

Division Standard Practice - Schedule of Labor Rates

**LOUISIANA DIVISION
DIVISION STANDARD PRACTICE
SECTION 405**

SUBJECT: SCHEDULE OF LABOR RATES CHARGED FOR SERVICE WORK ON CUSTOMER'S PREMISES	CLASSIFICATION: OPERATIONS EFFECTIVE FEBRUARY 1, 1993
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THIS STANDARD PRACTICE SUPERSEDES DIVISION STANDARD PRACTICE NO. 405 ISSUED APRIL 4, 1988.

THE FOLLOWING IS A STATEMENT OF SERVICE POLICY AND PLAN OF SERVICE EFFECTIVE IN ALL DISTRICTS.

SERVICE POLICY

SERVICE UNDER THIS POLICY WILL CONFORM TO PROVISIONS IN THE LOUISIANA PUBLIC SERVICE COMMISSION ORDER NO. U-19906 DATED NOVEMBER 18, 1992.

COMPANY WILL ASSURE ADEQUATE SERVICING OF GAS APPLIANCES THAT ARE UNDER ENTEX WARRANTY OR WHERE HEALTH AND SAFETY IS NOT A FACTOR, COMPANY MAY PROVIDE SERVICE ONLY WHEN QUALIFIED APPLIANCE SERVICE IS UNAVAILABLE FOR AT LEAST 24 HOURS IN ORDER TO MEET THE NEEDS OF ITS CUSTOMERS. WITH THE CONSULTATION OF A HVAC SERVICE ORGANIZATION, ENTEX WILL PROVIDE THE CUSTOMER WITH A LIST OF "QUALIFIED LICENSED" SERVICE DEALERS IN THE AREA WHO WISH TO PARTICIPATE ON A 24-HOUR ON-CALL BASIS. COMPANY, DEALER AND OTHER RESPONSIBLE SERVICING ORGANIZATIONS WILL BE AVAILABLE TO FULFILL THIS POLICY.

COMPANY WILL ACTIVELY ENCOURAGE AND RENDER ASSISTANCE TO DEALERS, SERVICE ORGANIZATIONS AND OTHERS TO ENABLE THEM TO DEVELOP AND TRAIN COMPETENT SERVICE ORGANIZATIONS TO HANDLE THE SERVICING OF ALL TYPES OF GAS APPLIANCES AND GAS AIR CONDITIONERS ON COMPANY'S LINES.

1. AT LOCATIONS HAVING COMPETENT SERVICING ORGANIZATIONS MAKING FAIR AND REASONABLE CHARGES, CUSTOMERS ARE TO BE ENCOURAGED TO USE THEIR SERVICE.
2. ONLY WHEN QUALIFIED APPLIANCE SERVICE IS UNAVAILABLE FOR AT LEAST 24 HOURS, WILL COMPANY PROVIDE SUCH SERVICE AND WORK TO FIND AND DEVELOP RESPONSIBLE DEALERS AND/OR OTHER OUTSIDE SERVICE ORGANIZATIONS.

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PLAN OF SERVICE

1. **FREE SERVICE ON CUSTOMERS' PREMISES**

A. GAS LEAK INVESTIGATION

ALL LEAK CALLS OR CALLS OF A SIMILAR NATURE WILL BE PROMPTLY INVESTIGATED. LEAKS OF A MINOR NATURE IN EXPOSED PIPING, VALVES AND CONTROLS ABOVE THE FLOOR MAY BE REPAIRED. HOWEVER, MATERIALS USED AND TIME SPENT IN MAKING LEAK REPAIRS ON CUSTOMERS' PREMISES DOWNSTREAM OF THE METER ARE TO BE CHARGED FOR AS OUTLINED UNDER SECTION 2. CUSTOMER IS NOT TO BE TOLD THAT ALL LEAKS ARE REPAIRED IF SERVICEMAN CANNOT CHECK ALL PIPING. WHERE SHUT-IN TEST RESULTS ARE NOT SATISFACTORY, THE METER AND REGULATOR ARE TO BE REMOVED, AND CUSTOMER ADVISED TO CALL A PLUMBER FOR A COMPLETE LEAKAGE CHECK. COMPANY WILL STRICTLY OBSERVE LOCAL ORDINANCES WHERE CITY INSPECTIONS ARE REEQUIRED PRIOR TO REINSTITUTION OF GAS SERVICE TO A CUSTOMERS' PREMISES WHEN METER HAS BEEN REMOVED DUE TO LEAKAGE. A FOLLOW-UP SHALL BE MADE IN CASES THAT WARRANT THIS ACTION.

