



CUSTOMER RESPONSE CENTER TRAINING  
**MODULE 6**  
**MOVES: CONTRACT MANAGEMENT**

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## SEARCHING FOR AN EXISTING BUSINESS PARTNER

**PERSON:** To search for a person, start with their Business Agreement Number (ask the caller for their account number). If they don't have that available, you can search for any combination of the following under the Business Master Data side:

- Name
- Last four digits of the Social Security Number
  - Example: \*1234
- Phone number

The screenshot shows a web application window titled "Identification". On the left is a navigation menu with items like "Identification", "Overviews", "Billing", "Consolidated View", "Interaction Record", "Contract Management", "Account Balance", "Dunning History", "Disconnections", "Service Order", "Correspondence", "Special Programs", and "Emergency". The main area contains two search criteria sections. The left section is for "Find Business Partner" and has fields for "First Name" (Rob\*), "Last Name/ Org Name" (Jones\*), "Doing Business As:", "House No. /Street:", "City/ Region/ Postal C..." (PA), "Telephone:", and "E-Mail:". The right section is for "POD by Address" and has fields for "House No / Street / S...", "City/ Region/ Postal C...", and "PA". Below these are buttons for "Search" and "Clear". At the bottom, there are buttons for "Search", "Clear", "Create Person", "New", and "New with Data Import". A "Result List:" label is at the bottom right.

**ORGANIZATION:** To search for an organization, start with their Business Agreement number (ask the caller for their account number). If they don't have that available you can search for any, or a combination of the following under the Business Master Data side:

- Name (under "Last Name/Org Name" field)
- Last four digits of the Tax Filing (Tax ID) Number
- Phone number

The screenshot shows the same "Identification" web application window. The left navigation menu is visible. The main area shows the search criteria for "Find Business Partner". The "Last Name/ Org Name" field is filled with "Giant Eagle\*". The "Identification Type /N..." dropdown is set to "Tax Filing N" and the text input next to it contains "\*1234". The "Search" and "Clear" buttons are highlighted. At the bottom, there are buttons for "Search", "Clear", "Create Person", "New", and "New with Data Import". A "Result List:" label is at the bottom right.

**Multiple Results (searching by name only):** Review service address information (next to Gas PoD) to determine the correct Business Partner.

**Search Criteria:**

Search for: Find Business Partner

First Name: Frank\*

Last Name/ Org Name: Jones\*

Doing Business As:

House No. /Street:

City/ Region/ Postal Code: PA

Telephone:

E-Mail:

Identification Type /Number:

Business Partner ID:

Search | Clear | Create Person | New | New with Data Import

**Result List:**

Description	Additional Information	ID
FRANK JONES	12213 STATE HWY 618, APT / C...	10429343
Individual Business Agreement		553838802
Contracts		
PA RES C...	04/07/2015 - 12/31/9999	40295940
Gas PoD	12213 STATE HWY 618, APT / S...	0000000000...
FRANKLIN JONES	1917 TREASURE LAKE / DUBOI...	10732494
Individual Business Agreement		751489403
Contracts		
PA RES C...	06/13/2015 - 12/31/9999	40692290
Gas PoD	46 TREASURE LAKE RD, SEC 1...	0000000000...

**Red** - Business Partner's name and BP number

**Blue** - Business Agreement (Account Number) on file. BP's may have more than one of these.

**Yellow** - Contract Dates (dates of service). An end date listed as 12/31/9999 means no planned date to end service.

**Green** - Gas PoD (Point of Delivery) shows the premise address of that contract

To confirm the Business Partner:

**Identification**

**Business Partner (10055911):** [More Fields](#)

Title:

First Name/ Last Name: FRANK JONES

Doing Business As:

House No./ Street/ Supp: 116 LINCOLN AVE

City/ Region/ Postal Code: NORTH TONAWA NY 14120

PO Box/ Postal Code:

Telephone/ Extension: (716) 693-5590

Mobile:

E-Mail:

ID Type:

Partner Type:

Correspondence Language: English

Change **Confirm** New Search Create Person  New

**Result List:**

Business Master Data				Position	Next Hit
Description	Additional Information		ID		
FRANK JONES	116 LINCOLN AVE / NORTH TO...		10055911		
Contracts	Individual Business Agreement		328537206		
NY Resid...	04/25/2015 - 12/31/9999		40170502		
Gas PoD	116 LINCOLN AVE / NORTH TO...		000000000...		
FRANK JONES	405 WHEATFIELD ST / NORTH...		10154728		
Contracts	Individual Business Agreement		324735411		
NY Resid...	04/25/2015 - 12/31/9999		40162530		
Gas PoD	405 WHEATFIELD ST / NORTH...		000000000...		

**Searching for a BP's Previous and Current Accounts:**  
Go to Contract Management. Select Account ID and search.

The screenshot shows the 'Contract Management' interface. At the top, the user is identified as 'GLORIA CUBERO / 811641703' and the session status is 'BP requires re-verification'. The interface includes a navigation menu on the left with options like 'Overview', 'Billing', 'Contract Management', and 'Account Balance'. The main area is divided into 'Search Criteria' and 'Result List'.

**Search Criteria:**  
Show: Active and future contracts for account  
 Contracts for account  Contracts for premise  Contracts for business agreement  
Account ID: [dropdown] is 10349837  
Maximum Number of Results: 100  
Buttons: Search, Clear

**Result List:**  
2 Contracts found  
Risk Class [dropdown] Show Canc. [button]

Contract...	Pro...	Des...	Start Date	End Date	Run Agre...	Address	Cus...	MO...	Item	Created At	Creat...
30015318	SC01	NY...	06/29/2016	12/31/9999	( 811641801	236 VICKSBURG AVE / TO...	1		000...	06/16/20...	STAL...
40466150	SC01	NY...	04/29/2015	06/30/2016	( 668121011	3310 SWEET HOME RD / A...	1		000...	05/07/20...	CON...

