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Missouri Public
Service Commission

METER READING MANUAL

January 2004

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To: All Meter Readers

From: Rick Littmann

Date: January 15, 2004

Re: The New Meter Reading Manual

This is your copy of the updated Meter Reading Manual. You should read and understand the entire manual and use it as a reference for performance and conduct. Since the last update in June 1998, some items have been added while other items have been clarified.

The primary additions involve the issuance of Cell phones and the Combustible Gas Detectors (CGD) and instructions regarding the use of each, and a departmental Cell Phone Policy.

If you have any questions concerning the contents of this manual, please ask your Supervisor, or myself.

INTRODUCTION

As a meter reader, you perform the first and most important step in the billing process. It is critical that all meters are read accurately and, if necessary, inspected, with as few "closed" accounts as possible. In addition, it is your responsibility to maintain the goodwill of our customers. Keep in mind that the public judges the entire Company according to your actions while on the job.

This manual provides you with the necessary information to perform your duties as a meter reader. Compliance with the instructions contained in this manual is required. Failure to do so may result in disciplinary action. Refer to your supervisor for clarification of any items or if you have any additional questions.

LACLEDE GAS COMPANY

METER READER'S MANUAL

INDEX

I.	GENERAL INFORMATION	PAGE
A.	Hours.....	1
B.	Work Locations.....	1
C.	Reporting Absences	1
D.	Address/Phone Number/Status Changes.....	2
E.	Identification	2
F.	Uniforms	2
G.	Protection of Read Documents	2
H.	Falsification of Readings (Curbing).....	2
I.	Alcohol/Illegal Drugs.....	2
J.	Personal Injury or Accident	2
K.	Equipment	3
L.	Transportation	3
M.	Drivers License Policy	3
N.	Bidding/Trading Books.....	3
O.	Preference Work	3
P.	Meter Reading Cell Phone Policy.....	4
II.	CONDUCT ON ROUTE	5
III.	METER READING DOCUMENT	
A.	Description	6-11
B.	Verified Readings	12
C.	Closes.....	12
D.	Meter Number Differences	13
E.	Reading Instructions	13
F.	Sequence Changes	13
G.	Questionable M.E. Readings.....	13
H.	Listings Not On Route	14
I.	No Listing	14
J.	Cannot Locate	14
K.	Service Work Needed	14
L.	Inspect Meter Codes	14
M.	Extra Reads	15
N.	Examples.....	16-19

IV.	ANNUAL READ ROUTES	
	A. Description.....	20
	B. Example Document.....	21
	C. Meter Reading Close Tag – Annual Read	22
V.	SPECIAL METER READING CARDS.....	23
VI.	THREE MONTH CLOSE CARD.....	24
VII.	SEVEN MONTH CLOSE CARD.....	25
VIII.	GAS LEAKS.....	26
IX.	GAS DIVERSION.....	27
X.	KEYS	28
XI.	SAFETY	
	A. Potential Hazards	29
	B. Safe practices	29
	C. Dog Bites	30
	D. Company Vehicles.....	30
XII.	INSTRUCTIONS FOR SPECIAL ROUTES	
	A. Quality Control	31
	B. Re-Reads.....	31
	C. Meter Read Only Orders.....	32
	D. Meter Read Only Order Examples.....	36-43
XIII.	TRACE VEHICLE OPERATORS	43
XIV.	HOW TO READ A GAS METER	44-51

I. GENERAL INFORMATION

A. Hours

Starting time for meter readers is 7:30 a.m. Each route represents one day's work; when it is complete, your job is finished for the day. If necessary, you have until 5:30 p.m. to complete your route.

NOTE: Hours differ for those assigned to appointment routes and car routes (7:30 a.m. – 3:30 p.m.), trace route (6:30 a.m. – 3:30 p.m.), and off hour appointment routes (12:30 p.m. – 8:30 p.m.).

No formal lunch or coffee breaks are provided. Your completed work must be turned in the following workday (unless instructed otherwise).

It is important that you report for work each day on time. If you know you are going to be late, call the office and inform your supervisor. Failure to do so may result in reassignment and/or disciplinary action.

If you must leave your route for any reason or if you will not be able to complete the route in the normal time, you are required to contact your supervisor. All overtime must be approved by a supervisor prior to being worked.

B. Work Locations

All city meter readers, specials, and off hour workers report to 720 Olive Street. County meter readers report to one of four satellite offices depending on which cycle is being read, St. Charles meter readers report to the St. Charles location, and trace drivers report to Forest Park. Keep a blue Meter Reading Work Locations card (F-690) with you at all times. It contains the phone numbers for all offices as well as other numbers for customer service, garages, reporting gas leaks, etc.

C. Reporting Absences

Absences from work for any reason must be reported to your supervisor prior to your scheduled starting time. In addition, you are responsible for making arrangements to have your previous workday's route returned to the downtown office.

If you are absent due to illness and must leave your home for any reason, you must notify a supervisor that you are leaving and when you will return. You must also make yourself available for check by the Company nurse during working hours. Failure to comply with this will result in disciplinary action.

NOTE: These rules apply unless you are instructed differently by your supervisor (for example, in cases of longer term disabilities).

When you return to work, you will need to sign Form 1251A, Absence Report.

D. Address/Phone Number/Status Changes

Any temporary or permanent change in address, phone number, marital status, or depends should be reported to your supervisor immediately. Failure to do so may result in disciplinary action.

E. Identification

A photo I.D. is provided and must be on your person at all times while working, and presented to customers upon request. If lost, mutilated, or badly worn, notify your supervisor immediately to arrange for a replacement.

F. Uniforms

Uniforms furnished by the Company consist of long sleeve/short sleeve shirts, sweatshirts, pants, winter jacket/windbreaker and cap.

Uniforms must be worn while on the job and are expected to be neat and clean in appearance. Changing or altering your uniform for any reason except for size is prohibited.

G. Protection of Read Documents

Return of meter reading documents on time and in good condition is an important part of your job.

During wet weather, special care is required to keep the meter reading documents as dry as possible. Before turning in a route, wet documents should be allowed to dry and then reviewed and re-marked (if necessary) to assure legible readings.

Meter reading routes must remain in your possession at all times. In addition, meter reading documents and equipment must be brought inside and never left in your car overnight.

H. Falsification of Readings (Curbings)

You have an obligation to make an honest effort to read every meter assigned to your route each day. TO RECORD AN INDEX WITHOUT ACTUALLY READING THE METER OR TO MARK AN ACCOUNT "CLOSED" WITHOUT MAKING ANY EFFORT TO GAIN ACCESS IS PROHIBITED AND WILL RESULT IN IMMEDIATE DISMISSAL.

I. Alcohol/Illegal Drugs

Reporting to work under the influence of alcohol or illegal drugs, or using either while on the job is strictly prohibited and will result in disciplinary action. Every Meter Reader is covered under the Laclede Gas Company Controlled Substance Testing Policy – Pipeline. Employees covered under this policy may be randomly selected to provide a sample for drug testing on any given day.

J. Personal Injury or Accident

All personal injuries, both on-the-job and off-the-job must be reported on "Report of Personal Injury" (F-1257) available from your supervisor. Notify a supervisor as soon as practical for all on-the-job injuries that require medical attention.

K. Equipment

The equipment furnished by the company includes a Combustible Gas Detector (CGD), with charger, a cell phone (see Meter Reading Cell Policy, page 4), with charger, a flashlight and holder, read-out unit (RDU), with charger, clipboard, pencils and mirror.

You are responsible for making sure that the CGD, the cell phone and RDU are charged and in good working condition when reporting to work. The CGD must be tested on a daily basis. Any meter reader equipment not working properly must be turned in to your supervisor for replacement. The CGD must be "on" and carried on the outside of clothing above the waist. As with Read Documents, this equipment is not to be left in your vehicle overnight, and both the CGD and meter read documents must be kept dry.

L. Transportation

Most meter readers have "walk" routes and use their own personal cars to travel to and from their assigned route. A daily travel allowance (payable monthly) is provided to cover this expense.

Those assigned to car routes (off hour and specials) are provided with a Company car to complete their work. Cars are located at four garages – Berkeley, Shrewsbury, Forest Park, and 720 Olive. Your supervisor will let you know if you need to pick up a car and from which location.

- Any defects or car problems should be reported to the garage where the vehicle is assigned. For 720 Olive cars, report any problems to the Forest Park garage.
- Record the car number and mileage on the cover sheet attached to your route.

M. Drivers License Policy

All meter readers must be able to produce a valid drivers license and be responsible for knowing the current status of their license at all times. A failure to notify the Company of any suspension revocation, cancellation, lost privilege, or disqualification of the license will subject you to discharge. Additional details can be found in the Company's Drivers License Policy – Contract Employees, effective January 17, 1997.

N. Bidding/Trading Books

Bidding/Trading books when a full set of routes becomes available due to employee attrition or customer growth, meter readers without a full set of routes may bid on the open set. The open set is then awarded to the senior bidder. Meter readers may trade no more than three books during any 12 month period. In addition, no books may be traded after an employee's retirement request has been filed or during the bidding process for any set of books.

O. Preference Work

Special routes, often called appointment routes (A.M. or P.M.), and trace vehicle operator are two types of Meter Reading work that are assigned using preference sheets signed by those interested. If this type of work is available, it will be assigned to those on the preference sheet by seniority. Otherwise, other work will be assigned.

Meter Reading Cell Phone Policy

This departmental policy governs the use of Meter Reading Cell Phones and is in addition to any other company policies governing the use of cell phones. The policies in this document are mandatory; to the extent any of these policies are inconsistent with any other company policy, these policies govern. They are designed to protect Laclede, its resources and personnel. Violation of these policies is serious and provides grounds for disciplinary action up to, and including, the termination of your employment.

- ◆ The phone must be on at all times during the workday. The phone may not be turned off for any reason.
- ◆ The phone must be on your person or with you at all times using the belt clip that has been provided.
- ◆ The phone must be charged each evening, with the cell phone charger supplied, in order that the battery has a full charge.
- ◆ If a phone has been malfunctioning (lost battery power, unable to send or receive calls, Trac2Me not running, if equipped, etc.), it must be reported to Meter Reading supervision immediately.
- ◆ All supervisory inquiry calls must be responded to within 5 minutes if not initially answered.
- ◆ No personal use of the Company cell phone is allowed.
- ◆ Employees are required to pay for replacement cell phone/equipment if it is determined that the loss or damage to the cell phone/equipment is the result of the employee's negligence, and is not accidental or the result of normal "wear and tear".
- ◆ If you discover any odor of gas, if your Combustible Gas Detector (CGD) alarms, or if you are advised of gas odor by the customer, exit the premise and report it immediately with the Company cell phone.
- ◆ The Trac2Me GPS software, if equipped, must be running at all times during the workday.
- ◆ Employees working appointment routes are required to use cell phones to contact the customer if the employee is running late and is not going to be able to be at the premises by the appointed time.

January 8, 2004

II. CONDUCT ON ROUTE

- ◆ Be polite and courteous at all times. In the face of deregulation, customer satisfaction is more important than ever. Remember, to the customer – “you are the Company”. Refer any complaints or inquiries beyond your scope to the Customer Relations Department at 621-6960.
- ◆ Note any special instructions on an account prior to attempting to read the meter.
- ◆ For inside meters, knock and yell “Laclede Gas” or “gas man” loudly. Allow the customer enough time to get to the door before moving on. This has become the most common complaint customers have regarding meter readers. In addition, take note of any special instructions to wait longer for a response.
- ◆ Wipe your feet before entering the customer’s house and take care to prevent soiling, damaging, or defacing any of the customer’s property.
- ◆ Take special care to close doors, gates, or other means of entrance.
- ◆ Respect the customer’s wishes as to way of entry or other special instructions. Always announce your presence before entering through an open or unlocked door, so as not to alarm the customer.
- ◆ Take care when walking through a customer’s yard. What does not appear important to you may be valuable to the customer.
- ◆ Smoking is not permitted while on customer premises.
- ◆ The use of matches or any other open flame to gain visibility to read the meter is prohibited.
VIOLATION OF THIS RULE MAY RESULT IN DISCIPLINARY ACTION.
- ◆ Do not attempt to calculate the amount of a customer’s bill. If such a request is made, furnish the customer with the reading you have taken and refer them to Customer Relations.
- ◆ **Property Damage** – Report any possible damage you may have caused to your supervisor as soon as possible. Record what happened on the read document and inform the customer that you will report the incident to your supervisor, and that a Company representative will be in contact to review the claim. It will also be necessary for you to complete a Property Damage Report as soon as possible after the incident.

