & during the day	X		X	X	
Modem/Electronic dispatch at home in the morning					
Mobile data terminals (portable or mounted in vehicle)		X			
C2. What percent of service orders that are sent to the field are worked each day?	100%	90%	100%	90%	95-98%





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	<b>Company</b>	<b>Company</b>	<b>Company</b>	<b>Company</b>	<b>Company</b>
	<b>L</b>	<b>M</b>	<b>No</b>	<b>O</b>	<b>P</b>
C3. Do you guarantee service appointments? (See attachment for yes responses)	Yes	No	No	Yes	No (AM or PM only)
C4. What percent of appointments are kept?	100%	90%			
C5. What time windows are offered for Field Service appointments?					
No appointments					
1 Hour Window					
2 Hour Window		X		X	
4 Hour Window		X	X		
A.M. versus P.M.		X	X		X
Specific Day		X	X		
Other	1.5 hours	8/hr window-call 1st		No window aft hrs	
C6. At what location do most Field Service Reps start their day?					
Home, Receive Radio Dispatch					
Home, Receive Telephone/Modem Dispatch					
Home, Receive Mobile Data Terminal		X			
Local Office			X		
Operating Center	X			X	X
Arrival at first job site					
C7. What are your normal hours of operation for Field Service Reps?					
Earliest Start Time	8:00	8:00 AM	8:00 AM	8:00 AM	7:00 AM
Latest End Time	2:30	5:00 PM	5:00 PM	4:30 PM	4:30 PM
C8. (See attachment for response)					
C9. During peak periods what is the maximum time (in days) that a customer has to wait for service initiation?	1 day	1 day	1 day	3 days	see attachment
C10. How do you measure Field Served Reps performance?					
Do not measure					
Number of Service Orders Completed Daily			X		X
Number of Service Orders Completed Monthly		X	X		X
Ability to Resolve Issues to Customer Satisfaction		X	X		X
Percent of Service Orders Call Backs					X
Amount Collected or Percent Bill Collected					X
Completion Time			X	X	
Other	Annual perform. eval				

**SGA 2002 UTILIZATION SURVEY**

	<b>Company A</b>	<b>Company B</b>	<b>Company C</b>	<b>Company D</b>	<b>Company E</b>	<b>Company F</b>
C11. What incentives do you provide Field Service Reps to improve performance?						
No special incentives			X		X	
Gifts (jackets, hats, etc.)				X		
Recognition (employee of the month, commendations, newsletter, etc)				X		
Rewards for customer commendations						X
Rewards meals (lunches, dinners)				X		
Monetary awards (money, gift certificate, etc.)	X			X		
Other (see attached sheet for response)						
C12. What types of field service activities are contracted?						
Check Reads						
Reconnections						
Appliance Repair						
Meter Sets						
Meter Exchanges						
Meter Testing						
Field Collections			X			
Other			Meter reading	None		
C13. Do you have regulatory requirements to change out meters?	Yes	No	Yes	No	Yes	No
<b>FIELD COLLECTION POLICY</b>						
D1. Is your company regulated by?						
State Regulatory Commission	X	X	X		X	X
Other				City Council		City Council
D2. Are you required to leave notice at the customer's premise prior to disconnection?						
Not required						X
Required by Regulatory Commission	X	X	X		X	
Required by Company Policy			X	X		
Other						
D3. Did you "knock on premise door" to attempt payment prior to disconnection?	Yes	Yes	Yes	Yes	Yes	Yes
D4. Average number of daily field collection orders worked per field service rep?	25	20	30	40 or more	30	20