Buttons at the bottom: New Contracts | Move To Other Premise | End Contracts | Change Contracts

**Search for Current or Previous Tenants by Address:**

Confirm the premise on the Technical Master Data side. Go to Contract Management, remove Account ID, and search by premise:

**Contract Management**

Search Criteria Hide Search Fields

Show: Contracts for account and premise

Contracts for account  Contracts for premise  Contracts for business agreement

Premise is 60592917

Maximum Number of Results: 100

**Result List** Risk Class

3 Contracts found

Contract	Pro...	Des...	S...	Start Date	End Date	Bus. Agree...	Address	Cus...	MO...	Item	Created At	Creat...
30024434	SCD1	NY...	🚫	07/14/2016	12/31/9999	812596809	3310 SWEET HOME RD / A...	2	<input type="checkbox"/>	000...	07/13/20...	THO...
41563896	SCD1	NY...	🚫	07/01/2016	07/12/2016	780010005	3310 SWEET HOME RD / A...		<input type="checkbox"/>	000...	06/30/20...	BTCH...
40466150	SCD1	NY...	🚫	04/29/2015	06/30/2016	( 668121011	3310 SWEET HOME RD / A...	1	<input type="checkbox"/>	000...	05/07/20...	CON...

Clicking on the contract number will show the BP's name below:

3 Contracts found

Contra...	Pro...	Des...	S...	Start Date	End Date	Bus. Agree...	Address	Cus...	MO...	Item	Created At	C
30024434	SCD1	NY...	🚫	07/14/2016	12/31/9999	812596809	3310 SWEET HOME RD / A...	2	<input type="checkbox"/>	000...	07/13/20...	T
41563896	SCD1	NY...	🚫	07/01/2016	07/12/2016	780010005	3310 SWEET HOME RD / A...		<input type="checkbox"/>	000...	06/30/20...	E
40466150	SCD1	NY...	🚫	04/29/2015	06/30/2016	( 668121011	3310 SWEET HOME RD / A...	1	<input type="checkbox"/>	000...	05/07/20...	C

**Details for Contract 40466150 ( Division Gas , Product SC01 )**

[Summary](#) | [Contract Data](#) | [Product](#) | [Service Location](#) | [Dates / Partners](#) | [Status](#) | [Billing info](#) | [Cancel Data](#)

Sold-to party: 10349837      GLORIA CUBERO / 236 VICKSBURG AVE / TONAWANDA NY 14150

Contact person: \_\_\_\_\_

Employee resp.: \_\_\_\_\_

Bus. agreement: 668121011

Contract: 40466150      Billing lock: \_\_\_\_\_      Invoicing lock: GAS

Campaign / Elem: \_\_\_\_\_

Note: We cannot assume that each account number belongs to an individual or organization. When service goes into "NFG TEMP" account, there is a different account number assigned for that time period as well. For customer assisted Move outs for an outside meter with no pending Move In (open) order, an "NFG TEMP" account will automatically be opened. After 7 days, if there are no new applicants, the system will automatically issue a Move Out (close) order and the meter will be locked.

Premise: is 60592917  
 Maximum Number of Results: 100  
 Search Clear

**Result List**  
 Risk Class Show Canc.

3 Contracts found

Contra...	Pro...	Des...	S...	Start Date	End Date	Bus. Agree...	Address	Cus...	MO...	Item	Created At	Creat...
30024434	SC01	NY...		07/14/2016	12/31/9999	812596809	3310 SWEET HOME RD / A...	2	<input type="checkbox"/>	000...	07/13/20...	THO...
41563896	SC01	NY...		07/01/2016	07/12/2016	780010005	3310 SWEET HOME RD / A...		<input type="checkbox"/>	000...	06/30/20...	BTC...
40466150	SC01	NY...		04/29/2015	06/30/2016	668121011	3310 SWEET HOME RD / A...	1	<input type="checkbox"/>	000...	05/07/20...	CON...

New Contracts Move To Other Premise End Contracts Change Contracts

Details for Contract 41563896 ( Division Gas , Product SC01 )  
 Summary Contract Data Product Service Location Dates / Partners Status Billing info Cancel Data

Sold-to party: NFG\_TEMP NFG Temp Account - Customer Read / 6363 Main Street / Williamsville NY 14221

Contact person: \_\_\_\_\_  
 Employee resp.: \_\_\_\_\_  
 Bus. agreement: 780010005 NFG Temp Account - NY  
 Contract: 41563896 Billing lock: \_\_\_\_\_ Invoicing lock: GAS  
 Campaign / Elem.: \_\_\_\_\_

## FIELD VISIT ORDER TYPES CREATED WHEN STARTING/ENDING A CONTRACT

### MOVE OUT ORDERS CREATED:

1. **Lock Read** - NFG will simply read the meter to transfer the service either into a new party's name, a Landlord's name, or an NFG Temp Account (no interruption of service). Access is only needed if meter is located inside the premise.
2. **Lock** - NFG will place a lock on the meter to stop the flow of gas. Access is only needed if the meter is located inside at the premise.
3. **Remove** - (only to be used if absolutely necessary, specifically for demolition) NFG will stop the flow of gas AND remove the meter from the premise. Access is only needed if meter is located inside.

### MOVE IN ORDERS CREATED:

1. **Unlock Read** - Gas is flowing. NFG will simply read the meter to transfer the service from the prior party into the new party's name (no interruption of service in between).
  - a. Access is only needed if meter is located inside the premise.
2. **Unlock** - the gas is off at the premise and NFG needs to start the flow of gas.
  - a. *ACCESS WILL ALWAYS BE REQUIRED REGARDLESS OF METER LOCATION.* NFG is required to test the house lines and light any/all gas appliances.
3. **Old Set** - the premise has had gas service here in the past but it is currently off and the meter has been removed (usually due to long periods of not being used). A meter needs to be set and the flow of gas needs started.
  - a. An Old Set order is automatically created during the Move In process when there's no meter located.
  - b. *ACCESS WILL ALWAYS BE REQUIRED REGARDLESS OF METER LOCATION.* NFG is required to test the house lines and light any/all gas appliances.
4. **New Set** - A new service line has just been installed and house lines are set (either for a conversion to gas or a new build).
  - a. A meter needs to be set at this new premise and the flow of gas needs to be started. A New Set order is automatically created during the Move In process after a new service line is set.
  - b. *ACCESS WILL ALWAYS BE REQUIRED REGARDLESS OF METER LOCATION.* NFG is required to test the house lines and light all gas appliances. NFG will not light any new appliances because it would void the warranty.

## Technical Master Data (TMD)

If you need TMD (Technical Master Data – i.e. address information) added to the system (needed for an Old Set if the service line has been inactivated), email [NewServicesNY@natfuel.com](mailto:NewServicesNY@natfuel.com) (preferred) or call New Services at (716) 827-2210. Use this contact information for ALL NY service center territories.

Also contact New Services NY if the TMD is already in the system but needs to be changed.