III. METER READING DOCUMENT

A sample page from the meter reading document is on page 11 followed by explanations of each item and information on how to record various situations.

All readings and other written instructions should be clear and legible. Remember that other employees must interpret what you have written.

Never leave an account blank. Each account must be marked as either read or closed.

All routes have a meter reader's signature card and route review page.

Signature Card – This card should be dated and signed by the meter reader and will show the maximum stops and total meters for the route. The card has an additional column: "Daily Alarm ok"? This refers to testing your Combustible Gas Detector (CGD). The answer should be "yes". If Daily Alarm "Not Ok", see your supervisor for replacement. (See page 7).

Route Review Page – Each book contains a cover form titled "Meter Reading Daily Route Review" (see example on page 8). Any changes or other items on your route that need attention must be listed on this page. These include changes in sequence, coding, meter number or location, service work needed, outside meter closes, not on route/cannot locate accounts, problems with keys, or anything else that requires attention by office clerks or supervision. Report items requiring immediate attention to your supervisor.

[illegible]

7

METER READERS DAILY ROUTE REVIEW

PLEASE REMEMBER:

EMPLOYEE NUMBER 1234

CURRENT DATE 3/6/90

BOOK IS CLEAN

7 /

TURNED IN KEYS

PLEASE LIST BELOW ALL PAGES AND SEQUENCE NUMBERS THAT NEED ATTENTION:

PAGE #	SEQUENCE	CHANGES
3	380-430	Sequence Changes
7	710	Mtr # Different
8	820	C-Bushes
13	1100	Code - Under Porch
19	2590	CNL - Meter
23	3010	ME Hanging off WALL
32	4180	KOB Doesn't work - LOCK CHANGE
35	4350	Delete Code
41	4710	Not on Route

OFFICE REVIEW _____
(INITIALS)

ROUTE 2516

CURRENT DATE _____

A. Description – Meter Reading Document

Please refer to page 11 for an example of each of the following descriptions.

1. Page number.
2. Route number.
3. Office – Designates division (Laclede or St. Charles).
4. Reader number – Write in your 4-digit employee number here on the first page only.
5. Date – Enter current date on the first page only.
6. Sequence – The read sequence begins with 0010, 0020, etc. New meter sets will be coded 0000. When new sets are added or changes made in the sequencing of accounts, nine sequence numbers are available between accounts. This allows for future sequence numbers of 0011, 0012, etc.
7. Address/phone number (if available).
8. Customer name.
9. Rate, customer class (industrial, commercial, residential), and division.
10. Meter number.
11. Space to record reading or close information.
12. High – Low reading range.
13. Read codes – Circle “V” after verifying reading and meter number if your reading is outside the high-low indexes. (Code “M” is not used.)
14. Previous month’s actual or estimated reading.
15. Number of dials on the meter.
16. Meter location – Either Outside, Inside, or Inside-Trace, ME Dev, RE Dev, or RI Dev.
17. Grid code.
18. Estimate count – Number of months meter has been estimated. (Accounts with estimate codes of 02 or 06 require a special card to be left – see pages 21-22).
19. Account number.
20. Meter Reading Instructions and other “Hot” remarks are located here.

21. "Off" designates a meter which should be off and locked. These meters are still required to be read monthly.
22. Must Be Read Code *** - Appears below sequence number on accounts coded "Do Not Estimate".
23. Inspection or Annual Read Code – Indicates whether an inspection or an annual inside reading is due at this meter. These need only be completed when access to the meter is gained (see page 14).
24. Trace ID Number – These accounts are read by the trace van. Do not attempt to read trace meters unless otherwise instructed.

PAGE 12 (1) ROUTE 0808 (2) OFFICE LAC (3) REPORT NO. CA3300
SCHEDULED READ DATE 01/16/98 READER NO. (4) DATE (5)
MUST BE READ CODE V = VERIFIED M = MANUAL EST

(6) 2519 S 12TH ST APT1S INACTIVE 11537A
0820 HEATING-RES-LAC 0784 TO 0784 4 DIAL INSIDE -HE DEV EST 00
OFF C00827969 READING _____ V M PREV 0784 201660-001

INSPECT METER

1126 SIDNEY ST (8) NICK, ELMER B 11537A
-481-5115
0825 HEATING-RES-LAC (9) INSIDE -TRACE EST 00
C01211700 (10) AUTOMATED DEVICE NO. 002779313 196749-001

ANNUAL DEVICE READ (23)

1122 SIDNEY ST 2FL HILL, ANNIE M 11537A
314-935-0804
0830 HEATING-RES-LAC (12) 1337 TO 1488 4 DIAL INSIDE EST 01

C00434592 READING (11) V M PREV 1245 196748-000
BASEMENT (13) (14)

1122 SIDNEY ST 1FL TURNER, PERCY (17) 11537A
314-776-3995
0835 HEATING-RES-LAC (15) (16) 5119 TO 5245 4 DIAL INSIDE (18) EST 01

C00856375 READING _____ V M PREV 5042 196747-003
KEY ON BOOK (19)
BASEMENT

KEY ON BOOK BACK DOOR (20)

1120 SIDNEY ST BSE LOCKED-R A NAHM 11537A
0840 HEATING-RES-LAC 0000 TO 0000 4 DIAL INSIDE EST 00

OFF C01079508 READING _____ V M PREV 0000 196744-001
(21) BASEMENT (21)

1120 SIDNEY ST 1FL LEE, HYUN D MR 11537A
0845 HEATING-COM-LAC 1785 TO 1843 4 DIAL INSIDE EST 01

C01079536 READING _____ V M PREV 1752 196743-007
BASEMENT (22) (22)

1120 SIDNEY ST APT2E HAYES, TIMOTHY 11537A
314-773-1215
0850 HEATING-RES-LAC 6157 TO 6317 4 DIAL INSIDE EST 01

C00860554 READING _____ V M PREV 6059 196746-009
BASEMENT

B. Verified Readings

Readings outside the high-low boundaries printed on the document must be verified by double checking the position of the dials and the meter number. To show you have verified, circle the "V" next to your reading on the document. (See example #1, page 16.)

NOTE: All readings equal to the high or low index do NOT need to be verified. All verification must be done at the meter site.

C. Closes

If you are unable to read a meter, leave a white Meter Reading Close Tag – F-946 (see below) after checking off one of the reasons listed on the back. Write "C" (Closed) in the space for the reading on the read document. If you are unable to leave a card, write "NCL" (no card left) and reason (dog, ice, etc.). (See example #2, page 16 – no card left).

Anytime you close an outside meter or remote device, an explanation is required. Write the reason (dog, bushes, mud, etc.) to the right of the account. (See example #2, page 16 – outside closes.)

List all NCL's and outside meter closes on the route review page. If you are prevented for any reason from reading multiple meters, such as an entire street or neighborhood, notify your supervisor immediately or before you leave the route.

METER READING CLOSE TAG (F-946)

DEAR CUSTOMER:

SORRY I WAS NOT ABLE
TO READ YOUR GAS
METER.

PLEASE SEE THE REASON
CHECKED ON THE
REVERSE SIDE.

IT WILL BE NECESSARY
FOR US TO ESTIMATE
YOUR NEXT BILL.

YOUR METER READER



Laclede Gas

☐ I did not gain access to your meter. If you want to make arrangements that will provide Laclede access to your meter and avoid estimated bills, please contact the business office at 621-6960.

☐ Bushes are blocking the meter or outside reading device.

☐ Dog is in the yard.

☐ Gate is locked.

☐ Access to the meter is blocked.

☐ Unable to use key

☐ Locked from inside

☐ Dog

☐ Other: _____

If possible, please remedy the condition checked in the next 3 weeks so that your next bill can be based on actual usage.

D. Meter Number Differences

The Laclede badge number on the meter should agree with the meter number on your document. If it does not, double check to make sure you have the right address and/or apartment. In some cases, the meter has been changed since the document was prepared. Draw a line through the meter number printed on your route and write the actual number above it. (See example #3, page 17.)

List all meter number differences on the route review page.

E. Reading Instructions

It is your responsibility to read and comply with all reading instructions printed on the document.

New instructions should be added to provide information about hard to locate meters, preferred access/entrance, special customer requests, dogs in yard, etc.

To add instructions – write “Code” followed by the information you want added. To remove instructions – write “Delete” next to the remarks. (See example #4, page 17.)

List all changes in read instructions on the route review page.

F. Sequence Changes

If you wish to change the sequence number for any address, cross out the current sequence and write in the one you would like assigned.

NOTE: Do not re-sequence books if you are swinging on another meter reader's route since he/she may prefer the existing sequence.

Sequence 0000 accounts represent new meter sets. Look at the route or a street guide to determine where the address fits on your route. Request help if needed. Indicate the proper sequence on the document. (See example #5, page 17.)

All sequence changes must be listed on the route review page.

G. Questionable M.E. Readings

If your readout unit (RDU) produces an index that is far out of range, record a reading of one less than the low index and do not verify. (This action will cause the account to appear on the re-read list.) Enter the RDU reading with a question mark on the right next to the estimate count.

If questionable readings persist, or it is obvious that your RDU is defective, call a supervisor. In most cases, a new RDU will be delivered to you on your route. Otherwise, you will be asked to complete your remaining M.E. stops by recording one less than the low index without verifying, as just described. (See example #6, page 17.)

H. Listings Not On Route

If an address obviously does not belong on your route, write "C" in the space for the reading and "NOR" to the right. (See example #7, page 18.) If five or more are not on route, call the supervisor for help. Record any listings not on route on the route review page.

I. No Listing

In situations where a meter should be on your route but is not listed, record the information (address, meter number, readings) at the bottom of the page where the account belongs. If five or more are missing, call the office for help. Record all "no listing" situations on the route review page.

J. Cannot Locate

If you are unable to find a street, address, or meter, write "C" in the space for reading and "CNL" (cannot locate) to the right along with what could not be located. (See example #8, page 18.)

If you cannot locate an entire street, or five or more addresses, call the office for help. List all cannot locate accounts on the route review page.

K. Service Work Needed

Report all situations where service work is needed on the meter or where the meter has been damaged or defaced. Examples include RE, ME or RI loose or hanging off wall, moisture in glass, glass painted, dials missing or broken, etc.

Also report any meters that have been removed, or vacant buildings that have been condemned or show signs of vandalism. (See example #9, page 18.) List all accounts needing service work on the route review page.

L. Inspect Meter Codes

An account coded "****Inspect Meter****" indicates that a meter has not been inspected for 25 months. These accounts are reprinted on a document titled "Inside Set Inspection" and, attached to the back of your walk route. If access to the meter is gained, complete the inspection information on this document. Information needed includes completed inspection code A (piping is in acceptable condition), B (refer repairs to C & M), C (refer repairs to SAID) or E (not all piping accessible, however what is visible, is acceptable). The meter reading, comments, employee ID number, completion date, and "did detector alarm- Yes or No" must be completed. (see example document on page 19). The accounts requiring inspection are listed in sequence order similar to the regular read document. You are required to attempt to gain access only on inside meters without a remote reading device.

Each inspection completed during the regular route is compensated (currently 35 cents per meter) due to its designation as additional work. All meters on a service must be inspected for compensation to be paid for those meters. However, meter readers are not required to complete the inspections on these routes. In the event a meter in which access is not a problem, that particular route may be reassigned to obtain an inspection.

M. Extra Reads

All meters receiving an inspection and not on the back of the regular read route or MTRS Service Order, should be written on a "accessible extra meter reads" blue card. The information that is required is employee number, date, meter number, meter reading, inspection code, address (if available) "Did detector alarm- yes or no" circled. These cards are to be turned in with your route. (see example below).

