

## **Isolated Steel Services Program**

### **Background:**

In 2012, a total of 424,000 meters were evaluated for possible isolation. Out of those there are 12,703 inaccessible meters that could not be tested for isolation because we could not contact the customer. We have classified them as “Can’t Get In” (CGI).

### **Objective:**

The 2013 program high-level plan is as follows.

1. In line with Utility Procedure TD-4110P-03, we will send out 3 letters to the CGI customers. In addition, the Call Center will attempt up to three times to contact the customer to schedule an appointment.
2. The customer will be informed that no action other than the following are needed:
  - a. Unlocking a gate, door or enclosure
  - b. Removing any items blocking access to the meter
  - c. Restraining a dog
3. The final letter will be certified mail letter informing the customer that failure to schedule an appointment for preventative gas meter maintenance will lead to interruption of gas service (letters attached).
4. If customer fails to schedule an appointment we will turn off service and leave CGI card and letter.
5. Of the 12,703 services, we have a separate group of 1,357 customers who refused to give our contractors access to the gas meter. Our approach with this group will be to send out the 3 letters and call once to schedule an appointment.