For Old Sets:

Advise the customer that we will call them when the TMD is available and the order can be placed.

- For a single meter, advise the customer the returned call will be within 24 hours.
- For multiple meters/premises (e.g. large apartment building), advise it may take up to 48 hours. Once the TMD is entered, the New Services Department will call or email you back to let you know it's ready.
- In some cases, New Services may instruct that more information is needed and that a Get Information Order must be taken.
- Once the TMD is ready, you will be able to call the customer back and place the Move In.

**\*\*\* When a TMD is entered in ICWeb, the POD will show “installation not disconnected” even though the gas is off \*\*\***

## CALL AHEAD PROCEDURES

REMINDER CALL:

For a pending service order that is scheduled more than one business day in the future, the Business Partner will always receive an **automated** reminder call to the telephone number listed on their account. The BP is not required to answer this call. If no answer, an automated message will be left reminding them that an order is scheduled for the next business day.

APPOINTMENT DAY:

When access is required for a pending service order, the Business Partner has the option to receive a phone call 15 minutes prior to the field service representative arriving.

- If the BP wants the call ahead, enter the phone number(s) in the space provided
- If the BP declines the call ahead, leave the phone number field(s) blank

**Phone Rules:** Advise the BP that they **must** answer the telephone call, or National Fuel will not go to the premise. If no one answers the call, the field service representative will leave a message advising the customer to call National Fuel to reschedule the appointment for the next available date, which may not be for several days. The serviceperson will call from a 1-800, private, blocked or unknown phone number about 15 minutes prior to arrival.

The only exception to this is a reconnection order after being shut off for nonpayment (in that case, NFG will still visit the premise even if the phone is not answered)

**Adult Access Rules:** Advise the BP that on the day their order is scheduled, someone at least 18 years of age needs to be present to give access to the gas meter **AND** all gas equipment inside the apartment/house.

## **SCHEDULING AVAILABILITY**

When scheduling an order as a field visit, the appointment scheduler will **only** display the available days and times that are an option for that requested premise (if the day requested is not showing, it means there is nothing available for that selection) *There is no scheduling for a same day Field Visit appointment.*

All-day appointments are worked between 7:30 AM and 4:00 PM.

Not all locations offer anything other than an all-day appointment. However, if specifically available in that area:

- Mornings (AM) are worked anytime between 7:31 AM and 12:00 PM
- Afternoons (PM) are worked anytime between 12:00 PM and 4:00 PM
- Evenings (EVE) are worked anytime between 4:30 PM and 9:00 PM

Some locations also offer Saturday and Sunday appointment times ranging between 8:00 AM and 4:00 PM.

**DO NOT** list in remarks on the order or advise the customer any specific times when taking order other than time frame system schedule allows (e.g. "Please try am", "Work after 9" etc.)

## **CALLING DISPATCH PROCEDURES**

When calling dispatch, provide:

- The operations Regional Structure Grouping (schedule location) code (AA, DD, JJ, etc) on the order you are calling about.

If you have any questions regarding this procedure, or whether it would be appropriate to call dispatch, please see a Floor Supervisor.

## CUSTOMER ASSISTED READ PROGRAM

A customer assisted read Move In (start new contract) or Move Out (end contract) allows the Business Partner to call in the meter reading to either establish service or end service in their name. ***This is for residential locations with outside meters only.*** The Business Partner is not required to participate in the customer read program. If they would rather have a field visit, select that from the drop down instead of customer read and schedule an appointment date and time.

-Exception: if a premise with an inside meter has Owner Allocation, it can be processed as a customer assisted read.

If changing from customer read to field visit during the order, select "Field Visit" from the drop down and the scheduler will pop up to pick an appointment date and time from.

Ending Contracts: → Account & Payment Data → Summary  
End contracts at 321 EVANS ST, B / WILLIAMSVILLE NY 14221  
Contracts end on: 07/16/2016 Apply  
 Remove Meter  Lock Meter

Select to end	Division	Contract	Sold-to party	Pro
<input checked="" type="checkbox"/>	Gas	40500917	MICHELLE RIC...	SC

Select All Deselect All Customer Read: Customer Read   
Customer Read  
Field Visit

To qualify for the customer assisted read program, the following must apply:

### **Move In (start new contract)**

- Must be a residential location and the gas must be on
- A company or customer reading has been obtained within the past 12 months
- Meter must be outside or have a landlord agreement if inside

### **Move Out (end contract)**

- Must be a residential location and the gas must be on
- A company or customer reading has been obtained within the past 12 months
- Meter must be outside or have a landlord agreement if inside

### **Move In and Move Out Creation Reminder:**

If a premise is not eligible for a customer read at the time of the start/end contract process, the appointment scheduler will pop-up and they will be required to schedule a field visit

- Make sure at this point in the process you check whether the meter is inside or outside.  
If it is inside, we will need someone over 18 years of age to give us access

**When speaking with a caller:**

- When creating a Move In, Move out, or Transfer, verify the premise address with the customer.
- It is IMPORTANT that you check the upper-right corner of ICWeb for messages/alerts. It is exceptionally important during, and, upon completion of a move-in/move-out.
  - Create an Interaction Record with the caller's name, BuAg, premise address, and date of the move in or move out. If the order was scheduled, make sure you notate the date and time of the order

**See packet for more detailed scenarios.**

## **CONFIRM A FORCED OUT BUSINESS PARTNER**

If a Business Partner calls in to request to end their service, but a new party has already called in and requested service at that address (forcing out the current BP), in order to confirm their ending of service:

1. Confirm their Force Out at this premise
  - a. Highlight their contract
  - b. Select "Change Contract"
    - i. In the drop down menu, choose "Change Contract End" and hit Start Process
  - c. Confirm the date they want to end service (will default to one day before the new party requested to start, but can be changed to an earlier date)
  - d. Check the "Forced MO Confirmation" box to ensure that no matter what happens with the Move In party, this current BP's service WILL be ended as of the requested date
  - e. Select Customer Read or Field Visit
    - i. If they do not agree to use a CR or estimate and they want a field visit, select the field visit option in the drop down menu. This will automatically create a service order instead of a customer read
      - a. Confirm that the proper service order was created in the Service Order work center
  - f. **Read** "As a residential utility customer, you have the right to an actual meter reading. Upon request, we will make arrangements to obtain such reading"
  - g. Select the Finish Process button
  - h. **Confirm final bill mailing address**

IS-U Contract	Product	Division	Sold in Package	End of Supply	Start of Supply
300032468	DISTRIBUTION	Gas		04/21/2015	01/01/2015

Process: Change contract end

Change Contract End Date

End of Supply: 04/21/2015

Desired Contract End Date: 04/21/2015

Forced MO Confirmation:

Customer read:

## Force Out on Accounts that were Shut Off for Collections

When a customer calls to place a Move In that forces out the previous customer who was shut off for Dunning, a BPEM case will need to be created so that the previous customer's Contract is properly ended.