B. GAS - AIR ADJUSTMENTS

GAS-AIR ADJUSTMENTS ON APPLIANCE BURNERS WHICH ARE EASILY ACCESSIBLE AND WHICH REQUIRE A MINIMUM OF TIME FOR ADJUSTMENT ARE TO BE MADE AT NO CHARGE IF PERFORMED IN CONJUNCTION WITH (1) INSTITUTION OF SERVICE, (2) CHANGE-OUT OF A METER AND/OR REGULATOR, AND (3) OTHER SERVICE INVESTIGATION AND/OR WORK BEING PERFORMED ON THE PREMISES. IN CONJUNCTION WITH THE SERVICE WORK LISTED ABOVE, ADJUSTMENTS ON BURNERS NOT READILY ACCESSIBLE AND WHERE MORE THAN NORMAL LABOR IS INVOLVED ARE TO BE CHARGED FOR. LIKEWISE, WHERE A SPECIAL TRIP IS INVOLVED, THE ADJUSTMENT OF BURNERS IS TO BE CHARGED FOR.

C. CONSULTATION

COMPANY SOLICITS AND WELCOMES INQUIRIES FROM ITS CUSTOMERS AND PROSPECTIVE CUSTOMERS FOR ADVICE CONCERNING THE USE OR MORE COMPLETE USE OF ITS SERVICE. THIS ASSISTANCE WILL BE GIVEN AT NO CHARGE.

SPECIAL EFFORT WILL BE MADE TO ANSWER CUSTOMER COMPLAINTS IN ORDER TO PROMOTE CUSTOMER SATISFACTION AND INCREASED USE OF OUR FUEL.

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**D. SERVICING APPLIANCES PURCHASED FROM COMPANY
WHICH ARE STILL UNDER WARRANTY**

COMPANY SOLD AND INSTALLED APPLIANCES AND THEIR CONTROLS SHALL BE SERVICED FREE (NO CHARGE FOR LABOR, MATERIALS OR TRANSPORTATION) DURING THE FIRST YEAR GUARANTY OR MANUFACTURER'S WARRANTY PERIOD AS OUTLINED IN STANDARD PRACTICE 406. A METAL TAG, STAMPED WITH MONTH AND YEAR OF SALE, IS ATTACHED TO ALL NEW APPLIANCES AT TIME OF INSTALLATION. THIS SERVICE WILL CEASE WHEN THE ENTEX WARRANTIES EXPIRE.

E. OTHER FREE SERVICE

(1) INVESTIGATE AND CORRECT, AS PROMPTLY AS POSSIBLE, SERVICE TROUBLE RESULTING FROM MALFUNCTION OF COMPANY'S DISTRIBUTION EQUIPMENT (SUCH AS SERVICE REGULATOR OR METER) OR IMPROPER GAS SUPPLY OR GAS QUALITY.

(2) WHEN GAS SERVICE IS INITIALLY INSTITUTED TO A CUSTOMERS' PREMISES WHERE LPG (LIQUIFIED PETROLEUM GAS) WAS FORMERLY USED, NO CHARGE WILL BE MADE FOR CONVERSION OF CUSOTMER'S EXISTING AND USUAL DOMESTIC GAS APPLIANCES FROM LPG TO NATURAL GAS. THIS PROVISION IS DESIGNED TO PROMOTE CUSTOMER CONVERSION TO NATURAL GAS IN AREAS OF NEW MAIN EXTENSIONS WHERE LPG IS PRESENTLY USED.

2. CHARGED-FOR SERVICE ON CUSTOMERS' PREMISES

A. GENERAL

WHEN HEALTH AND SAFETY IS NOT A FACTOR, SERVICE ON NON-ENTEX WARRANTIED EQUIPMENT AND APPLIANCES MAY ONLY BE PERFORMED WHEN QUALIFIED APPLIANCE SERVICE IS UNAVAILABLE FOR AT LEAST 24 HOURS. ENTEX, WITH THE CONSULTATION OF A HVAC SERVICE ORGANIZATION, WILL PROVIDE THE CUSTOMER WITH A LIST OF "QUALIFIED LICENSED" SERVICE DEALERS IN THE AREA WHO WISH TO PARTICIPATE ON A 24-HOUR ON-CALL BASIS.

CUSTOMER SHOULD BE ENCOURAGED TO CALL DEALER OR APPLIANCE SERVICE ORGANIZATIONS FOR SERVICING OR REPAIRING APPLIANCES, PIPING, ETC. ASSISTANCE AND TRAINING SHOULD BE OFFERED TO DEALERS AND OTHER SERVICING ORGANIZATIONS TO ENABLE THEM TO TAKE OVER AS MUCH OF THIS WORK AS POSSIBLE.

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B. SERVICES PERFORMED BY COMPANY

SERVICE WORK OTHER THAN OUTLINED UNDER FREE SERVICE WILL BE AT THE RATE OF \$30.00/MAN HOUR. THIS RATE IS FOR WORK PERFORMED DURING THE SCHEDULED WORK WEEK. AUTHORIZED "CALL OUTS" FOR SERVICE AT NIGHT AND ON WEEKENDS FOR THE CONVENIENCE OF THE CUSTOMER, WILL BE AT THE RATE OF \$45.00/MAN HOUR, WITH A MINIMUM CHARGE OF \$60.00.