ACCESSIBLE EXTRA METER READS

METER NO.	INSIDE INDEX	INSPECTION	ADDRESS OF METERS	TYPE OF DEVICE	DID DETECTOR ALARM	COMMENTS
		A B C E		RE / ME / RI / TR	YES / NO	
		A B C E		RE / ME / RI / TR	YES / NO	
		A B C E		RE / ME / RI / TR	YES / NO	
		A B C E		RE / ME / RI / TR	YES / NO	
		A B C E		RE / ME / RI / TR	YES / NO	
		A B C E		RE / ME / RI / TR	YES / NO	
		A B C E		RE / ME / RI / TR	YES / NO	
		A B C E		RE / ME / RI / TR	YES / NO	

F-4451A -- Rev 1/04

RETURN TO METER READING DEPARTMENT, ROOM 1208

NOTE: USE THIS FORM ONLY IF THERE IS NO OTHER ORDER FOR THE METER

EXAMPLES - COMPLETING READ DOCUMENT

#1 Verified Readings

9310 FORMAN RD KNJPF, WILLIAM I 13446A
 314-544-3176
 2220 HEATING-RES-LAC 5864 TO 5952 4 DIAL INSIDE -RE DEV EST 00
 000852397 READING 5857 (V) M PREV 5810 591016-002

9306 FORMAN RD MURPHY, TIMOTHY 13446A
 314-516-3573
 2230 HEATING-RES-LAC 8096 TO 8223 4 DIAL INSIDE EST 09
 000142217 READING 8229 (V) M PREV 8018 591014-003

#2 Closes
 No Card Left

4301 BIG CHIEF DR BEEN, M A 13435A
 -638-6214
 0130 HEATING-RES-LAC 4536 TO 4605 4 DIAL INSIDE NCL - DOG EST 05
 000145504 READING C V M PREV 4493 585944-001

Outside Meter Closes

9032 BIG CHIEF DR SCHNEIDER, MICHAEL 13435C
 -677-3148
 0820 HEATING-RES-LAC 7830 TO 7919 4 DIAL INSIDE -RE DEV EST 00
 000932723 READING C V M PREV 7775 585981-003

4424 CAYUGA DR HERZING, JOHN W 13445B
 314-631-3492
 0825 HEATING-RES-LAC 8272 TO 8353 4 DIAL OUTSIDE BUSHES EST 00
 000878707 READING C V M PREV 8222 586965-001

#3 Meter # Differences

9314 FORMAN RD REDEL, LOUISE 13446A
314-544-8220
2210 HEATING-RES-LAC 3297 TO 3392 4 DIAL INSIDE EST 00
680901
~~000849090~~ READING 0045 VM PREV 3239 591018-002

#4 Special Reading Instructions

9113 SIOUX DR BROWN, RICHARD A Code: Under 134350
-631-5544 Arch
0240 HEATING-RES-LAC 3891 TO 9011 4 DIAL INSIDE -RE DEV EST 00
000920215 READING 9005 VM PREV 8817 603430-001

9117 SIOUX DR KOHLMANN, JOHN R JR 134350
314-631-6617
0250 HEATING-RES-LAC 5560 TO 5636 4 DIAL INSIDE EST 00
000016330 READING 5592 VM PREV 5513 603432-001
READING INSTRUCTIONS BKWL ← Delete inst.

#5 Sequence Changes

9218 PINTO DR HASTY, TODD 13445B
0150 314-259-1093
~~2370~~ HEATING-RES-LAC 8625 TO 8724 4 DIAL OUTSIDE EST 00
001009194 READING 8691 VM PREV 8565 601493-002

9214 PINTO DR HUTCHISON, JAMES 13445B
2370 314-638-1659
~~2380~~ HEATING-RES-LAC 6897 TO 7012 4 DIAL OUTSIDE EST 00
CG0023060 READING 7009 VM PREV 6826 601492-002

#6 Questionable M.E. Reading

9020 KICKAPOO DR LYBARGER, EDWARD A 0000? 13445B
HEATING-RES-LAC 5048 TO 5191 4 DIAL INSIDE -ME DEV EST 00
000804598 READING 5047 VM PREV 4959 594593-001

INSPECT METER ***

#7 Not on Route

9226 PINTO DR GOULDEN, JIM 13445B
2350 HEATING-RES-LAC 7490 TO 7604 4 DIAL OUTSIDE NOR EST CO
000999120 READING C V M PREV 7420 601495-002

#8 Cannot Locate

9238 PINTO DR KENDALL, R CNL - ADDRESS 13445B
314-631-4283
2320 HEATING-RES-LAC 7763 TO 7885 4 DIAL OUTSIDE EST 00
001002042 READING C V M PREV 7688 601499-001

9234 PINTO DR PENNIE, R CNL - Meter 13445B
-631-5370
2330 HEATING-RES-LAC 5444 TO 5583 4 DIAL INSIDE EST 00
000025507 READING C V M PREV 5358 601498-001

#9 Service Work Needed

9009 TURQUOISE DR MITCHELL, KEVIN Glass 13435C
314-644-6417 painted
1170 HEATING-RES-LAC 9018 TO 9146 4 DIAL INSIDE over EST 05
000971018 READING C V M PREV 8940 604679-002

4476 CAYUGA DR SMITH, J E RE Damaged 13445B
1180 HEATING-RES-LAC 0587 TO 0683 4 DIAL INSIDE -RE DEV EST 00
000977032 READING C V M PREV 0528 586976-001

INSIDE SET INSPECTION

PAGE 1 ROUTE 0806 OFFICE LAC REPORT NO CA3310
 SCHEDULED READ DATE 01/16/04 READER NO. 1234 DATE 1-15-04

 0000 ACCOUNT # 189571-003 METER # 001362861 11537B
 2708 LEMP AVE 2FL COPELAND, TAMMY J
 COMPLETED INSPECTION CODE A METER READING 7225
 DID DETECTOR ALARM? (CIRCLE ONE) YES / (NO)
 COMMENTS _____

 0000 ACCOUNT # 201297-011 METER # 001260459 TRACE DEVICE 11535B
 2339 S 7TH ST APTC VEENSTRA, PHILLIP
 COMPLETED INSPECTION CODE _____ METER READING _____
 DID DETECTOR ALARM? (CIRCLE ONE) YES / NO
 COMMENTS _____

 0060 ACCOUNT # 189551-009 METER # 001216223 TRACE DEVICE 11537B
 2634 LEMP AVE 2FL DOWNS, MARY ELLEN
 COMPLETED INSPECTION CODE C METER READING 6159
 DID DETECTOR ALARM? (CIRCLE ONE) YES / (NO)
 COMMENTS Meter Touching Wall

 0100 ACCOUNT # 189545-019 METER # 000046612 TRACE DEVICE 11537B
 2628 LEMP AVE APTB TESSIER, ANDREW E
 COMPLETED INSPECTION CODE A METER READING 1372
 DID DETECTOR ALARM? (CIRCLE ONE) YES / (NO)
 COMMENTS _____

 0105 ACCOUNT # 189543-012 METER # 001385239 TRACE DEVICE 11537B
 2626 LEMP AVE COOK, AUBREY B
 COMPLETED INSPECTION CODE _____ METER READING _____
 DID DETECTOR ALARM? (CIRCLE ONE) YES / NO
 COMMENTS _____

 0115 ACCOUNT # 189539-012 METER # 001075481 11537B
 2620 LEMP AVE ROSE, JACQUELINE
 COMPLETED INSPECTION CODE E METER READING 5571
 DID DETECTOR ALARM? (CIRCLE ONE) YES / (NO)
 COMMENTS Not All Piping Accessible

 0125 ACCOUNT # 189538-001 METER # 000862822 RE DEVICE 11537B
 2616 LEMP AVE 2FL INACTIVE
 COMPLETED INSPECTION CODE B METER READING 0850
 DID DETECTOR ALARM? (CIRCLE ONE) YES / (NO)
 COMMENTS Piping Pitted At Point of Entry RE-0850

IV. ANNUAL READ ROUTES

All inside meters with remote devices need to be read annually at the meter. Each route has a list of these meters printed in regular route sequence order on a document titled "Annual Device Reads". These documents are completed according to their grid locations to form a route.

Annual read routes differ from regular walk/car routes in that they are not considered task jobs. Instead, each route requires a total of eight hours of work, unless, of course, you complete your route in less time. Since Annual Read Routes may consist of meters from two or more regular routes, you may want to "drag" your car. It is important, therefore, that you record your mileage driven from the office to the end of the route to receive your mileage allowance. The mileage amount should be recorded on the cover sheet.

Description – Annual Read Route Document
(See following page.)

- 1) Reader No. – Record your 4-digit employee number here. You are required to record it on the first page only.
- 2) Date – Record date here. You are required to record it on the first page only.
- 3) Meter Readings – Once access is obtained, record the meter reading here.
- 4) Comments – Record the outside device reading or trace reading here if access is obtained. If access is not obtained, put a brief comment here (i.e. N/A, refused, etc.), and leave a yellow Meter Reading Close Tag – Annual Reads (F-947). See Page 22. Do not record the outside device reading if no access is obtained.
- 5) Completed Inspection Code – Record completed inspection code (A) Piping is in acceptable condition (B) Refer repairs to C & M (C) Refer repairs to SAID (E) Not all piping accessible. However, that which is visible is acceptable. An unacceptable condition is defined as pitting of the base metal. Surface rust is acceptable. (Refer to pocket card.)
- 6) All inspections must also answer the question: "Did detector alarm? Yes/No" (Circle One). Follow appropriate procedure if detector did alarm.
- 7) Time Recording – Record the time you complete each page on the bottom right corner of the page.

ANNUAL DEVICE READS

GE 2 ROUTE 0806 OFFICE LAC REPORT NO CA3310 *AUTO DEVICE*
SC SCHEDULED READ DATE 01/16/04 READER NO. ① DATE ②

0090 ACCOUNT # 189547-011 METER # 001142550 TRACE DEVICE 11537B

2630 LEMP AVE APTA

WILLIAMS, TRACEY

COMPLETED INSPECTION CODE _____

METER READING ③

DID DETECTOR ALARM? (CIRCLE ONE) YES / NO

COMMENTS ④

* INSPECTION NEEDED ***

0095 ACCOUNT # 189544-011 METER # 001086811 TRACE DEVICE 11537B

2628 LEMP AVE APTA

ROBERTSON, LARRY

COMPLETED INSPECTION CODE ⑤

METER READING _____

DID DETECTOR ALARM? (CIRCLE ONE) YES ⑥ / NO

COMMENTS

* INSPECTION NEEDED ***

0120 ACCOUNT # 189537-003 METER # 000821899 TRACE DEVICE 11537B

2618 LEMP AVE

GIBSON, ROBERT MR

COMPLETED INSPECTION CODE _____

METER READING _____

DID DETECTOR ALARM? (CIRCLE ONE) YES / NO

COMMENTS

* INSPECTION NEEDED ***

0160 ACCOUNT # 196798-009 METER # 001181346 TRACE DEVICE 11537B

1818 SIDNEY ST 1FL

TRUEMAN'S PLACE

COMPLETED INSPECTION CODE _____

METER READING _____

DID DETECTOR ALARM? (CIRCLE ONE) YES / NO

COMMENTS

* INSPECTION NEEDED ***

0170 ACCOUNT # 196794-003 METER # 001238931 TRACE DEVICE 11537A

1308 SIDNEY ST 1FL

EBERLINE, AUGUST

COMPLETED INSPECTION CODE _____

METER READING _____

DID DETECTOR ALARM? (CIRCLE ONE) YES / NO

COMMENTS

* INSPECTION NEEDED ***

175 ACCOUNT # 196795-001 METER # 001238901 TRACE DEVICE 11537A

1308 SIDNEY ST 2FL

EBERLINE, AUGUST J

COMPLETED INSPECTION CODE _____

METER READING _____

DID DETECTOR ALARM? (CIRCLE ONE) YES / NO

COMMENTS

INSPECTION NEEDED ***

80 ACCOUNT # 196791-002 METER # 000825113 TRACE DEVICE 11537A

1306 SIDNEY ST 1FL

BROOKS, RICHARD E

METER READING _____

COMMENTS _____

METER READING CLOSE TAG - ANNUAL READ (F-947)

IMPORTANT

Dear Customer:

Please call **Laclede Gas** at **621-6960** to schedule a meter reading appointment.

On _____, we made a special visit to read your gas meter, but were unable to gain access.

It is very important that we obtain an actual reading of your gas meter as soon as possible.

Call us at **621-6960** between 8:00 a.m. and 4:30 p.m. Monday through Friday to schedule a time for us to read your gas meter.

Note: Evening and Saturday appointments are available upon request.

Your prompt reply is appreciated.

Laclede Gas
621-6960



F-947-Rev. 8-90

V. SPECIAL METER READING CARDS

Special read cards may be attached to the front of your route. These identify large volume commercial and industrial accounts which require special handling (see examples below).

The accounts should be printed on your document in proper sequence with instructions "REFER ALL METER WORK TO SPECIAL DESK CUST ACCT". Use the card to record all readings (front, rear, veeder) along with the date and your employee number. In the case of special read cards only, nothing needs to be written on the read document. Verify and update meter location information on the card if necessary.

NOTE: Before you leave the meter, make the subtraction manually using the previous month's index to assure an accurate reading.