Identify that the gas is off:

1.

Result List:		
Object	Description	ID
Connection Object	250 MCCLELLAN ST / CA...	40592312
Premise		60575932
PoD	Gas (Inst. fully disconnected)	00000000000090542691

2. Check the **Disconnection** work center to see the reason for the gas being shut off. If it was shut off for Dunning, then proceed to Step #3 (below).

Disconnection	Reason
5000107308	Disconnection dunning level has been.

3. When a Move In is taken that forces out the previous party (who was shut off for Dunning), make sure to create the **“Forced Moveout – Account Disconnected for NonPymt”** BPEM Case. A Bookkeeper will align the previous Contract's end date with the actual Disconnection date.

- A convenient way to know if you are creating a Force Out is to either check the Premise Contracts in the Contract Management work center before beginning the Move In. If the Installation is “fully disconnected” but Contract Management shows an active Contract with an end date of 12/31/9999, the previous account was likely shut off for Collections within the last 15 days. Or on the Summary screen of the Move In, check the “Forced ended contracts” section.

**Contract Management - New Contracts**

Denial Validation → New Contracts → Account & Payment Data → Summary:

▼ Forced ended contracts

Division	Contract	Product	Description	Desired end date	Current
Gas	40411107	RSS	PA RES CUST	05/17/2017	MARK

- Once the Move In is completed, before an Interaction Record is entered, create the BPEM Case with notes that read “Previous customer’s contract needs to align with disconnection date”. **Make sure to also change the Priority to “Very High” to ensure that the BPEM gets worked the same day; otherwise, the Unlock order for the new customer will not be worked properly.**

**Clarification Case**

Case Category/Priority: Forced Moveout - Account Disconne [ ]

Main Object/Key: Contract [ ] RSS 40596735

Previous customers contract needs to align with disconnection date.

## RESIDENTIAL MOVE IN PROCEDURES

If a customer calls requesting multiple applications for service, first ask how many accounts they need to set up.

- If 4 or fewer, process them over the telephone.
- If 5 or more requests for new service, the request must be emailed to: [NY\\_NewSetRequests@natfuel.com](mailto:NY_NewSetRequests@natfuel.com) or faxed to 716-857-6500 Attn: New Sets

### New Business Partner/Non-Continuous:

A new Business Partner is an individual who has either never had service with us before, or an individual that has not had active service within the last 60 days, and was not shut off for nonpayment at the prior address.

Before anyone can request to start service with NFG, they must exist as a Business Partner.

- ALWAYS start by searching for the caller first. If the caller states they have never had service, search by full first and last name and full Social Security Number
- If the caller exists as a BP, review Interaction Records to see if any of the Move In process has already been started or if anything relevant is notated.

### Continuous Customer/Residential Only

Residential continuous customers are callers that:

Currently have active service with National Fuel

Had service within last 60 days and service was not shut off for:

- Dunning
- Consumption on a locked meter
- Security (e.g. Fraud, Meter Tampering, By-Pass)

### Creating a Residential Business Partner:

If the caller does not exist as a Business Partner, they need to be created. Residential BP's should be created as a person. *Avoid using any punctuation when creating names and mailing addresses.*

- Before creating the BP, remove any "\*" that you have entered in the search fields.

Identification

Search Criteria: Search Criteria

Search for: Find Business Partner

First Name: BUGS House N

Last Name/ Org Name: BUNNY\* City/ Reg

Doing Business As:

House No. /Street: Search Clear

City/ Region/ Postal Code:

Telephone:

E-Mail:

Identification Type /Number: Social Security N 112224488

Business Partner ID:

Search Clear Create Person New New with Data Import

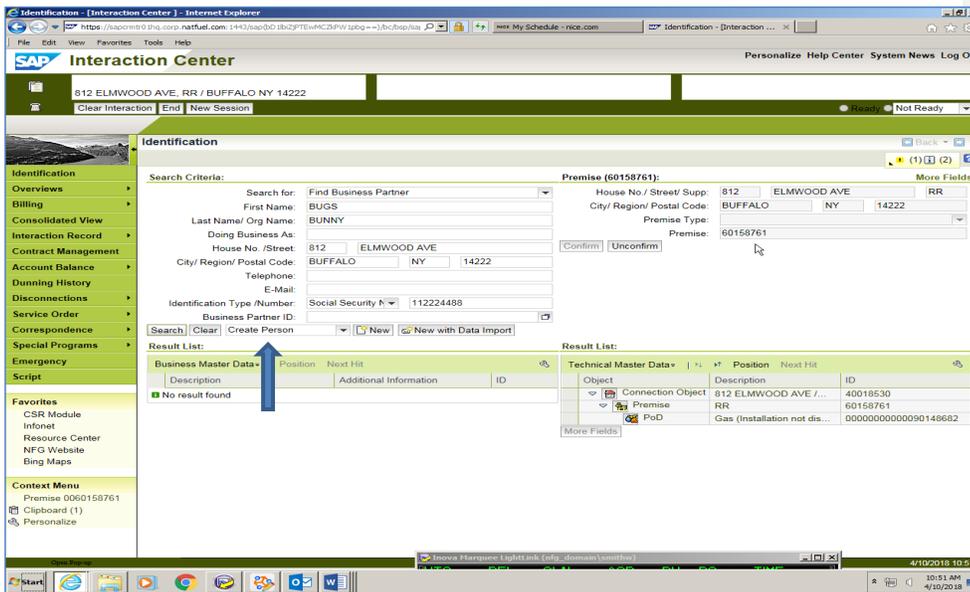
Result List:

Choose "Create Person" from the drop down menu

To create a person who wants to start service, you need:

- **Full first and last name** (Use the caller's given name, not shortened versions or nicknames)
  - ALWAYS confirm spelling of first and last names; incorrect spelling can cause a POS ID failure.
- **Full Social Security Number** (we only need the full Social Security Number to create them; after they're created and have been verified, we will only see the last four digits to confirm if they ever call without their Business Agreement number)
  - ALWAYS confirm the Social Security Number that's been entered before saving.