**SGA 2002 UTILIZATION SURVEY**

	<b>Company G</b>	<b>Company H</b>	<b>Company I</b>	<b>Company J</b>	<b>Company K</b>
C11. What incentives do you provide Field Service Reps to improve performance?					
No special incentives		X	X	X	X
Gifts (jackets, hats, etc.)					
Recognition (employee of the month, commendations, newsletter, etc)	X				
Rewards for customer commendations					
Rewards meals (lunches, dinners)					
Monetary awards (money, gift certificate, etc.)					
Other (see attached sheet for response)					
C12. What types of field service activities are contracted?					
Check Reads			X		X
Reconnections					
Appliance Repair					
Meter Sets					
Meter Exchanges					
Meter Testing					
Field Collections		X			
Other			Cut offs for non-pay	None	
C13. Do you have regulatory requirements to change out meters?	No	Yes	Yes	No	Yes
<b>FIELD COLLECTION POLICY</b>					
D1. Is your company regulated by?					
State Regulatory Commission	X	X		X	
Other			Self	TRRC	City regulatory com.
D2. Are you required to leave notice at the customer's premise prior to disconnection?					
Not required			X	X	X
Required by Regulatory Commission	X	X			
Required by Company Policy	X				
Other					
D3. Did you "knock on premise door" to attempt payment prior to disconnection?	Yes	Yes	No	Yes	No
D4. Average number of daily field collection orders worked per field service rep?	40 or more	40 or more	20 or less	40 or more	Collections are made at cust. care centers

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	<b>Company</b>	<b>Company</b>	<b>Company</b>	<b>Company</b>	<b>Company</b>
	<b>L</b>	<b>Meter reading</b>	<b>N</b>	<b>O</b>	<b>P</b>
C11. What incentives do you provide Field Service Reps to improve performance?					
No special incentives			X	X	
Gifts (jackets, hats, etc.)					
Recognition (employee of the month, commendations, newsletter, etc)					X
Rewards for customer commendations	X				X
Rewards meals (lunches, dinners)	X	X			X
Monetary awards (money, gift certificate, etc.)		X			X
Other (see attached sheet for response)					
C12. What types of field service activities are contracted?					
Check Reads					
Reconnections					
Appliance Repair					
Meter Sets					
Meter Exchanges					
Meter Testing					
Field Collections					
Other		Meter reading		None	Gas leak surveys
C13. Do you have regulatory requirements to change out meters?	No	Yes		Yes	Yes
<b>FIELD COLLECTION POLICY</b>					
D1. Is your company regulated by?					
State Regulatory Commission	X	X		X	X
Other			Local board directors		
D2. Are you required to leave notice at the customer's premise prior to disconnection?					
Not required	X	X	X	X	
Required by Regulatory Commission				X	X
Required by Company Policy					X
Other				2 states 1 req, 1 not	
D3. Did you "knock on premise door" to attempt payment prior to disconnection?	Yes	No	No	Yes	Yes
D4. Average number of daily field collection orders worked per field service rep?	Less than 20	40 or more	25	35	20 or less





**SGA 2002 UTILIZATION SURVEY**

	Company L	Company M	Company N	Company O	Company P
<b>FIELD APPLIANCE SERVICE CHARGES</b>					
E1. What appliance activities do your field service reps perform?					
Appliance Adjustments		X	X	X	X
Appliance Repair			X		X
Appliance Installation			X		X
Appliance Pilot Relights	X	X	X		X
Appliance Annual Inspections			X		X
E2. How much do you charge the customer for the following field services performed?					
Appliance Adjustments		\$0	\$20 trip + \$25 svc chg	NC	\$30
Appliance Repair			\$20 trip + \$25 svc chg		\$59/hr + material/parts
Appliance Installation			\$20 trip + \$25 svc chg		\$59/hr + material/parts
Appliance Pilot Relights		\$0	\$20 trip chg		\$30
Appliance Annual Inspections			\$45 (each add hr \$25)		
<b>CLOSE FIELD SOFT PROCEDURES</b>					
F1. Does your company have a "Soft Close" program?		Yes	No	No	No
F2. What percent of service orders do you Soft Close?		25% or more			
F3. What is your number of day parameter after soft closing a customer until hard close or disconnect?		90 days			
F4. What is your number of gas usage (CCF) parameter after soft closing a customer until hard close or disconnect?		30 CCF			
F5. Who makes the decision to soft close a customer account?		Field Svc Rep			