NAME AND ADDRESS MCDONNELL AIRCRAFT 6111 AVIATION				CY 05	ACCOUNT NUMBER 203227-002		READ RT. 0883	READ SEQ. 0679	Grid 14765B	TY 30	STA 1	
Pressure Factor 1.666				Rate 21L		Town Code 999	Meter Reading Info OFF PARKING LOT NEED MIRROR (22) OUTSIDE METER					
Billing Notes				Meter Number 156769		Meter Size 3000R	CORRECTED METER REGISTRATION					
				Date Set 12-11-90		Comb. Mtr. No.	CORR. C. <input type="checkbox"/> M. <input checked="" type="checkbox"/> 10M. <input type="checkbox"/> UNCORR. C. <input checked="" type="checkbox"/> M. <input type="checkbox"/> 10M. <input type="checkbox"/>					
Mo.	Day	Yr.	READ Top Front	Difference	READ Bottom Rear	% Var	Reader No.	Remarks				
7	14	97	0555590	120	335987	4-	6558					
6	12	97	0555590	920	335912	1+	6558					
5	14	97	0555590	1000	335663	0-	6558					
4	15	97	0555590	3850	334797	1-	6558					
3	14	97	0549960	5060	332163	1-	6558					
Add To Six Digit Index												

NAME AND ADDRESS LAMBERT ST LOUIS INT CITY OF ST LOUIS 10155 NATURAL BRIDGE				CY 04	ACCOUNT NUMBER 192867-001		READ RT. 0779	READ SEQ. 0170	Grid 14746C	TY 30	STA 2	
Pressure Factor 2.7529				Rate 9CL		Town Code 999	Meter Reading Info OUTSIDE METER HERTZ CAR RENTAL ROUND SILVER BLDG NEW EAST TERM #1					
Billing Notes 8-18-94				Meter Number 87813		Meter Size 38M	CORRECTED METER REGISTRATION					
				Date Set 5-16-94		Comb. Mtr. No.	CORR. C. <input type="checkbox"/> M. <input checked="" type="checkbox"/> 10M. <input type="checkbox"/> UNCORR. C. <input type="checkbox"/> M. <input checked="" type="checkbox"/> 10M. <input type="checkbox"/> VEEDER C. <input checked="" type="checkbox"/> M. <input type="checkbox"/> 10M. <input type="checkbox"/>					
Mo.	Day	Yr.	READ Top Front	Difference	READ Bottom Rear	% Var	READ Veeder	% Var	Reader No.	Remarks		
5	13	96	1654050	30560	0383700	0+	382217	0-	6558			
4	11	96	1623490	30410	0372600	0+	377112	0+	6558			
3	13	96	1593080	70640	0361580	1-	366098	1-	6558			
2	4	96	1522440	78990	0335710	1-	340223	1-	6558			
1	12	96	1443450	62630	0306630	1-	311144	1-				
Add To Six Digit Index			Top Front		Bot Rear		Veeder <input checked="" type="checkbox"/>					

VI. THREE MONTH CLOSE CARD

If you are unable to gain access to a meter where the estimate count equals 02, a green Three Month Close Card (F-935) must be left for the customer.

- Before leaving the card, write the cycle in the top left box (see below). The cycle being read is on the signature card.
- Also fill in the "Date to Read Meter" section before leaving the card. NOTE: This date is three weeks (21 days) from the current date. A calendar with the date to be written on the card will be available to you prior to leaving with your route.

4411 BIG CHIEF DR	MASEK, FRANK A	13435C
0520 HEATING-RES-LAC	1768 TO 1850 4 DIAL INSIDE	EST 02
000570282	READING _____ V M PREV 1717	585965-001
RING DOORBELL-STATES NO RE	DEVICE HERE	
READING INSTRUCTIONS	FDWL	

THREE MONTH CLOSE CARD (F-935)

Dear Customer:

On several occasions our meter reader has been unable to gain access to our meter on your premises and your bills have been estimated. Since we know that you are interested in receiving a bill that represents the ACTUAL amount of gas used, we suggest the following:

- Provide a customer meter reading for next month's bill.
Complete the attached postcard 3 weeks from today (the date you received this notice) and promptly mail it to Laclede. By completing and returning this postcard 3 weeks from today, you may avoid an estimated bill next month should our meter reader again be unable to obtain a reading.
- Order customer reading cards so that you can supply us with a reading each month.
If you are not at home when the meter reader calls we will use the reading you supply us to render your bill. (Laclede will still need to read your meter at least once a year.) To order customer reading cards simply complete and return the attached post card, or call us at 621-6960.

THANK YOU

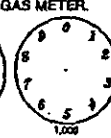
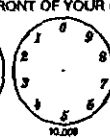
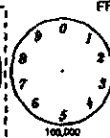
PLEASE TEAR OFF CARD ALONG THE DOTTED LINE

☐ PLEASE READ YOUR GAS METER IN 3 WEEKS
(21 DAYS) AND MAIL ON THAT DATE.

MARK YOUR READING IN THE
APPROPRIATE SECTION:

- 1) If your meter has dials, please mark the EXACT position of the hands on the dials provided.
- 2) If your meter has a Digital Readout, please mark the reading in the four boxes provided here.

DATE TO READ METER



If your meter has only three dials, cross out the one bordered by dashes.

--	--	--	--

PLEASE ENTER THE LACLEDE
METER NUMBER SHOWN ON THE
FRONT OF YOUR GAS METER.

PRINT NAME _____ ACCOUNT NUMBER (FROM YOUR GAS BILL) _____
ADDRESS _____

F-935-Rev. 5-90

Laclede Gas

VII. SEVEN MONTH CLOSE CARD

If you are unable to gain access to a meter where the estimate count equals 06, a blue Seven Month Close Card (F-4452) must be left for the customer.

 4527 MARY AVE THOMAS, DONNIE JR 11648A
 314-652-8663
 0221 HEATING-RES-LAC 2102 TO 2102 4 DIAL INSIDE (EST 06)
 OFF 000151536 READING _____ V M PREV 2102 345275-003
 BASEMENT

SEVEN MONTH CLOSE CARD (F-4452)

Dear Customer

For a number of months our meter reader has been unable to gain access to your meter, and your bills have been estimated. Since we know you are interested in receiving a bill that represents the ACTUAL amount of gas used, we suggest you schedule a special meter reading for a date and time convenient to you.

Simply complete and mail the attached card. Appointments are available 8 a.m. - 9 p.m. Monday - Friday, and 8 a.m. - 3 p.m. on Saturday (please allow a 3 hour time span for more efficient routing). There will be no charge for the appointment.

KEEP THIS REMINDER

SPECIAL METER READING MON. TUE. WED.
 APPOINTMENT ON: _____
 APPOINTMENT DATE THU. FRI. SAT.
 a.m. a.m.
 Between _____ p.m. and _____ p.m.



Laclede Gas
 621-6960

PLEASE TEAR OFF CARD ALONG THE DOTTED LINE

F-4452 3/96

MAIL THIS CARD

METER READING APPOINTMENT REQUEST

Please read the gas meter at the service address shown below on: _____
 Allow 7 days for mailing and processing

APPOINTMENT DATE

Monday - Friday

Saturday

☐ 8 a.m. - 12 noon ☐ 4 p.m. - 7 p.m. ☐ 8 a.m. - 12 noon
☐ 12 noon - 4 p.m. ☐ 6 p.m. - 9 p.m. ☐ 12 noon - 3 p.m.

☐ a.m. a.m. (Please allow a 3 hour time span between
☐ p.m. - _____ p.m. 8 a.m. - 9 p.m. Mon. - Fri., or 8 a.m. - 3 p.m. Sat.)

SERVICE ADDRESS

ACCOUNT NUMBER
 (FROM YOUR GAS BILL)

Telephone Number at Service Address

REQUESTED BY: _____
 (Please print) Name Other Daytime Telephone Number

VIII. GAS LEAKS

If you discover any odor of gas, your Combustible Gas Detector (CGD) alarms, or you are told of one by the customer, report it immediately to Order Control at 342-0800. If there is a strong gas odor inside a building, do not place the call from that location. Exit the premise before making the call.

The dispatcher will inquire about the strength of the odor and provide you with further instructions, if necessary.

In most cases, the service department will arrive on the scene within an hour. The safety policy states that if the customer is not home to provide access when they arrive, the gas will be cut off as a safety precaution, and will remain off until access is provided for inspection.

Be sure to report ALL customer reports of gas leaks, even if you cannot detect any odor.

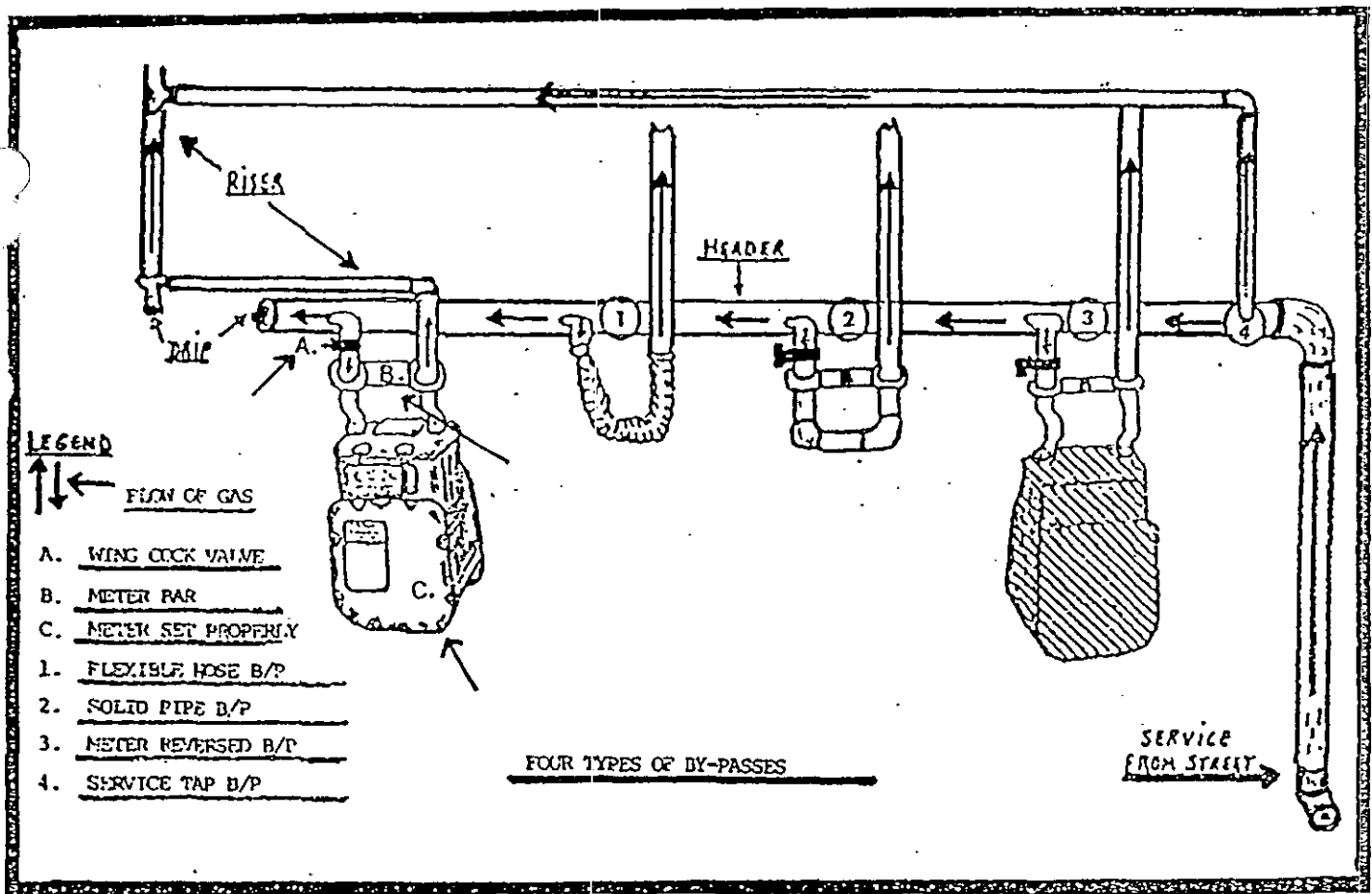
Key on Book Leaks – In reporting a gas leak for a key on book account, access for the service department must be provided. If the key is for the basement and the basement is bare of valuables, the basement must be left open, but advise the dispatcher to note the order "lock basement upon leaving". Otherwise, you will have to remain in the area until the service department arrives to investigate. Notify your supervisor in this case.

IX. GAS DIVERSION

Some customers devise a variety of ways to use gas without paying for it. The most common is a by-pass where a flexible connector, rubber hose, or iron pipe is used in place of the meter. Other methods include reversing the meter or tampering with the dials or other parts in any way that interferes with the meter's measuring function.