Search the address where the customer wants to start service on the right side, making sure to confirm the correct premise. Once the address is confirmed (it shows in the upper left), select New with Data Import, add phone number and/or email, than Save



You will now have the address and the Business Partner confirmed in the upper left corner:

Once the Business Partner and Service Address are confirmed in the upper left corner, proceed to Contract Management to process the move in.

To see information regarding the Premise, Remove the Account ID line and select Search:

Notice that the person who has service currently has an end date of 12/31/9999. This means that you can proceed without regard to dates of the previous contract.

**Search Criteria**

Show: Contracts for account and premise

Contracts for account  Contracts for premise  Contracts for business agreement

Premise: [dropdown] is [dropdown] 60158761

Maximum Number of Results: 100

[Search] [Clear]

**Result List**

1 Contract found

Contr...	Product	Descrip...	Status	Start D...	End Date	Transfe...	Bus. Agree. No.	Address	C...	M...
40197252	SC01	NY Res...	Repli...	04/02/2...	12/31/9...		517018505	812 ELMWOOD AVE, RR /...		

[New Contracts] [Move To Other Premise] [End Contracts] [Change Contracts]

Select New Contract:

Check Account Class for accuracy, select Relationship (own or rent?), then select Save, then Check. **Always check your alerts in the upper right corner before moving forward.**

Denial Validation: → New Contracts → Account & Payment Data → Summary

Account Class: RESIDENT NY

Business Partner	Name	Relationship Categ...	Start date	End date	DCV
12139738	BUGS BUNNY	LEASE	04/10/2018	12/31/9999	

[Save] [Delete] [Check] [Override] [X Cancel Process]

Move on to New Contracts, then select the start date. The system will determine if this will be a customer read or field visit.

**Contract Management - New Contracts**

Denial Validation → **New Contracts** → Account & Payment Data → Summary

Contracts start on: 04/11/2018  Create contracts from: New premises at ( 812 ELMWOOD AVE / BUFFALO NY 14222 )

Division	Select	Current Acco...	Item	Product	Product Des...	Current Prod...	Config	Contract St...	Status	Point of De...	Price...	1x P
Gas	<input checked="" type="checkbox"/>	JOSEPH PI...	10	SC01	NY Residential		<input checked="" type="checkbox"/>	04/11/2018	<input type="checkbox"/>	812 ELMW...		

Customer Read:

Next, click on Account & Payment Data. Ask if there is a dog on the property, if the account should be coded EBD, and if there is a separate mailing address. Ask if they know the landlord's name and search for that person, or use unk\_land.

**Account Data for BUGS BUNNY:**

Valid from: 04/11/2018

Use: Standard Address: BUGS BUNNY / 812 ELMWOOD AVE, RR / BUFFALO NY 14222

**Address**

House No./ Street/ Supp: 812 ELMWOOD AVE RR  
 City/ Region/ Postal Code: BUFFALO NY 14222  
 PO Box/ Postal Code:

**Payment data for new items**

Business Agreement: 834666605    Use as Default

Payments/ Refunds via: Invoice

Budget Billing Amount: None

**Other Information**

Call Ahead Number:  Premise Has Dog (Y/N):

Alt. Call Ahead Number:  Healthcare Facility:

Order Remarks:

Elderly:  Blind:  Disabl...:  Tax Exempt(Y/N):

Landlord BP / Phone / Name:

Finally, select the Summary screen. This is where you verify everything for accuracy: address, date, time (if there's a service order), offer their new account number and budget billing. If there is a service order, be sure to check that the correct type of order was created, with the correct date, time, and call ahead numbers. Then click Submit.

**Contract Management - New Contracts**

▲ Denial Validation → ▲ New Contracts → ● Account & Payment Data → ▲ Summary:

▶ Forced ended contracts

▼ Contracts starting at 812 ELMWOOD AVE, RR / BUFFALO NY 14222

Division	Item	Product	Description	Desired Start Date	Former Service...	Curre
Gas	10	SC01	NY Residential	04/11/2018		

▼ Address - Invoice for new contracts at 812 ELMWOOD AVE, RR / BUFFALO NY 14222

Address: BUGS BUNNY  
812 ELMWOOD AVE, RR / BUFFALO NY 14222

Payment via: Invoice

Refund via: Invoice

▼ Payment Information

No result found

- If the Move In is on behalf of a refugee, leave the Social Security Number field blank (it is not a required field). Check the Authorized Personnel list (located in the phone rep folder) to make sure the agency employee is on the list. You should enter the name of the agency applying for them in the order remarks field and also on Interaction Records for the refugee.
  - Continue with the Move In process and place a print out in the correspondence basket. The agencies have agreed to forward the Social Security Number to NFG when they receive it.

### Updating an incorrect Social Security Number

If an incorrect Social Security Number is entered while creating a Business Partner, you can update the number by going to **Business Partner Overview**.

- Select EDIT, and then delete both the Social Security Number under *Identification Numbers* AND the SSN Validation results
- Once both of these fields are deleted, SAVE at the top of the screen to submit that they've been removed.

▼ SSN Validations Edit List

Actions	Validation Procedure	Result	Validation Date	Validation Remarks
<input checked="" type="button" value="Delete"/>	Experian	Pass POS-ID Check Fail	05/07/2016	SSN Not Found

▼ Identification Numbers  Edit List

Actions	ID Type	ID Type Description	ID number	Responsible Institution	Entry Date
<input checked="" type="button" value="Delete"/>	SSN	Social Security Number	*****5295		

- Once the deletion has been saved, click EDIT again and re-enter the correct Social Security Number under *Identification Numbers* by clicking **New**
  - Once the new number has been entered, hitting SAVE at the top of Business Partner Overview will re-run it through POS ID again.

## **POS ID**

POS ID is an online Social Security Number validation program that is linked to Experian, the consumer-reporting agency.

