

Exhibit No.: _____
Issue: Meter Turn Off
Witness: James F. Gorman
Type of Exhibit: Rebuttal
Sponsoring Party: Missouri Gas Energy
Case No.: GC-2004-0305
Date Testimony Prepared: August 2, 2004

MISSOURI PUBLIC SERVICE COMMISSION

MISSOURI GAS ENERGY

CASE NO. GC-2004-0305

REBUTTAL TESTIMONY OF

JAMES F. GORMAN

Jefferson City, Missouri

August 2, 2004

REBUTTAL TESTIMONY OF KIM LAMBERT

CASE NO. GC-2004-0305

1 **Q. WOULD YOU PLEASE STATE YOUR NAME AND BUSINESS**
2 **ADDRESS?**

3 A. My name is James F. Gorman and my business address is 3420 Broadway, Kansas
4 City, Missouri 64111.

5
6 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

7 A. I am employed by Missouri Gas Energy (MGE), a division of Southern Union
8 Company (Company), as Superintendent, Training and Standards.

9
10 **Q. PLEASE DESCRIBE YOUR PROFESSIONAL EXPERIENCE AND THE**
11 **NATURE OF YOUR DUTIES AS MGE'S SUPERINTENDENT OF**
12 **TRAINING AND STANDARDS.**

13 A. I have worked for MGE (or its predecessor companies) for over 36 years. I have
14 held positions such as a service person in the company Installation and Service
15 department (I&S), I have been a supervisor and a Superintendent of I&S in the
16 Kansas City area. I am now Superintendent of Training and Standards.

17
18 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**
19 **PROCEEDING?**

20 A. The purpose of my testimony is to provide information to the Commission
21 regarding MGE's procedure for a meter turn off.

22

1 **Q. DOES MGE HAVE WRITTEN STANDARDS OR PROCEDURES**
2 **DEALING WITH METER TURN OFF ORDERS?**

3 A. Yes. MGE O&M Standard 3310 applies to Meter Sets, Turn Ons and Change
4 Outs. Section 8 of Standard 3310 deals with Meter Turn-Off Orders. The
5 procedures are set forth at section 8.2. (See Schedule JG1 thru JG2).

6

7 **Q. PLEASE EXPLAIN TO THE COMMISSION WHAT HAS TRANSPIRED**
8 **WHEN YOU SEE THE LETTERS “MOBS” IN A COMPLETED ORDER**
9 **ENRTY IN MGE’S RECORDS?**

10 A. The letters “MOBS” stand for Meter Off and Blind Sealed. A meter is blind
11 sealed when a metal disc is inserted on the inlet side of the meter. This is in
12 addition to the valve on the inlet side of the meter being in the “off” position.
13 (See Schedule JG2). This is consistent with MGE O&M Standard 3310, Section
14 8.2.2.

15

16 **Q. WHAT IS THE PURPOSE OF BLIND SEALING A METER?**

17 A. The insertion of the metal disc on the inlet side of the meter would stop the flow
18 of gas into a house line system in the event gas would leak by a valve in the off
19 position.

20

21 **Q. ONCE A MGE SERVICE PERSON HAS TURNED OFF THE GAS BY**
22 **PLACING THE VALVE IN THE “OFF” POSITION AND THE METER IS**
23 **BLIND SEALED WITH THE METAL DISC, WHO HAS THE**

1 **AUTHORITY TO REMOVE THE METAL DISC AND TURN ON THE**
2 **GAS?**

3 **A.** MGE believes that once its personnel have turned the gas off and blind sealed the
4 meter, it is MGE's responsibility to remove the metal disc and go through the turn
5 on procedure required by MPSC Rules and Regulations and in conformity with
6 the Fuel Gas Code.

7
8 **Q. WOULD YOU BRIEFLY EXPLAIN, IN GENERAL TERMS, THE STEPS**
9 **NECESSARY TO INITIATE GAS SERVICE AFTER A METER HAS**
10 **BEEN SHUT OFF AND BLIND SEALED?**

11 **A.** Briefly, the MGE service person must disassemble the meter set enough to
12 remove the metal disc on the inlet side of the meter. The meter set must then be
13 reassembled and the gas valve turned to the "ON" position. The service person
14 must then perform the necessary procedures to initiate service to the address. For
15 example, the MGE service person would do a pressure test to make sure the
16 delivery pressure is appropriate. The service person would also do a low flow
17 check to make sure the meter is accurate at a low flow of gas. The service person
18 would also perform a leak survey with an instrument to check for outside leaks.
19 The service person would also ascertain whether or not there are any leaks on the
20 house line. The MGE service person would conclude the procedure by making
21 the necessary entries in the company computer system.