If you find an irregular connection or suspect diversion for any reason, report the facts to the office at the first available opportunity. Do not alert or confront the customer with what you have found.

A bonus is paid for all theft reports resulting in a verified case of gas diversion.



X. KEYS

Many customers have entrusted Laclede with keys to use for their monthly meter readings. It is very important that these keys be handled with extreme care at all times.

The following department rules apply with regard to customer keys:

1. If a key breaks off or gets stuck in a lock, call the office immediately.
2. If a key is lost, notify the office immediately.
3. If a key does not work for any reason (lock change, etc.), note this information on the cover page of your route.
4. If an account is marked "key on book" but you do not have the key on your ring, note this on your route and cover sheet.
5. If you have a key you cannot identify, or which does not belong on your route, inform your supervisor the next day.
6. There may be times when a customer offers you a key to their residence for future use. Inform that you will have an authorization form and return envelope sent. Mark the document "Wants to send in key".

If the customer insists on giving you the key, note on your document that a key was received, and give it to the supervisor or clerk the next day.

NOTE: If you receive a key while on route, you may request the customer sign the document page or elsewhere with a note indicating permission to use the key at a given address. Otherwise, a signature card will be sent from the office and must be signed and returned before the key can be used.

7. If a customer requests that their key be returned, you may release it to them under the following conditions:
 - a. The person making the request is identifiable as the owner/tenant of the property.
 - b. The customer's signature is obtained with a brief note acknowledging that the key was returned. The bottom or back of the document may be used for this purpose.

* All the above actions require a notation on the cover page of the route.

XI. SAFETY

All meter readers should be aware of the potential dangers involved in their job. Most accidents are caused by carelessness. By paying close attention to your surroundings and using basic common sense, you can work safely and prevent injuries.

NOTE: For more complete information on safety practices, read Laclede's Accident Prevention Manual provided by your supervisor.

A. Potential Hazards

Below is a list of some of the potential hazards that may confront you while on the job.

1. Dogs
2. Broken or obstructed stairs
3. Loose rugs and stair coverings
4. Holes in flooring
5. Open pits or excavations
6. Icy streets/slippery sidewalks
7. Waxed floors
8. Exposed spikes or nails
9. Broken glass
10. Defective doors
11. Sharp instruments
12. Low beams, or other obstructions

B. Safe Practices

1. Wear only substantially soled shoes not easily punctured by exposed nails.
2. Do not vault over fences, walls, or barriers.
3. Test carefully any device used as a temporary support.
4. Make sure your flashlight is in good working condition before you leave the office and use it so that passageways and dark areas can be properly lighted.
5. Be alert for floor openings, broken steps, low pipes or beams, clotheslines and projections.
6. Enter reading instructions on any account where special caution should be taken due to a potential hazard.

C. Dog Bites

Dog bites are the most common danger to you as a meter reader. Although there is no perfect method of countering a dog's attack, below are a few suggestions to keep in mind when dealing with dogs on your route.

1. Any dog, even small ones, can be dangerous.
2. Never back a dog into a corner or approach it from behind.
3. Avoid sudden movements – this provokes fear.
4. Be careful of all dogs that are chained and stay well beyond their reach.
5. Never pet or approach puppies.
6. If possible, request that the owner secure or confine the dog until the meter is read.
7. If confronted, stay calm and back away slowly—never turn your back or run.
8. Never point or wave your flashlight at a dog, except in self defense.

All dog bites, however minor, must be reported to your supervisor, and should receive medical attention. Try to remember details of the incident (address, owner, type/color of dog) since all dog bites are reported to the local police and/or health department.

D. Company Vehicles

All meter readers using Company cars are expected to drive carefully and must obey all traffic and parking ordinances and State Motor Vehicle laws. Fines due to violations of these laws are the responsibility of the operator. In addition, the following guidelines apply:

1. Passengers are not permitted except when the reason pertains to Company business.
2. If possible, avoid parking in alleys or customer driveways.
3. Never leave the engine running or the keys in the car while the vehicle is unattended.
4. Any defects in the vehicle should be reported to the garage where the vehicle is assigned.
5. Accidents or damage to Company vehicles should be reported to the office immediately by telephone. Also use the accident report form in the glove compartment to record details of the incident.
6. Refer to Laclede's Motor Vehicle Safety and Maintenance Manual for further information.

XII. INSTRUCTIONS FOR SPECIAL ROUTES

A. Quality Control

Whole or portions of routes are re-read one or two days following the regular reading. The pages are stamped "Quality Control" in red at the top.

Some customers may question two readings in such a short time. If asked, explain to the customer that a portion of meters are re-read to insure quality performance of the meter reader. Offer your I.D. card and tell the customer they may call the Company at 342-0614 to verify that you are scheduled to be there.

B. Re-Reads

Accounts appear on the re-read list whenever one is left blank, or when a reading falls outside the high/low boundaries and is not verified by the meter reader. After office review, the accounts which require another reading are routed. "Re-Read" appears in the upper right corner of the page.

- Enter your employee number and the date where indicated on page.
- Verify ALL readings.
- Make sure your RDU is in good working order and M.E. brush contacts are cleaned with spray and brush, if necessary.

C. Meter Read Only Orders

Entry Items on Order – See sample document on following page.

1. Index Reading – Mark the exact position of the dials on the meter on the diagram below “Current Meter Reading”. Write the index on the line following “Top/Front/Meter”.
2. If the meter is equipped with a remote reading device, record that reading directly below the index reading on the line following “Bot/Rear/Device”.
3. If the meter is equipped with a “Trace” device, use the Short Range Programmer (SRP) to obtain the trace reading and record it on the line following “TRACE READ”.
4. Verify the meter badge number. If not correct, note the correct number in the comments section at the bottom of the order.
5. If the meter is equipped with a trace device, verify the device number. If not correct, record the correct number on the line directly above the trace reading.
6. Order Status – Enter either a C, V or X.

C – Complete - Indicates reading has been obtained.

V – Visited - Indicates stop was made, but reading was not obtained. A brief but descriptive comment is required (such as “no answer”, “would not admit”, etc.).

X – Cancelled - Indicates unable to make stop. A comment is required on all cancelled orders. For appointments, a phone call to the customer is also required politely explaining why you are unable to honor the appointment. If the customer wishes to reschedule, have them call customer service at 621-6960.
7. Employee Number – Record your 4-digit employee number.
8. Date Completed – Record the current date.
9. Time Start – Record time of arrival.
10. Time Complete – Record time of departure.
11. Comment – Record all descriptive but brief explanations.

REVIEW ORDER REASON

773940-003

(F)ield (R)outed R (D)ispatched:
Grid No. H12482A
Date Scheduled 01/16/04
AM PM AL X

Office Located LACLEDE
Order No. 040008696 Dist. C Area 02
Account No. 773940-003
Meter No. 001212538
Meter Size 275RW Loc. TR-INSIDE

SERVICE INFORMATION: Tee 10 NSHL Main 07 WECL
Curb Box 02 EECL Riser 00 Service 10 NSHL
Material PLASTIC Branch Service N

Leak Information NO MATCH FOUND
Leak # Class

REQUIRED INSPECTIONS: **INSIDE SET** DID DETECTOR

Detected Gas: VERIFY TRACE

Device Number 5

Name JOHNSON, BEVERLY
Service Address 4218 IOWA AVE 1FL
Township ST LOUIS, MO 63111
Special Inst: SOMEONE HERE ALL DAY TO ADMIT. CUST REQ ACTUAL READ, METER
Special Inst: NOT READ SINCE 3/03 DUE TO FAULTY TRACE

Cust Phone 314-353-4669
Owner/Tenant RENTER

JOB DESCR. MTRS 16 *** METER SERVICE ORDER *** MTR STAT ACTIVE
METER READ ONLY

TAKEN 11/17/99 OWNER: VIRGINIA AVE PROPERTIES; 3301 MAGNOLIA; 771-3301

LAST COMPLETED ORDER NO GAS 04/09/01 07608 TENANT=003

COMMENT

Ordered By BEVERLY JOHNSON

OFFICE USE ONLY: Date Taken 01/06/04 Time Taken 16.28.02 Operator 06541 DIEKEMPER, MARTHA

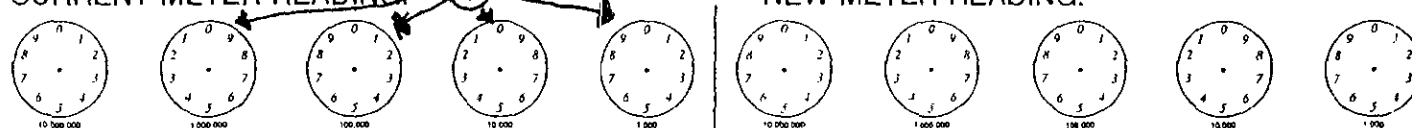
Mailing Address _____ City _____ ST _____ ZIP _____
Meter Sets: Town Code 001-ST LOUIS Route 2353
Rate 2RL Revenue Class 001 Norm .4124 Add .1340 Tax Code T
SVC Press LOW Geographic Location 01B6F1A0402A1B

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

Main Meter 001212538 COMPLETION INFORMATION

Old Meter No. 001212538 (4)
Device Number 009625180 (5)
No. of Dials: 4
Location: TR-INSIDE Size: 275RW
New Meter No. _____
Device Number _____
No. of Dials: _____
Location: _____ Size: _____

D.R. METER REPORT
Meter Found DR _____ Not DR _____
Device Found DR _____ Not DR _____

CURRENT METER READING: (1) NEW METER READING:


READINGS ==> 5191E LAST READ DATE 12/30/03

INDEX READING Mult INDEX READING Mult
Top/Front/Meter (1) /
Bot/Rear/Device (2) /
Veeder /
HIGH/LOW READINGS FROM SYSTEM: Low 5214 High 5229 Verified

ORDER STATUS (7) EMPLOYEE NUMBER (8) DATE COMPLETED (9) TIME START (10) TIME COMPLETE (11)
Service Person Signature (12)
Comment

Appointment Orders

Special attention should be given to the time for customer appointment orders. Generally, you can identify an appointment order by reading the special instructions listed on the order. Some specifically list time periods (8-11 a.m. etc.) while others indicate only A.M. or P.M. under the "Date Scheduled" at the top left. (See examples on pages 36-42.)

- Review and plan the route before leaving the office to assure all appointments are made on time. If an appointment will be missed or you're running late and the customer's telephone number is shown, call the customer to apologize for running late, and do one of the following:
 1. Offer a later time to make the appointment; or
 2. Give them the option to reschedule the appointment by calling Customer Relations at 621-6960.
- * Indicate on MTRS Order what time customer was called and other pertinent information. FAILURE TO DO SO COULD RESULT IN DISCIPLINARY ACTION.
- Leave a pink Meter Reading Appointment Request (F4475) if you are unable to read an appointment order (see page 35.)

Non-Appointment Orders

Customer Accounting Orders – These orders are sent out to verify high/low readings, etc., for billing purposes. The ORDERED BY section reads "03 NAME" with TIME WANTED – AL (all day). Do not leave a close card if unable to gain access.

Read Program "Cold Calls" – These are special read attempts made on accounts not read for 12 months or more. The ORDERED BY section has "Rd Program", TIME WANTED – AL, and SPECIAL INST – "Need Actual Rdg" or "Need Rdg – Estimates". If closed, do not leave a close card.

M.E. – R.E. Devices

For M.E. and R.E. devices, attempt both an inside and outside reading. If only an outside reading can be obtained, enter "V" for "STATUS", and enter the outside reading in the "Comment" section. (See examples on page 40.)

TRACE – SRP Readings

The order should be stamped requesting serial number and trace reading. SRP units must be returned when you finish your route. Off hour workers should turn their SRP's in on the ninth floor upon completion of their work. (See example on page 41.)

Extra Readings

If there is more than one meter present at the address, record meter numbers and readings for all meters present. Use the Accessible Extra Meter Reads form. (See example on page 15.)

Inspections

Many orders need a corrosion inspection on the meter and the pipe leading to the meter. See Inspect Meter Codes on page 14. Be sure the inspection is large and legible. The question "Did Detector Alarm? Yes/No" must be answered. (See example on page 36.)

REMINDER: Be sure to report anything you would on a normal route – leaks, diversion, coding changes, meter number differences, service work needed, etc.

IMPORTANT

METER READING APPOINTMENT REQUEST

WE WERE UNABLE TO GAIN

ACCESS ON / / .

SORRY WE MISSED YOU.

PLEASE CALL LACLEDE GAS AT

621-6960 BETWEEN 8:00 A.M.

AND 4:30 P.M. MONDAY THROUGH

FRIDAY TO RESCHEDULE A

METER READING APPOINTMENT.

