



Natural Gas Policy Changes



Overview

As a public utility providing natural gas service, our focus is on consistent service that:

- > Is within our expertise and area of responsibility.
- > Maintains customer safety.

To that end, we have revised some of our gas service policies. These changes better align our operations and pricing structure.

Response to carbon monoxide (CO) calls

We are concerned about the health and safety of our customers and want to direct them to the most appropriate responder.

- > Customer CO calls will be referred or transferred to their local 911 or Public Safety Agency.
- > We will only respond to Public Safety Agency requests for support.

Response to “no heat” calls

Because we are not appliance repair experts, we will refer customers to contact the HVAC contractor of their preference.

- > Those customers needing assistance will be referred to public agencies that can help them with financing and finding a contractor.

Make safe policy

Our focus for leak repairs, on the customer side of the meter, is to make the situation safe by:

- > Performing minor repairs.
- > Isolating the leak and mark its location.

Or

- > Making a temporary repair and mark the location of the repair.

We will refer customers to contact the HVAC contractor of their preference to fix most repairs. The contractor will find a caution tag we leave behind with information needed to make the repair.

Customer service work and parts

Our policy is to **not**:

- > Provide any appliance repair or troubleshooting.
- > Stock or provide any parts other than thermocouples.
- > Lease/sell meters or regulators.

We **will** service and install piping and fittings.

(continued)

Caution tag policy

Caution tags are used to notify customers of a problem with their facilities.

- > Our preferred option is to isolate the leak using the appliance valve.
- > If isolation is not possible and a customer fuel run valve is present, we will turn off service on the customer side of the meter and soft tie the valve.
- > If there is no existing customer valve, we will cut-in a valve, if possible.
- > We will make a temporary repair if the leak is not hazardous and the leak can be completely stopped.

As a last resort, we will turn off and lock the riser valve. This **always** requires a We Energies employee to restore service. Federal DOT rules require a "qualified operator" to operate a valve on the distribution side of the meter.

Caution tag follow-up

- > All caution tags will describe the problem and give an indication of the location of the problem.
- > If a tag is left and the customer is on site, our technician will explain the problem to the customer and have the customer sign the tag.
- > If a tag is left, a follow up letter is sent to the customer and/or property owner.

We are always available to assist contractors in locating the problem or provide additional information.

Above and below ground piping

We will provide above and below ground piping if resources are available.

Small natural gas system operators (SNGSO)

We do not install SNGSOs (when more than one building/facility is served from one meter through separate piping).

- > Operators of SNGSOs must meet the requirements of the Federal DOT rules applying to piping (ie. recordkeeping, surveys, inspections, etc.).
- > We will provide pricing information to perform certain surveys or replace the SNGSO.
- > Go to http://ops.dot.gov/regs/small_ng/SmallNaturalGas.htm for a copy of the Federal rules.

Customer piping verification

The first trip to perform a trace of customer's piping at a multiple meter application to ensure that they are correctly labeled and properly connected will be no charge.

- > If the owner/developer requests additional traces because not all piping traces could be done during the initial visit, charges will be based on our actual costs (currently at \$175/hour for 2 technicians).
- > Changes were effective Jan. 1, 2006.

For more information

If you have questions about these gas policy changes, please contact Rick Tamminga at rick.tamminga@we-energies.com or (414) 221-4146.