

2008 SGA Customer Field Service Utilization Roundtable.

- **Continuity plan**
 - Incident command
 - AGA-SGA mutual aid
 - Consistency of Emergency Manual-Training-Work practices
- **Elevated pressures on fuel lines**
 - 2lb now the norm
 - More residential 5 lb
 - Training issues for contractors and inspectors
 - More use of outlet valves on new sets
 - Multiple pressures on meter sets
 - Use 5 lb meter bar and regulate each meter
- **Central dispatch**
 - Needs to make business sense
 - Track trucks using GPS and mapping systems
 - Map trucks and orders
- **Contract labor**
 - Using contractors to rebuild after storms
 - In house OQ vs Contractor supplied OQ
 - ISN Network for contracted OQ training
 - Work types
 - Changing meters
 - Atmospheric corrosion
 - Leak survey
 - Inspectors
- **Soft close**
 - Has to meet criteria
 - Leave on 30 days or 50 MCF
 - What reading us used
 - Use previous or next meter read
 - Some soft close but get reading
- **Meter type and sampling**
 - More use of 2 stage meters
 - 2-5-10 lb in 2 lb-inches our
 - Smaller meters pass more gas
 - Below ground meters
 - Can't refurbish
 - Can't purchase
 - If vault fills with water can cause CP short
 - Epoxy coated meters?
 - Use SCADA for pressure check point
- **Meter sets**
 - Outlet valve
 - Inspector has key
 - Turn on and complete shut in test on new sets

- Don't go inside
 - Inspections have to be complete
- **Atmospheric corrosion**
 - We support moving corrosion survey to 5 years with leak survey
 - Some use meter readers
 - AMR stopped that
 - Now use company and contractors
 - Check box on all orders
 - Query meters that weren't visited and create route to check
 - Some use leak survey
 - Check meters
 - Check non-utilized services
 - Use Contractor to survey and paint
- **Meter sampling--PT sampling**
 - Most use random sample
 - Change all meter that are over 30 years old
 - Remove meters that are 10 yrs old and inactive
 - Remove meters that are 2 years old and inactive
- **EFV**
 - All companies are installing on new services
 - Added 1/4" tap before regulator to check EFV
 - Show service has EFV
 - Most check EFV as part of meter set process
 - There are Appliance connectors being sold at big box stores that have internal EFV's
- **GPS**
 - GPS meter sets
 - Use GPS to route orders
 - GPS on truck gives bread crumbs that track truck movement
 - GPS on Computer
 - Input address and it routes
 - Changes have to be re-routed
 - GPS pulls up system map
 - System follows truck on system
 - When on-site, local system map is on computer
 - Verifies employee was at premise when customer says we didn't show up
- **AMI-Automated Meter Infrastructure**
 - Fixed system AMR
 - ERT signal sent to cell tower
 - Can check reading anytime
 - One hard read per year
 - Gas diversion (Stolen Gas)
 - Atmospheric corrosion survey
- **Mass estimated reads**
 - Estimate June and August
 - Saves cost of meter reading

- Computer program reads
 - Freed up manpower for other projects
- **Work Management Systems**
 - Mobility and Click
 - Assigns work
 - Street level routing
 - Work assigned by skill set of employee
 - Advantex
 - Similar to Mobility
 - CIS and routing talk to each other
- **Cross training employees**
 - Have to cross train to survive
 - Cross train new employees
 - Need refresher training
 - Going the other way
 - More specialized
 - Corrosion, valves, CP
 - Measurement
 - Cross train between Construction and service
 - Helps with light up
 - Union issue
 - Had to negotiate cross training
- **OQ compliance issues**
 - Wrote our own program
 - Audit everyone
 - Developed linked tasks
 - Computer based testing
 - Hands on evaluation
 - Commission required separate trainer and evaluator
 - Set up field simulations that cover all tasks
- **Leak Response**
 - Who responds
 - Service personnel
 - C&M during day, service after hours
 - First responders qualified to use stab fittings and make simple repairs
 - Not emergency vehicles
 - Have to follow traffic laws
 - CO calls
 - No symptoms don't respond vs. emergency order
 - Call 911 if symptoms
 - How does call center call 911
- **Leak detection equipment**
 - Aspirated equipment will respond slower than electronic equipment with a pump
 - Most prefer on hand units with different adapters and gases
 - Removed from the field any equipment that does not give % gas reading
 - Need to audit equipment and make sure it is calibrated

- Comments for leaks
 - Place on CADS for comments, updates CIS
 - Form that gives grade, location, and any red tag information
 - Most use form outside, comments inside
- Comments reviewed next day by supervisor before final posting
- One company has no grade 3 leaks
 - All leaks classified grade 1 or 2 then repaired
- Red tags
 - Disconnect and cap
 - Wrap valve with tape
 - If not immediate hazard leave on and follow-up to make sure repairs are made. (Restaurant during lunch)
- Fires
 - Discussed importance of Fire Liaison program and building relationships with fire departments.
 - Work with fire department
 - Call in investigator if gas suspected
- No gas
 - Emergency order
 - Priority order
 - Worked same day depending on priority
 - New issues with EFV's
 - Low pressure systems more critical to treat as emergency
- **GIS information in real time**
 - Map follows truck
 - Local map upon arrival
 - Different layers
 - Leaks
 - Valves
- **Market Conditions**
 - Old parts of town dying
 - Decline in usage
 - More efficient equipment
 - More conservation
 - Targeting inactive customers
 - Incentives
 - Water heater give away
 - Rebates and discounts
 - Rates
 - Recoup for decline in usage
 - Weather normalization
 - Incenting employees
 - Check for conversions
 - Service personnel fill out contracts and get commission
- **What are you doing with excess personnel**
 - Are you kidding

- **High rise - vertical mains**
 - On the rise
 - Main inspections
 - Meter locations and access
- **Incentive programs for employee**
 - Spot bonuses
 - Point system with catalogue of gifts
 - Good job
 - Customer compliment
 - Union negotiated bonus programs