Laclede Gas



F4476 Rev. 5-83

REVIEW ORDER REASON

270694-001

(F)ield (R)outed R (D)ispatched:

Grid No. H11627B

Date Scheduled 01/14/04

AM X PM AL

Office Located

LACLEDE

Order No.

040012537 Dist.

C Area 0

Account No.

270694-001

Meter No.

000905051

Meter Size

250AM Loc.

INSIDE

SERVICE INFORMATION: Tee 27 NSBL Main 07 WECL

Curb Box 02 WWCL Riser 04 NSBL Service 11 NSBL

Material COPPER Branch Service N

Leak Information NO MATCH FOUND

Leak # Class

Location DID DETECTOR

Detected Gas: ALARM?

Source of Gas:

YES ☒ NO ☐

REQUIRED INSPECTIONS: **INSIDE SET**

SPECIAL S.E.I.

Name RIDLEY, PAGETTE

Service Address 2700 HEBERT ST

Township ST LOUIS, MO 63107

Special Inst: 9-12NOON

Special Inst: READ METER

Cust Phone 314-652-9411

Owner/Tenant OTHER

Y

JOB DESCR. MTRS 16 *** METER SERVICE ORDER ***

MTR STAT ACTIVE

METER READ ONLY

TAKEN 04/18/91 BASEMENT

LAST COMPLETED ORDER INSPECTION

03/28/95 07661

TENANT=001

COMMENT

Ordered By PAGETTE

OFFICE USE ONLY: Date Taken 01/08/04 Time Taken 09.44.49 Operator 06885 MOTTA, BARBARA

Mailing Address _____ City _____ ST _____ ZIP _____

Meter Sets: Town Code 001-ST LOUIS Route 1113

Rate 2CL Revenue Class 010 Norm .1433 Add .1124 Tax Code T

SVC Press LOW Geographic Location _____

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

Main Meter 000905051 COMPLETION INFORMATION

Old Meter No. 000905051 New Meter No. _____

Device Number _____ Device Number _____

No. of Dials: 4 No. of Dials: _____

Location: INSIDE Size: 250AM Location: _____ Size: _____

D.R. METER

Meter Found DR

Not DR

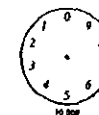
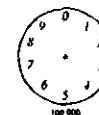
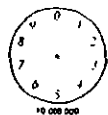
REPORT

Device Found DR

Not DR

CURRENT METER READING:

NEW METER READING:



READINGS ==>

2347E

LAST READ DATE 12/15/03

INDEX READING

Mult

INDEX READING

Mult

Top/Front/Meter 2729 /

Bot/Rear/Device /

Veeder /

HIGH/LOW READINGS FROM SYSTEM: Low 2382 High 2405 Verified

ORDER C EMPLOYEE NUMBER 1234 DATE COMPLETED 1-14-04 TIME START 9:30 TIME COMPLETE 9:35

Service Person Signature _____

Comment _____

REVIEW ORDER REASON

270694-001 (F)ield (R)outed R (D)ispatched: Grid No. H11627B Date Scheduled 01/14/04 AM X PM AL	Office Located LACLEDE Order No. 040012537 Dist. C Area 03 Account No. 270694-001 Meter No. 000905051 Meter Size 250AM Loc. INSIDE
--	--

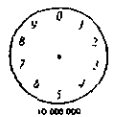
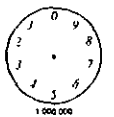
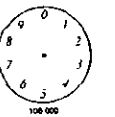
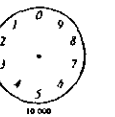
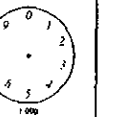
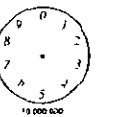
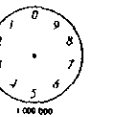
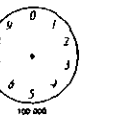
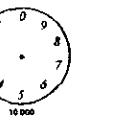
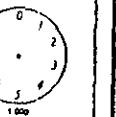
SERVICE INFORMATION: Tee 27 NSBL Main 07 WECL Curb Box 02 WWCL Riser 04 NSBL Service 11 NSBL Material COPPER Branch Service N	Leak Information NO MATCH FOUND Leak # Class Location Detected Gas: DID DETECTOR Source of Gas: ALARM? YES / NO
--	--

REQUIRED INSPECTIONS: **INSIDE SET** *SPECIAL S.E.I.*	Name RIDLEY, PAGETTE Service Address 2700 HEBERT ST Township ST LOUIS, MO 63107 Special Inst: 9-12NOON Special Inst: READ METER	Cust Phone 314-652-9411 Owner/Tenant OTHER Y
---	---	--

JOB DESCR. MTRS 16 *** METER SERVICE ORDER *** METER READ ONLY TAKEN 04/18/91 BASEMENT	MTR STAT ACTIVE
LAST COMPLETED ORDER INSPECTION 03/28/95 07661 COMMENT	TENANT=001 Ordered By PAGETTE

OFFICE USE ONLY: Date Taken 01/08/04 Time Taken 09.44.49 Operator 06885 MOTTA, BARBARA Mailing Address _____ City _____ ST _____ ZIP _____ Meter Sets: Town Code 001-ST LOUIS Route 1113 Rate 2CL Revenue Class 010 Norm .1433 Add .1124 Tax Code T SVC Press LOW Geographic Location _____
--

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

Main Meter 000905051 COMPLETION INFORMATION
Old Meter No. 000905051 New Meter No. _____ Device Number _____ Device Number _____ No. of Dials: 4 No. of Dials: _____ Location: INSIDE Size: 250AM Location: _____ Size: _____
D.R. METER REPORT Meter Found DR _____ Not DR _____ Device Found DR _____ Not DR _____
CURRENT METER READING: <div style="display: flex; justify-content: space-around;">      </div> READINGS ==> 2347E LAST READ DATE 12/15/03
NEW METER READING: <div style="display: flex; justify-content: space-around;">      </div>
INDEX READING Mult INDEX READING Mult Top/Front/Meter _____ / _____ Bot/Rear/Device _____ / _____ Veeder _____ / _____ HIGH/LOW READINGS FROM SYSTEM: Low 2382 High 2405 Verified

ORDER STATUS <input checked="" type="checkbox"/> EMPLOYEE NUMBER 1234 DATE COMPLETED 1-14-04 TIME START 10:30 TIME COMPLETE 10:35 Service Person Signature _____ Comment No Answer

REVIEW ORDER REASON

270694-001

(F)ield (R)outed R (D)ispatched:

Grid No. H11627B

Date Scheduled 01/14/04

AM X PM AL

Office Located

LACLEDE

Order No.

040012537 Dist.

C Area

0

Account No.

270694-001

Meter No.

000905051

Meter Size

250AM Loc.

INSIDE

SERVICE INFORMATION: Tee 27 NSBL Main 07 WECL

Curb Box 02 WWCL Riser 04 NSBL Service 11 NSBL

Material COPPER Branch Service N

Leak Information NO MATCH FOUND

Leak # Class

Location

Detected Gas: DID DETECTOR

Source of Gas: ALARM?

YES / NO

REQUIRED INSPECTIONS: **INSIDE SET**
SPECIAL S.E.I.

Name RIDLEY, PAGETTE

Service Address 2700 HEBERT ST

Township ST LOUIS, MO 63107

Special Inst: 9-12NOON

Special Inst: READ METER

Cust Phone 314-652-9411

Owner/Tenant OTHER

Y

JOB DESCR. MTRS 16 *** METER SERVICE ORDER ***

MTR STAT ACTIVE

METER READ ONLY

TAKEN 04/18/91 BASEMENT

LAST COMPLETED ORDER INSPECTION

03/28/95 07661

TENANT=001

COMMENT

Ordered By PAGETTE

OFFICE USE ONLY: Date Taken 01/08/04 Time Taken 09.44.49 Operator 06885 MOTTA, BARBARA

Mailing Address _____ City _____ ST _____ ZIP _____

Meter Sets: Town Code 001-ST LOUIS Route 1113

Rate 2CL Revenue Class 010 Norm .1433 Add .1124 Tax Code T

SVC Press LOW Geographic Location _____

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

Main Meter 000905051 COMPLETION INFORMATION

Old Meter No. 000905051

New Meter No. _____

Device Number _____

Device Number _____

No. of Dials: 4

No. of Dials: _____

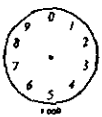
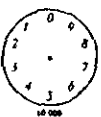
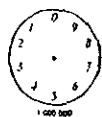
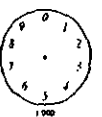
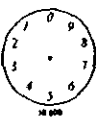
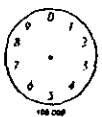
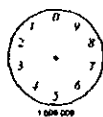
Location: INSIDE Size: 250AM

Location: _____ Size: _____

D.R. METER
REPORTMeter Found DR _____ Not DR _____
Device Found DR _____ Not DR _____

CURRENT METER READING:

NEW METER READING:



READINGS ==>

2347E

LAST READ DATE 12/15/03

INDEX READING

Mult

INDEX READING

Mult

Top/Front/Meter _____ / _____

Bot/Rear/Device _____ / _____

Veeder _____ / _____

HIGH/LOW READINGS FROM SYSTEM: Low 2382 High 2405 Verified

ORDER STATUS X EMPLOYEE NUMBER 1234 DATE COMPLETED 1-14-04 TIME START TIME COMPLETE

Service Person Signature _____

Comment CAR Problem - Called @ 10:45 Left message

REVIEW ORDER REASON

415568-001

(F)ield (R)outed R (D)ispatched:
Grid No. 18578B
Date Scheduled 01/14/04
AM X PM AL

Office Located LACLEDE
Order No. 040003909 Dist. S Area 01
Account No. 415568-001
Meter No. 001235218
Meter Size 250AM Loc. OUTSIDE

SERVICE INFORMATION: Tee 02 SSHL Main 07 WWCL
Curb Box 00 Riser 02 WEHL Service 02 SSHL
Material PLASTIC Branch Service N

Leak Information NO MATCH FOUND
Leak # Class
Location
Detected Gas:
Source of Gas:

REQUIRED INSPECTIONS:

Name FERGUSON, HAROLD T
Service Address 1701 ELTON RIDGE CT
Township CHESTERFIELD, MO 63017
Special Inst: NEED VERIFIED READ HRE, KCNK AT FNRT DR FOR ACCESS
Special Inst: Y
Cust Phone 636-532-2843
Owner/Tenant OTHER

JOB DESCR. MTRS 16 *** METER SERVICE ORDER *** MTR STAT ACTIVE
METER READ ONLY

LAST COMPLETED ORDER NO GAS 11/04/97 04540 TENANT=001
COMMENT X0248

Ordered By MR FERGUSON

OFFICE USE ONLY: Date Taken 01/05/04 Time Taken 09.38.00 Operator 07965 WAGNER, SONYA
Mailing Address City ST ZIP
Meter Sets: Town Code 188-CHESTERFIELD Route 1885
Rate 2RL Revenue Class 001 Norm 1.1167 Add .2152 Tax Code T
SVC Press INTERMEDIATE Geographic Location

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

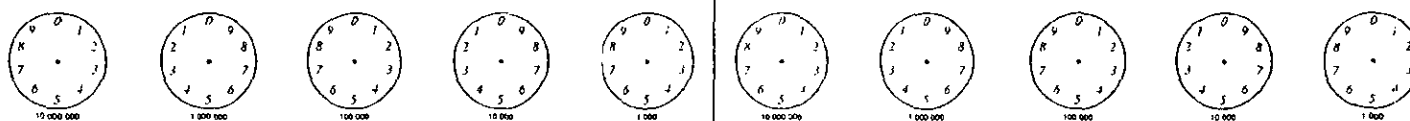
Main Meter 001235218 COMPLETION INFORMATION

Old Meter No. 001235218 New Meter No. _____
Device Number _____ Device Number _____
No. of Dials: 4 No. of Dials: _____
Location: OUTSIDE Size: 250AM Location: _____ Size: _____

D.R. METER REPORT Meter Found DR _____ Not DR _____
Device Found DR _____ Not DR _____

CURRENT METER READING:

NEW METER READING:



READINGS ==> 8794V LAST READ DATE 12/29/03

INDEX READING Mult INDEX READING Mult
Top/Front/Meter 9153 /
Bot/Rear/Device /
Feeder /
HIGH/LOW READINGS FROM SYSTEM: Low 8836 High 8865 Verified

ORDER STATUS C EMPLOYEE NUMBER 1234 DATE COMPLETED 1-14-04 TIME START 10:15 TIME COMPLETE 10:17
Service Person Signature
Comment