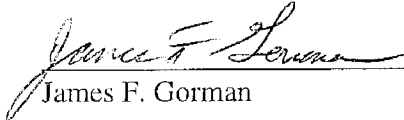
22
23 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

1 A. Yes, at this time.

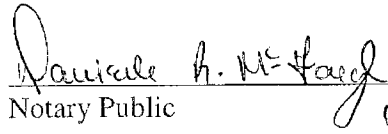
AFFIDAVIT

STATE OF MISSOURI)
)
COUNTY OF JACKSON) ss

I, James F. Gorman, state that I am employed by Missouri Gas Energy, a Division of Southern Union Company, as its Superintendent, Training and Standards, that the Rebuttal Testimony attached hereto has been prepared by me or under my direction and supervision; and, that the answers to the questions posed therein are true to the best of my knowledge, information and belief.


James F. Gorman

Subscribed and sworn to before me this 2nd day of August, 2004.


Notary Public

My Commission Expires:
DANIELLE R. MCGAUGHY
Notary Public - State of Missouri
Commissioned in Jackson County
My Commission Expires Nov. 7, 2004

(SEAL)

O & M Standard



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as a succession. If no service has been requested ask the customer to contact the business office immediately. If no telephone is available advise the customer they have 24 hours to contact our office or the gas service will be terminated. Advise dispatch to generate an order for the next day if service is left on but no application has been made. If utilizing in truck terminal to give 24 hour notice "Not Done" the order and note in comments gave 24 hour notice and the index reading.

8. Meter Turn-Off Order

8.1. Turn-Off Orders are to be issued when an account is to be closed. An attempt should be made to pair each Turn Off-Order with an accompanying Turn-On Order at the same address to establish one succession order rather than two separate orders, a turn-off and turn-on.

8.1.1. During periods when freeze-ups are possible (November 1 through April 1 -- the Cold Weather Rule period), the customer should be advised by the Customer Service Representative of the possibility of a freeze-up if the gas is shut-off. The customer should be encouraged to either winterize the property or notify the landlord of the pending shut-off.

8.1.2. If the Field Order does not show the customer was advised of a possible freeze-up, the order shall be returned to the Customer Service Department supervisor, unworked. The supervisor shall determine if the order is to be worked or returned to the Customer Service Representative for additional follow-up with the customer.

8.1.3. Soft Disconnect Order

8.1.3.1 A gas soft disconnect is defined as a turn-off order where the gas service is left on and the gas consumption is monitored by the CSS system. Parameters of seasonal usage will be established within the CSS system that would trigger a follow up investigation to determine if a hard shut off is necessary.

8.1.3.2 When a customer calls to have gas discontinued they will be advised that the gas will transfer out of their name on the date requested but that the gas will stay on.

8.1.3.3 The meter will be read on the date requested by the customer discontinuing service and usage will be monitored via ongoing meter reading functions.

8.1.3.4 If parameters of usage are exceeded and no customer contact is made to transfer service the meter shall be turned off following the procedures detailed in 8.2 below.

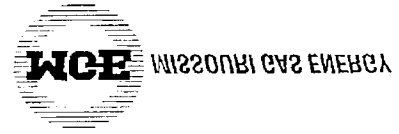
8.2. Turn-Off Procedure

8.2.1. Verify the address and meter number. Close the meter stopcock, and lock the valve or seal the meter. If a valve is closed and not locked, the meter shall be blinded, sealed, or plugged with a rubber plug on the outlet side to prevent the flow of gas to

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the customer. Turning off the gas at the curb valve using a valve key is acceptable when access to an inside meter is not possible.

8.2.2. All turned-off meters left in place shall have the valve locked or the meter sealed. Meters can be sealed as follows: A metal disc can be inserted on the inlet side of the meter, or a rubber plug can be inserted in the outlet tee. On meters with flanges, bolt a blank disc between the inlet flanges using a new gasket on either side of the disc.

- Each meter which has been shut off and sealed or locked if utilizing a paper order shall be entered into the CSS computer system for further monitoring.

8.2.3. If the Meter Order indicates the meter has been selected for testing in the Meter Change Out Program, remove the meter and plug both the inlet and outlet connections.

8.2.4. Perform the gas leak survey procedures described in Paragraph 5.16.

8.3. Meter Remove Order

8.3.1. Meters turned off normally should be locked or sealed and left in the meter setting to await a Turn-On Order.

8.3.2. Meters which have been inactive for twelve months shall be scheduled to be removed and returned to inventory.

9. **Meter Remove Procedure**

9.1. Verify the correct address and meter number.

9.2. Remove the meter and plug both the inlet and outlet connections.

9.3. Tag the meter, when necessary, and be sure to indicate the meter number and reasons for removal. Tag meters removed for special tests.

9.4. If the structure is to be torn down and removed, a meter order shall be completed and routed to the Construction and Maintenance Department to abandon the service line.

9.5. Perform the gas leak survey procedures described in Paragraph 5.16.

9.5.1. When residential and small commercial accounts have been inactive for three years or large commercial and industrial accounts have been inactive for five years, the service line shall be abandoned at the main and removed from plant investment by Accounting Services.

10. **Meter Change Order**

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Schedule JG-2