### **POS ID Rules of Confidentiality:**

1. **DO NOT** use POS ID to check on anyone except the Business Partner you're creating
2. A federal law entitled the Fair Credit Reporting Act (FCRA) governs the use of the Experian database. The unauthorized use of POS ID will violate FCRA. **EACH ACCESS OF POS ID WILL LEAVE AN AUDIT TRAIL THAT CAN BE TRACED BACK TO THE COMPANY USING THE SYSTEM AND TO THE INDIVIDUAL USER.**
3. Each time a Social Security Number is entered into the POS ID system for validation:
  - a. "INQ" (Inquiry) is indicated on that consumer file based on Social Security Number provided.
  - b. This notation will disclose to the consumer that National Fuel viewed his identification information
  - c. This remains on the consumer's file for 12 months
  - d. This inquiry is not visible to other credit grantors
4. **FRAUDULENTLY OBTAINING** information from a "consumer credit agency" is punishable under the law. The law firmly prohibits anyone from obtaining information under false pretenses. **ANYONE** who obtains consumer credit report information in a fraudulent manner is subject to a \$5,000 fine or one year in prison, or both. This is levied against the individual and not necessarily the company.
5. **DO NOT** discuss the findings of the POS ID call with the Business Partner. **BE CAREFUL** or National Fuel might be considered a "Consumer Reporting Agency". Experian, as a consumer-reporting agency, is highly regulated by FCRA. By providing any information returned by Experian to a consumer, National Fuel runs the risk of becoming a "Consumer Reporting Agency" and will therefore be subject to the same rules and regulations by which Experian is governed.

## **EXPERIAN CHECK / POS ID**

**POS-ID is used to protect the company from fraud, ensure good customer service by preventing unnecessary visits to the CACs and whenever possible, minimize customer traffic to the CACs.**

Depending on the message you get from Experian, you may need to contact a floor supervisor.

### **SAMPLE SCRIPT FOR POS ID FAIL RESULTS:**

"I'm sorry; we cannot continue the process for new service because we were not able to verify your Social Security Number. You will need to provide proof of identification to the office"

If needed, your response to the caller questioning the results: "This is the only information available to me. We use an outside service and if you have any questions, you can call Experian's Customer Service Department at 855-819-7978. We **do** have the right to verify this information".

### **Knowing Your Caller:**

PSC regulations allow us to ask that the Business Partner present two acceptable forms of identification before we will provide service. However, if we can verify their identity over the phone through POS ID with one, that is acceptable.

Obtaining the full Social Security Number is preferred choice when the Business Partner is requesting to start service over the phone. This can be easily verified.

When the Business Partner chooses to, or is required to visit one of the CAC's to provide identification, they must provide two forms of ID, at least one being current picture ID. Driver's License and Social Security card are the preferred forms of ID, but the following are also acceptable:

- Student ID
- Employment ID
- State issued ID
- Passport
- Credit/Debit Card
- Food Stamp Card

**Unacceptable** forms of identification include:

- Bus passes
- Letter from a landlord
- Lease
- Library card

Only Social Security Numbers should be entered to create a person as a Business Partner. If another form of identification is accepted, such as a Student ID or Passport, it is done in a walk-in office ONLY.

DO NOT - under any circumstances - tell the person the results of their POS ID search. Simply explain that we were unable to verify their identification.

**\*\*\*See COVID Packet for POS ID Fail Procedure\*\*\***

**If POS ID Fails:**

**We cannot complete a Move In until we have the customer's Social Security Number verified** (whether through POS ID or through them submitting proof)

Process for POS ID failure

- When a customer fails POS ID when starting the Move In process, see Floor Supervisor to re-run the Social Security Number
- If found, complete normal process
- If the SS# is NOT found with Floor Supervisor after having them run the number
  - Cancel process, assign a new account number and give it to the customer
  - Explain to the customer that we were not able to verify their identification.
  - Advise the applicant they need to visit a CAC with the new account number and two forms of ID. (one needs to be an acceptable current photo ID: the preferred are driver's license and Social Security card).
  - or
  - Advise customer to email 2 forms of their ID (one being photo) to CRC\_Fax@natfuel.com (if can't email can fax to 857-6500). They should include their phone number and account number.
  - Add in subject line "ID"
  - Advise to enlarge and lighten, and include their account number and phone number.
  - Advise customer to call back after they have submitted their ID (email/fax)

- If you type in all zeroes in the SSN field (International customers), make sure to remove them so the BP doesn't get saved with a SSN of 000000000.
- Reminder: we never disclose the reason for failing POS ID. We just advise that we are unable to verify their identity over the phone.
- IR the account

If POS ID results come up as Name Does Not Match/SSN Not Found, it may be because of a change in marital status. If they have not changed it with the Social Security office, the POS ID will fail. You can rerun the search using their prior/maiden name. If it matches, continue with the Move In process. To complete a name change, the Business Partner must bring in, mail, or fax proof of name change.

When creating and saving a new Business Partner, you may get a message stating that the customer has frozen their credit bureau account. If they have requested a file freeze, they can contact Experian to remove this.

- **NOTE:** When a customer calls back stating their account has been "unfrozen", you will need to re-run their SSN in **Business Partner Overview**. This will update the results field to "pass" as long as the customer unfroze their account.

#### **EBD POS ID Failure**

**If applicant qualifies as an EBD customer and fails POS ID and is applying for service between October 1<sup>st</sup> and April 15<sup>th</sup>, customers should not be denied service.** The exception to this rule is the following procedure to address possible fraudulent applications for service:

- When taking an application for an EBD applicant and the POS ID failure message indicates possible fraud, go directly to a Manager to review the situation
- When an EBD customer fails POS ID for a non-fraud related reason see a Floor Supervisor.
- If the Floor Supervisor determines the EBD applicant needs to provide identification at a CAC location, advise the customer: "We are unable to verify your identity over the phone. You will need to bring two forms of ID, one being picture, into our office."
  - Issue a Denial of Service.

**NOTE:** ALWAYS ask the EBD questions to determine if EBD status exists, even when the applicant is being denied service. NEVER read the POS-ID message to the customer.

**MOVE IN: BP HAS HAD SERVICE IN THE PAST, NO DEBT**

1. The new contract must be placed in the name of the person you are speaking to unless they:
  - o Have an already confirmed Power of Attorney (POA)
  - o Have the applicant with them on the phone and that person gives verbal consent to complete the Move In request with the other party
  - o Are already an Executor of the Estate
  
2. Confirm the Business Partner requesting to start service
  - i. **UNCONFIRM** the populated BuAg number
  - ii. **UNCONFIRM** the address that associated with that other BuAg
  - iii. Review Interaction Records

**Business Partner (10305755):** More Fields

Title:

First Name/ Last Name: DARRIN FOLGER

Doing Business As:

House No./ Street/ Supp: 3 SUNSET DR

City/ Region/ Postal Code: AKRON NY 14001

PO Box/ Postal Code:

Telephone/ Extension: (716) 542-3243

Mobile:

E-Mail: dlfolger@verizon.net

ID Type: Social Security #  \*\*\*\*6375

Partner Type:

Correspondence Language: English

**Result List:**

Business Master Data	Position	Next Hit
Description	Additional Information	ID
▼ DARRIN FOLGER	3 SUNSET DR / AKRON NY 14001	10305755
▼ Individual Business Agreement		596485003
▼ Unconfirm Business Agreement		40342240
▼ Change Business Agreement	/9999	40342240
▼ Gas PoD	3 SUNSET DR / AKRON NY 14001	0000000000...