REVIEW ORDER REASON

235013-001

(F)ield (R)outed R (D)ispatched:
 Grid No. H13758D
 Date Scheduled 01/16/04
 AM X PM AL

Office Located LACLEDE
 Order No. 040010703 Dist. N Area 0
 Account No. 235013-001
 Meter No. 000155367
 Meter Size 175RW Loc. RE-INSIDE

SERVICE INFORMATION: Tee 11 WEHL Main 01 NNCL
 Curb Box 03 SSCL Riser 00 Service 07 WEHL
 Material COPPER Branch Service N

Leak Information NO MATCH FOUR
 Leak # Class
 Location
 Detected Gas: DID DETECTOR
 Source of Gas: ALARM

REQUIRED INSPECTIONS: **INSIDE SET**
 *SPECIAL S.E.I.**C/B SURV-LK REP*

YES NO

Name MARSHALL, J
 Service Address 852 CARSON RD
 Township ST LOUIS, MO 63135 Cust Phone 314-521-0990
 Special Inst: ANNUAL RDG-- DEVICE HERE; READ ACTUAL MTR Owner/Tenant OTHER
 Special Inst: * 8AM-12PM * Y

JOB DESCR. MTRS 16 *** METER SERVICE ORDER *** MTR STAT ACTIVE
 METER READ ONLY

TAKEN 10/17/90 UNDER WINDOW

TAKEN 08/17/88 READING INSTRUCTIONS

SK46

LAST COMPLETED ORDER HAZARD

10/22/01 06958

TENANT=001

COMMENT X5769

Ordered By MS

OFFICE USE ONLY: Date Taken 01/07/04 Time Taken 13.39.17 Operator 00066 BANDY, LAURA

Mailing Address City ST ZIP

Meter Sets: Town Code 250-ST LOUIS Route 0958

Rate 2RL Revenue Class 001 Norm .5032 Add .1526 Tax Code T

SVC Press INTERMEDIATE Geographic Location

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

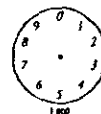
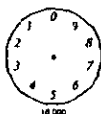
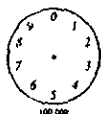
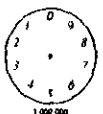
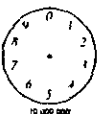
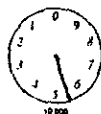
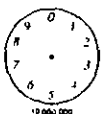
Main Meter 000155367 COMPLETION INFORMATION

Old Meter No. 000155367 New Meter No. _____
 Device Number _____ Device Number _____
 No. of Dials: 4 No. of Dials: _____
 Location: RE-INSIDE Size: 175RW Location: _____ Size: _____

D.R. METER Meter Found DR _____ Not DR _____
 REPORT Device Found DR _____ Not DR _____

CURRENT METER READING:

NEW METER READING:



READINGS ==>

7629R

LAST READ

DATE 12/12/03

INDEX READING

Mult

INDEX READING

Mult

Top/Front/Meter 78.56 /

Bot/Rear/Device 78.56 /

Veeder /

HIGH/LOW READINGS FROM SYSTEM: Low 7687 High 7726 Verified

ORDER STATUS C EMPLOYEE NUMBER 1234 DATE COMPLETED 1-16-04 TIME START 8:45 TIME COMPLETE 8:49

Service Person Signature

Comment

REVIEW ORDER REASON

753744-001

(F)ield (R)outed R (D)ispatched:
Grid No. H12614B
Date Scheduled 01/14/04
AM X PM AL

Office Located LACLEDE
Order No. 040004621 Dist. C Area 03
Account No. 753744-001
Meter No. 001238957
Meter Size 250AM Loc. TR-INSIDE

SERVICE INFORMATION: Tee 02 EEHL Main 07 NSCL
Curb Box 00 Riser 02 SNHL Service 20 EWHL
Material PLASTIC Branch Service N

Leak Information NO MATCH FOUND
Leak # Class
Location
Detected Gas:
Source of Gas:

REQUIRED INSPECTIONS:

Name GATHING, TOMMY
Service Address 4308 WEST BELLE PL
Township ST LOUIS, MO 63108
Special Inst: KNK/RING AT FNT DOOR
Special Inst:
Cust Phone 314-371-0342
Owner/Tenant OWNER
Device Number 3141722 Y

JOB DESCR. MTRS 16 *** METER SERVICE ORDER *** MTR STAT ACTIVE
METER READ ONLY
TAKEN 01/12/96 RING THE DOORBELL, WAIT LONGER ALWAYS HOME
LAST COMPLETED ORDER NO GAS 07/30/02 07677 TENANT=001
COMMENT DISP 1238
Ordered By MR GATHING

OFFICE USE ONLY: Date Taken 01/05/04 Time Taken 11.32.18 Operator 00062 MILLER, DONNA
Mailing Address City ST ZIP
Meter Sets: Town Code 001-ST LOUIS Route 2130
Rate 2RL Revenue Class 001 Norm .8333 Add .1500 Tax Code T
SVC Press LOW Geographic Location 01B7C060402CE0

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

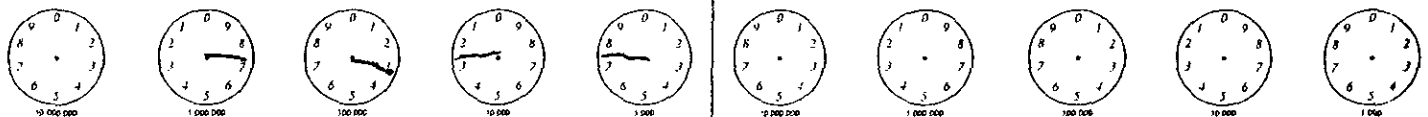
Main Meter 001238957 COMPLETION INFORMATION

Old Meter No. 001238957 New Meter No. _____
Device Number 002948857 Device Number _____
No. of Dials: 4 No. of Dials: _____
Location: TR-INSIDE Size: 250AM Location: _____ Size: _____

D.R. METER REPORT Meter Found DR _____ Not DR _____
Device Found DR _____ Not DR _____

CURRENT METER READING:

NEW METER READING:



READINGS ==> 6066D LAST READ DATE 12/29/03

INDEX READING Mult INDEX READING Mult
Top/Front/Meter 7327 /
Bot/Rear/Device /
Veeder /
HIGH/LOW READINGS FROM SYSTEM: Low 6096 High 6116 Verified

ORDER C EMPLOYEE NUMBER 1234 DATE COMPLETED 1-14-04 TIME START 9:37 TIME COMPLETE 9:42
Service Person Signature
Comment TRACE # Different

REVIEW ORDER REASON

573840-001

(F)ield (R)outed R (D)ispatched:
 Grid No. 12585A
 Date Scheduled 01/16/04
 AM X PM AL

Office Located LACLEDE
 Order No. 040008278 Dist. C Area
 Account No. 573840-001
 Meter No. 001019705
 Meter Size 250AM Loc. INSIDE

SERVICE INFORMATION: Tee 08 WEHL Main 06 NSCL
 Curb Box 02 NNCL Riser 00 Service 08 WEHL
 Material PLASTIC Branch Service N

Leak Information NO MATCH FOUR
 Leak # Class
 Location
 Detected Gas: DID DETECTOR
 Source of Gas: ALARM?
 YES 1 NO

REQUIRED INSPECTIONS: **INSIDE SET**

Name FAIR, MAMIE
 Service Address 4205 MARYLAND AVE
 Township ST LOUIS, MO 63108
 Special Inst: KNOCK FRONT DOOR 8-12NOON
 Special Inst: READ PROGRAM
 Cust Phone 314-531-7433
 Owner/Tenant OTHER

JOB DESCR. MTRS 16 *** METER SERVICE ORDER *** MTR STAT ACTIVE
 METER READ ONLY

TAKEN 07/02/96 RING BELL - ALWAYS HOME - GIVE TIME TO ANSWER
 TAKEN 07/02/96 PLS READ METER - SOMEONE ALWAYS HOME
 TAKEN 08/22/94 KNOCK FRONT DOOR WAIT LONGER
 TAKEN 03/29/94 ALWAYS HOME

Ordered By JOE COHEN

OFFICE USE ONLY: Date Taken 01/06/04 Time Taken 14.26.31 Operator 04256 WHITSON, JOSEPHIN
 Mailing Address City ST ZIP
 Meter Sets: Town Code 001-ST LOUIS Route 2587
 Rate 2RL Revenue Class 001 Norm .7379 Add .4770 Tax Code T
 SVC Press LOW Geographic Location

() CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION

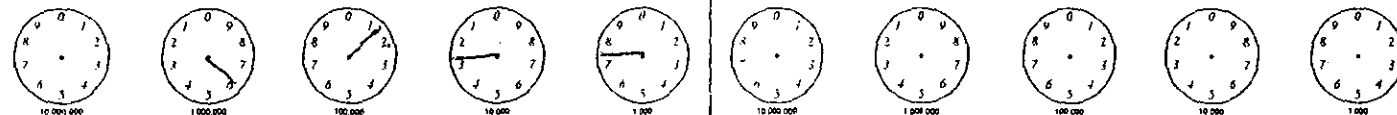
Main Meter 001019705 COMPLETION INFORMATION

Old Meter No. 001019705 New Meter No. _____
 Device Number _____ Device Number _____
 No. of Dials: 4 No. of Dials: _____
 Location: INSIDE Size: 250AM Location: _____ Size: _____

D.R. METER REPORT Meter Found DR _____ Not DR _____
 Device Found DR _____ Not DR _____

CURRENT METER READING:

NEW METER READING:



READINGS ==> 5983E LAST READ DATE 01/06/04

INDEX READING Mult INDEX READING Mult
 Top/Front/Meter 6127 /
 Bot/Rear/Device /
 Veeder /
 HIGH/LOW READINGS FROM SYSTEM: Low 6018 High 6041 Verified

ORDER C EMPLOYEE 1234 DATE 1-16-04 TIME START 11:41 TIME COMPLETE 11:46
 STATUS NUMBER COMPLETED
 Service Person Signature Piping Pitted Badly
 Comment

XIII. TRACE VEHICLE OPERATORS

Several meter readers are needed each day to execute the functions of the Automatic Meter Reading Vehicle (Trace Vehicle Operator). Each cycle is assigned to a volunteer with a preference or the lowest seniority meter reader.

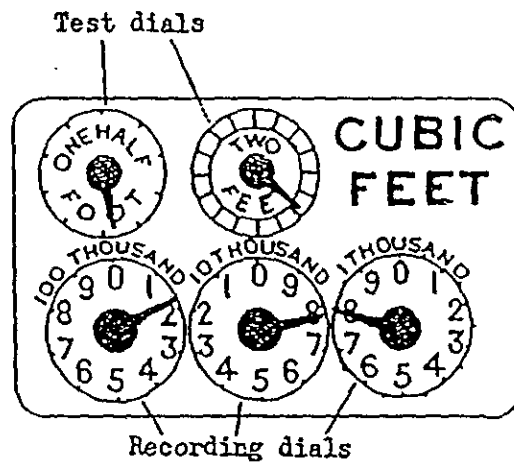
The operator is required to drive and/or navigate the AMR vehicle in a safe manner to facilitate the automatic interrogation of all remote trace devices in a given route. You must learn to operate the on-board navigational system, interact with the Mobile Interrogation Unit (computer/radio interface), and become familiar with street locations. Each trace vehicle operator is provided a manual for detailed instruction and reference. Additionally, you must have a good driving history with the Company to be eligible for this work.

The scheduled starting time is 6:30 a.m. unless otherwise noted. You must be willing to work overtime as the situation dictates. Currently, all trace vehicle operators meet at the Forest Park location in the engineers' offices.

Each cycle also has a set of trace devices that are unread on its scheduled read date for various reasons. These trace devices must be reread using a second trace vehicle on a subsequent day. This work is generally assigned to light duty or partially disabled personnel if available.