CUSTOMERS SHALL BE CHARGED FOR ALL SERVICE WORK PERFORMED ON ALL TYPES OF GAS APPLIANCES, CONTROLS, HOUSE PIPING, MOVING METER LOCATIONS, ALTERATION OF YARD LINES, ETC. SERVICE WORK INCLUDES THE INSTALLATION, REPAIR, PART REPLACEMENT, CONNECTION AND START-UP AND CHECKING AIR CONDITIONING EQUIPMENT, CENTRAL HEATING SYSTEMS AND CONTROLS, AND WORK IN CONNECTION WITH HOUSE PIPING, YARD LINES AND METER LOCATIONS, ETC.

3. SCHEDULE OF LABOR RATES CHARGED FOR SERVICE WORK

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|----|---|---------------------------|
| A. | GAS-AIR ADJUSTMENTS WHERE | |
| B. | NO CLEANING IS NECESSARY AND | |
| C. | REQUIRED LESS THAN 15 MINUTES -
LEAKS, ADVISORY SERVICE, ETC.
(NOTE: WHEN ERRONEOUS
REPORTS ARE GIVEN TO OBTAIN
SPECIAL SERVICE, CUSTOMER
SHALL BE CHARGED.) | NO CHARGE |
| B. | GAS LIGHT MAINTENANCE -
INCLUDES COST OF MANTLES -
SERVICE PERFORMED AT COMPANY'S
CONVENIENCE. | \$5.00 For
First Light |
| | FOR EACH ADDITIONAL LIGHT
AFTER FIRST | \$2.50/Each |
| | ALL OTHER TIMES -
REGULAR SERVICE CHARGE | \$30.00/Hour |
| C. | INSTITUTION OF SERVICE. | \$10.00 |
| D. | GAS AIR ADJUSTMENTS,
LIGHTING PILOTS, ETC. REQUIRING
MORE THAN 15 MINUTES BUT NOT
EXCEEDING 60 MINUTES. | \$30.00 |

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	<u>SCHEDULED</u> <u>WORK HOURS</u>	<u>OVERTIME</u> <u>HOURS</u>
E. SERVICE WORK INCLUDING TRUCK	\$30.00/MAN HR	\$45.00/MAN HR
HELPER	\$22.50/MAN HR	\$33.75/MAN HR
MINIMUM CHARGE FOR SERVICE WORK	\$30.00	
F. CALL OUTS	\$45.00/MAN HR	
MINIMUM CHARGE FOR CALL OUTS	\$60.00	
G. TURN-ONS	\$10.00	
H. MATERIALS AND REPAIR PARTS	\$ INVOICE + 40%	

CHARGES IN CONNECTION WITH SERVICE LINE EXTENSIONS

- A. EXTENDING OR RELOCATING EXISTING SERVICE LINES:
 MINIMUM CHARGE OF \$50.00 PLUS \$2.30/FOOT.
- B. WHERE MUELLER FITTINGS ARE REQUIRED, NO CHARGE
 SHALL BE MADE TO CUSTOMER FOR MUELLER FITTING OR
 LABOR IN CONNECTION WITH ITS INSTALLATION.

INSTITUTION OF SERVICE AND COLLECTION CHARGES

- A. A CHARGE OF \$10.00 SHALL BE MADE FOR:
 - 1. TURNING ON METERS OR TRANSFER OF SERVICE.
 - 2. DISCONNECTING AND REINSTALLING SERVICE
 AFTER A DISCONNECTION AT CUSTOMER'S
 REQUEST OR FOR NON-PAYMENT OR ANY CAUSE.
 - 3. RECONNECTING SERVICE FOR SEASONAL
 CUSTOMERS.
- B. A CHARGE OF \$15.00 WILL BE MADE FOR ANY RETURNED
 CHECKS - INSUFFICIENT FUNDS.

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- C. WHEN AN EMPLOYEE CALLS AT THE CUSTOMERS' PREMISES FOR THE PURPOSE OF DISCONNECTING SERVICE FOR NON-PAYMENT, IF COLLECTION IS MADE AND SERVICE IS CONTINUED IN LIEU OF A DISCONNECTION, A CHARGE OF \$7.50 SHALL BE MADE.
- D. MATERIALS
- ALL MATERIALS FURNISHED IN CONNECTION WITH THE SERVICING OF CUSTOMER'S EQUIPMENT AND APPLIANCES SHALL BE CHARGED FOR ACCORDING TO INVOICE PLUS 40%. AN EXCEPTION TO THE GENERAL RULE SHALL BE MATERIALS AND PARTS WHICH MUST BE FURNISHED IN CONNECTION WITH THE SERVICING OF WARRANTIED APPLIANCES SOLD BY THE COMPANY DURING THE WARRANTY PERIOD.