**Premise (60435524):** More Fields

House No./ Street/ Supp: 3 SUNSET DR

City/ Region/ Postal Code: AKRON NY 14001

Premise Type:

Premise: 60435524

**Premise (60435524):** More Fields

House No./ Street/ Supp: 3 SUNSET DR

City/ Region/ Postal Code: AKRON NY 14001

Premise Type:

Premise: 60435524

**Search Criteria:**

Search for:

Business Partner Number:

**Search Criteria:**

Search for:

House No./ Street/ Supp: 1695 HERTEL\*

City/ Region/ Postal Code:  NY

3. Search and confirm the Move In premise.
  - a. Once the premise is confirmed, you will be able to see if the gas here is on

Result List:

Object	Description	ID
Connection Object	1695 HERTEL AVE / BUFFALO...	40345255
Premise	UPPR	60468501
PoD	Gas (Installation not disconnected)	00000000000...
	Gas (Installation not disconnected)	

More Fields

4. Once the Business Partner and Move In premise are confirmed, use the Contract Management work center to start the Move In process
  - a. ALWAYS filter the search by "Premise" and view if there's any current contract information here.

Search Criteria

Show: Contracts for account and premise

Contracts for account  Contracts for premise  Contracts for business agreement

Premise is 60468501

Account ID is 10305755

Maximum Number of Results: 100

**To search just by PREMISE, remove the Account ID line**

Search Clear

Result List

1 Contract found

Contract ID	Pro...	Description	Status	Start Date	End Date	T.	Bus. Agree....	Address
40558264	SC01	NY Resid...	Replicati...	04/10/2015	12/31/9999		705836303	1695 HERTEL A

New Contracts Move To Other Premise End Contracts Change Contracts

If the current contract has a future end date, that means the party living there has already called to end their service there, and the Move In **MUST** be scheduled at least one day after the Move Out - they cannot be on the same day.

5. To move the new party into this address, click **New Contracts**

1 Contract found

Contract ID	Pro...	Description	Status	Start Date	End Date	T.	Bus. Agree....	Ac
40558264	SC01	NY Resid...	Replicati...	04/10/2015	12/31/9999		705836303	16

## 6. DENIAL VALIDATION

- Choose the appropriate Account Class (if pre-populated check that it's correct)
- Choose the Relationship Category (Mortgage or Lease)
- Hit SAVE, and then CHECK
  - Selecting CHECK runs DCV to see there is any past debt from a prior Business Agreement, if they will be denied for posid, or if they need to pay a security deposit (for bankruptcy or nonresidential accounts).
  - If the DCV passes continue to the next step in the process

Denial Validation: →  New Contracts →  Account & Payment Data →  Summary

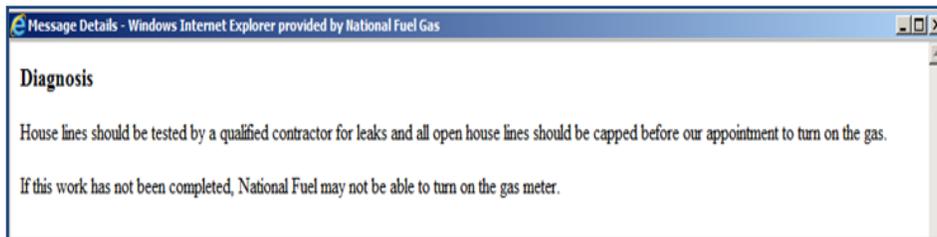
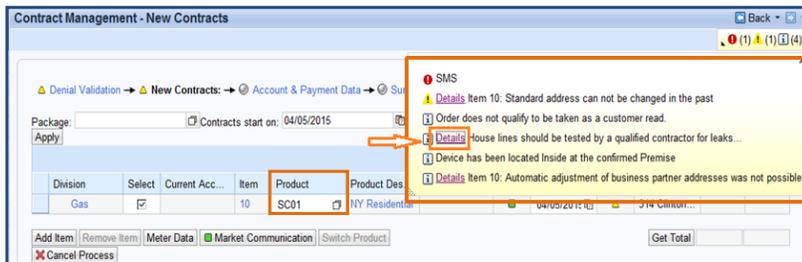
Account Class: RESIDENT NY

Business Partner	Name	Relationship Cate...	Start date	End date	DCV
10305755	DARRIN FOLGER	LEASE	07/14/2016	12/31/9999	<input checked="" type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

## 7. NEW CONTRACTS

- Always review notifications**
- Select the date the BP is requesting to start the service in their name and click **Apply**
  - If the gas is off or the premise is not eligible for the customer read program, the appointment scheduler will display to select an appointment date and time
  - If the new premise IS eligible for the customer read program, offer that to the BP
    - If they do not want to participate in the customer read option, select "Field Visit" from the drop down and schedule an appointment date and time
    - If they want to participate in the customer read option, advise if no reading is called in, an estimated read will be used (after 3 days)
- If the installation is disconnected, the following message will appear. Click on the "details" hyperlink to expand the scripting. We are required to advise the customer of this information
- Generally, the Product at any address should be the same and will prepopulate, but be sure to update this information during the Move In if necessary.

- i. Exception: a Residential customer is taking over service that was previously in the builder's name. In this case, switch the Product from "C\_SC03" (Commercial) to "SC01" (Residential) by deleting the C\_SC03, replacing it with SC01, then hitting "Enter".



