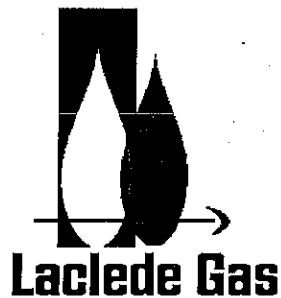


Exhibit No.: _____
Issue(s): Justification for Annual Meter Read
Witness: _____
Sponsoring Party: USW 11-6
Type of Exhibit: _____
Case No.: GC-2006-0060

Excerpts from Meter Reading Manual

**Submitted on Behalf of
Complainant USW 11-6, AFL-CIO**

Case No. GC-2006-0060



METER READING MANUAL

January 2004

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

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.

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

PAGE 2 ROUTE 0806 OFFICE LAC REPORT NO CA3310 *AUTO DEVICE*
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 ***

0175 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 ***

0180 ACCOUNT # 196791-002 METER # 000825113 TRACE DEVICE 11537A
1306 SIDNEY ST 1FL BROOKS, RICHARD E
METER READING _____

COMMENTS _____

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.