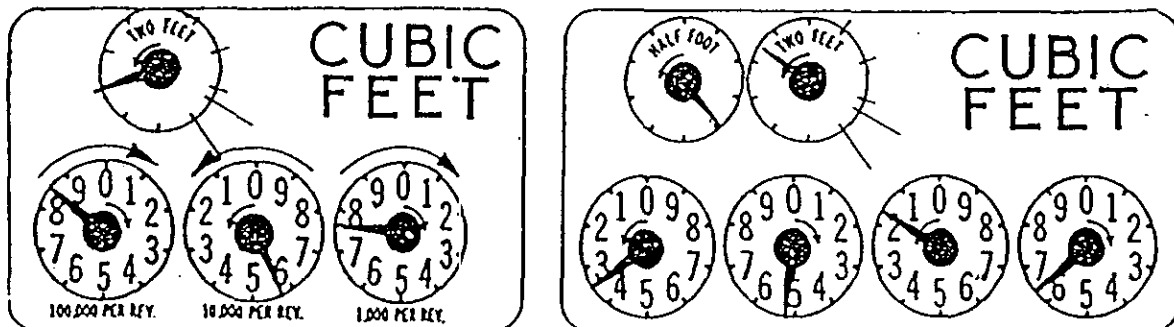
XIV. HOW TO READ A GAS METER

All domestic gas meters have indexes containing 3 or more recording dials and at least one test dial. Recording dials are those that register 1000 cu. ft. or more per revolution of the hand. Readings obtained from recording dials are used to compute customers' bills. Dials that register 100 cu. ft. or less per revolution, are test dials and are never included in the meter read.



In illustration A below, note that recording dials are divided into ten segments and, because of the gear arrangement behind the dial face, the numbering sequence and hand travel are reversed on each dial. When a hand is between two numbers, care must be exercised to read the number that the hand has just passed which will always be the smaller of the two numbers.

A

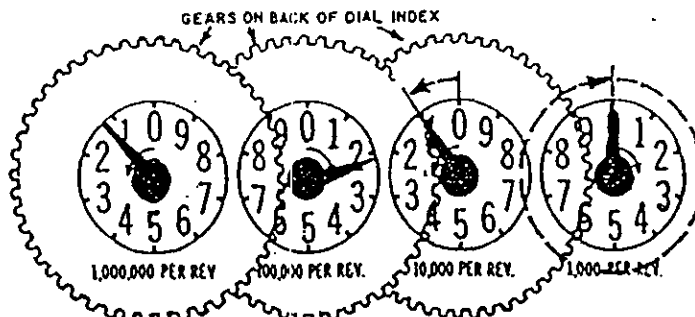


This meter read is 857

This meter read is 857

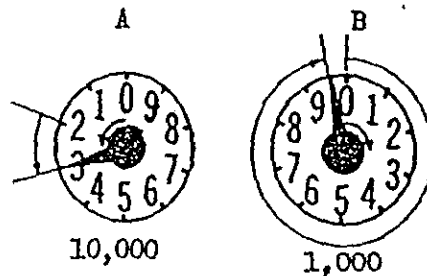
The dial hands of meter indexes are rotated by a simple gear train with a 10 to 1 ratio between gears. The 1000 ft. dial gear drives the 10,000 ft. dial gear which, in turn, drives the 100,000 ft. dial gear, and so on. Because of the gear ratio, it will take one complete revolution of the 1000 ft. dial hand to make the 10,000 ft. dial hand move 1/10 revolution (one complete segment).

EXAMPLE: When the hand on a 1000 ft. dial makes one complete revolution covering ten segments (0 to 0), the hand on the 10,000 ft. dial will count this revolution by moving one segment.



Sometimes the hand on a 10,000 ft. or larger capacity dial will reach a segment mark before the smaller dial hand has completed its revolution.

EXAMPLE: As the hand on dial B revolves through one complete revolution, the hand on dial A counts this revolution by moving one complete segment. In the illustration, the dial A hand is indicating that the dial B hand has completed 3 revolutions. However, in checking the dial B hand, you find that it has not reached the 0 segment mark, and as a result, has not completed its third revolution. (The hand on dial A, therefore, cannot be read as 3.)



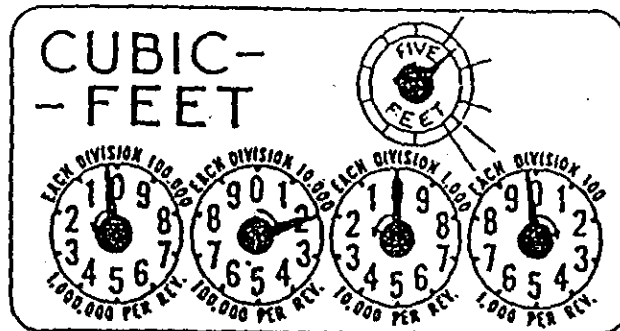
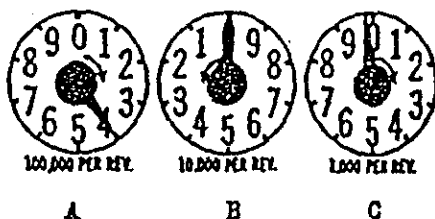
The read of these two dials is _____.

RULE: Whenever the hands on 10,000 ft. or larger capacity dials are on or close to segment marks, the position of the hands on the preceding smaller dials must be considered to insure the correct read.

In the illustration, the hand on dial A is pointing to 4, on dial B it is pointing to 0, and on dial C it is indicating a 9.

Because the dial C hand has not completed its revolution (0 to 0):

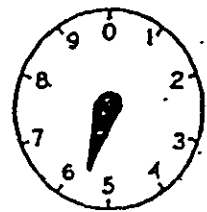
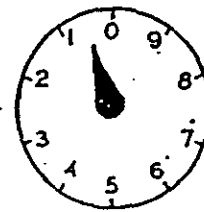
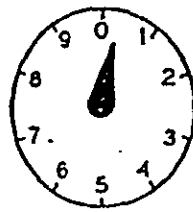
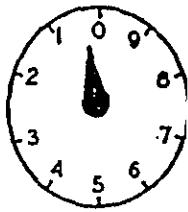
1. The dial B hand cannot have moved a complete segment; therefore it is read as a 9 -- not a 0.
2. If dial B is a 9, it cannot have completed a revolution (0 to 0); therefore, dial A hand cannot have moved a complete segment. Dial A is read as a 3.
3. The read is 399.



This meter read is _____

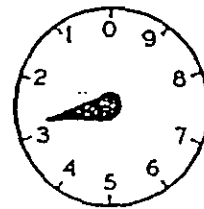
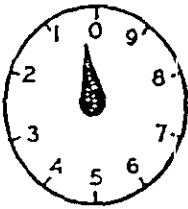
Practice Readings

No. 1



Your Reading 0005

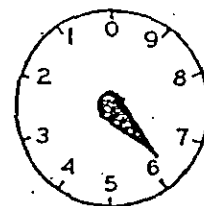
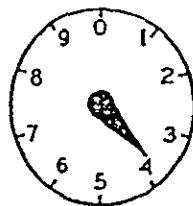
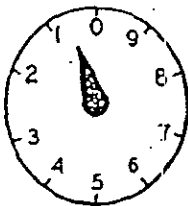
No. 2



Answer to No. 1 0005

Your Reading 0028

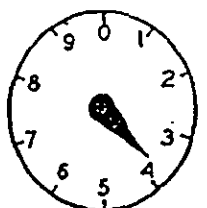
No. 3



Answer to No. 2 0028

Your Reading 0364

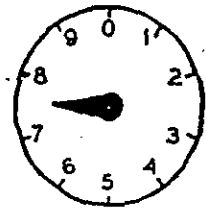
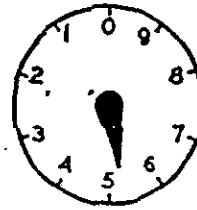
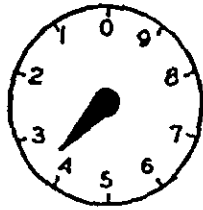
No. 4



Answer to No. 3 0364

Your Reading 8653

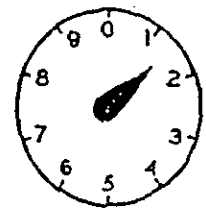
No. 5



Answer to No. 4 8653

Your Reading 3657

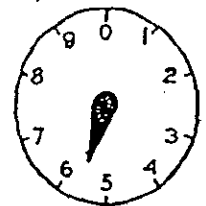
No. 6



Answer to No. 5 3657

Your Reading 6841

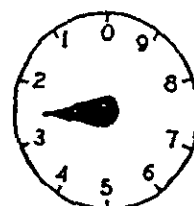
No. 7



Answer to No. 6 6841

Your Reading 0335

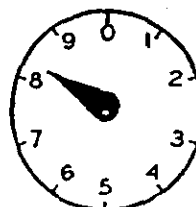
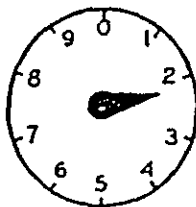
No. 8



Answer to No. 7 0335

Your Reading 4523

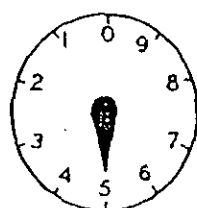
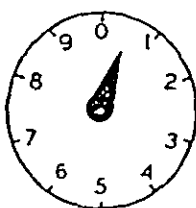
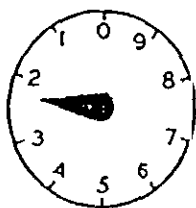
No. 9



Answer to No. 8 4523

Your Reading 3208

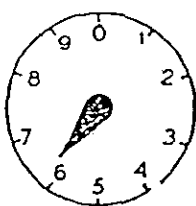
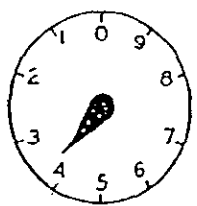
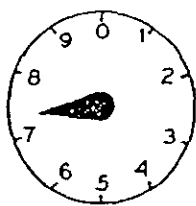
No. 10



Answer to No. 9 3208

Your Reading 2050

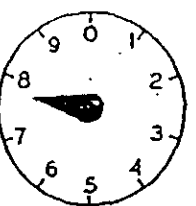
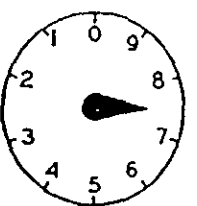
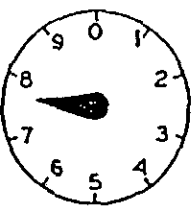
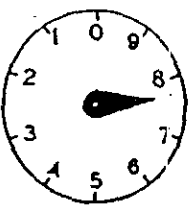
No. 11



Answer to No. 10 2050

Your Reading 5736

No. 12

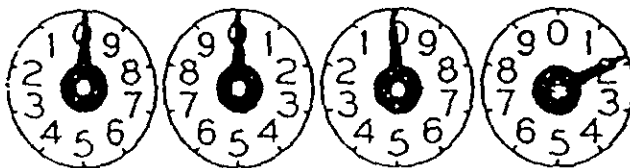


Answer to No. 11 5736

Your Reading 7717

Practice Readings

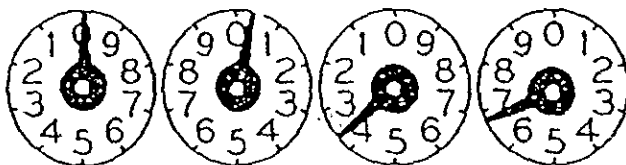
No. 13



Answer to No. 12 7777

Your Reading 0001

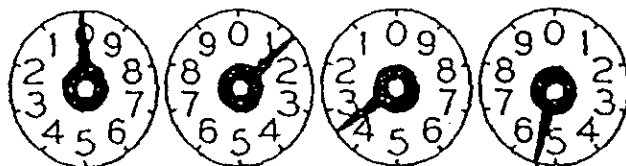
No. 14



Answer to No. 13 0001

Your Reading 0036

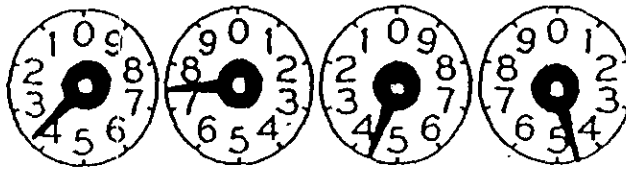
No. 15



Answer to No. 14 0036

Your Reading 0135

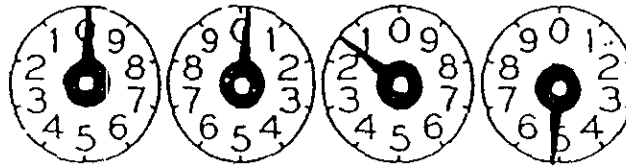
No. 16



Answer to No. 15 0135

Your Reading 3744

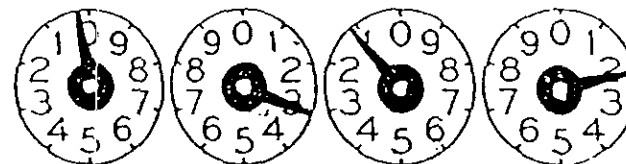
No. 17



Answer to No. 16 3744

Your Reading 0015

No. 18



Answer to No. 17 0015

Your Reading 0312

Answer to No. 18 0312