## 8. ACCOUNT AND PAYMENT DATA

- a. Update the mailing address for the new premise if necessary
  - i. FIRST, check to see if the address they want is already on file. If it is, simply select that address from the drop down menu. Do NOT click the "Address" button in this case



- ii. If the address they want is NOT in the drop down menu, click the "New Address" button to update and enter the requested address
- b. Business Agreement Number
  - i. If the BP was just created, and have never had a BuAg prior to this, you will not need to give them a new one
  - ii. If they were an existing BP and an account number shows up there, you **MUST** select to give them a new BuAg! (The BP cannot have the same BuAg at two different premise locations)

- iii. If there was a separate mailing address entered above, click the link for the new BuAg and select it from the dropdown menu.
- c. Account and Payment Data - other info:
  - i. Premise Has Dog
  - ii. EBD
  - iii. Landlord information
    - 1. If the BP is the owner of the property and resides there, leave the fields blank
    - 2. If the BP owns the property but will not be residing, enter the BP number
    - 3. If the BP rents, enter the landlord's information
      - a. If the landlord's information cannot be found or the BP is unsure, use "UNK\_LAND" and hit ENTER
  - iv. Enter a call a head telephone number if needed/requested and advise of the call ahead rules. Also remind the customer of any access rules if necessary
  - v. Enter any order remarks if needed

Denial Validation → New Contracts → Account & Payment Data: → Summary

If necessary, remember to create a new BuAg before continuing the process

**Account Data for DARRIN FOLGER:**

Valid from: 07/19/2016

Use: Standard Address: DARRIN FOLGER / 1695 HERTEL AVE, UPPR / BUFFALO NY 14216

Show Address Address

**Address**

House No./ Street/ Supp: 1695 HERTEL AVE UPPR

City/ Region/ Postal Code: BUFFALO NY 14216

PO Box/ Postal Code:

Cancel Process

**Payment data for new items**

Business Agreement: 596485003 Use as Default Business Agreement

Payments/ Refunds via: Invoice

Budget Billing Amount: None

Separate Treatment of Items

**Other Information**

Call Ahead Number: (716) 542-3243 Premise Has Dog (Y/N):

Alt. Call Ahead Number: Healthcare Facility:

Order Remarks:

Elderly: Blind: Disabl... Tax Exempt(Y/N):

Landlord BP / Phone / Name: UNK\_LAND Unknown Landlord

## 9. SUMMARY

- a. Check that the service address, mailing address, Product, and date are correct.
- b. Review WITH the customer the type of request (start service), the full service address, and the date of the request.
- c. If all information is correct, to save the Move In, click SUBMIT

10. Always return to Contract Management work center and filter by "Premise" to view the Contracts (there will now be an end contract for the current BP and a new Contract for the new BP). ALWAYS check notifications

- a. Double check to make sure you gave the BP a NEW Business Agreement number (if they were an already existing BP with a prior BuAg)
- b. Check to make sure the new Contract replicated

2 Contracts found

Contract ID	Pro...	Description	Status	Start Date	End Date	T.	Bus. Agree....	Address
40558264	SC01	NY Resid...	Replicati...	04/10/2015	07/18/2016		705836303	1695 HERTEL AVE,
30015312	SC01	NY Resid...	Replicati...	07/19/2016	12/31/9999		811641311	1695 HERTEL AVE,

New Contracts | Move To Other Premise | End Contracts | Change Contracts

11. Create an Interaction Record with the BP name, BuAg, and indicate what premise address they requested to start service, date and time (if scheduled).

**PRESSURE TEST (Service Person Performs)**

In order for a service person to turn service on at the meter, a successful air pressure test must be completed. When performing this test, 3 lbs of air pressure is applied for 10 minutes. This is to test for any possible leaks throughout the network of house gas lines. NFG cannot turn the meter on until a successful houseline pressure test is done.

If the customer asks which should be turned on first, the gas or the electric, advise that the electric should be turned on first since some gas appliances use electricity as well.

**HOUSELINE LEAKS**

Before the meter can be turned on for an open order, a successful pressure test must be completed. If the service person finds there is a houseline leak:

- o The order cannot be completed and will be left as Incomplete
- o The service person will advise the customer the houseline leak will need to be repaired before NFG can turn on the service
- o When a customer calls back to advise the repairs have been made, the order should be rescheduled for the next available date.
  - There is no charge for turning on gas service regardless of the number of times National Fuel has attempted an order
  - National Fuel will light pilots on gas appliances **but will not** light pilots on new appliances **as it may void warranty on equipment.** The service person will document on "Order Remarks" that all appliances were relit. If service person did not light a specific appliance, he will issue a ROA.

**SCHEDULE BOOKED OUT OVER Five (5) BUSINESS DAYS AWAY:**

In the rare scenario an order cannot be scheduled in the mandated timeframe (within 5 business days), future date the order and advise the customer that their appointment is on the 5<sup>th</sup> business day from 7:30 to 4:00.

\*When the appointment booker pops up, do not select an appointment slot. Simply close out, and leave the order as **Unscheduled**.

Once the order is created, send a Floor Supervisor BPEM Case. In the notes of the BPEM, please notate "METER WORK BOOKED OVER 5 DAYS" and include the order number, schedule location, as well as a good contact number for the customer in case the Floor Supervisor needs to call the customer back for any reason.

**SERVICE AT WRONG ADDRESS**

If a customer's account was opened at an incorrect address (examples: incorrect city, didn't give us the correct apartment number, etc.) **see the bookkeeper floor supervisor for direction. DO NOT place any Move Out, Transfer, or Move In at any new address (we do not want to have this gas shut off), unless the bookkeeper instructs you to do so.**

**PRORATED MOVE OUT/MOVE IN ORDERS**

Accounts will be prorated only if the company has made an error, or if the customer verbally accepts responsibility and wants the Move In backdated. See veteran bookkeeper before advising customer of this option.

If an account does need to be prorated, create a BPEM case for Bookkeeping to complete the prorating. In the BPEM Case notes, make sure to include the date the order should be pro-rated back to, and the reason for the pro-rate.

## **MOVE IN REQUEST AT A SHARED METER LOCATION**

If a party calls in requesting to start service at a location that is coded as shared meter, there are specific regulations to follow.

### **Identifying the Shared Meter location:**

The premise confirmed will show Shared Meter in the Consolidated View work center.



While attempting the Move In, a message will appear in the message center. IT IS ALWAYS IMPORTANT TO CHECK ANY MESSAGES ON EACH STEP. DO NOT WAIT TO CHECK UNTIL AFTER THE DATE HAS BEEN ENTERED. This message will state the premise has been identified as a shared meter location.



*Notice the message does NOT come up in red, and there is no "hard stop" which is why it's important to read all messages.*

For a location that is identified as a Shared Meter (one device/meter servicing more than one unit), the gas service is REQUIRED to stay in the property owner's name. The tenants are not able to put service in their names.

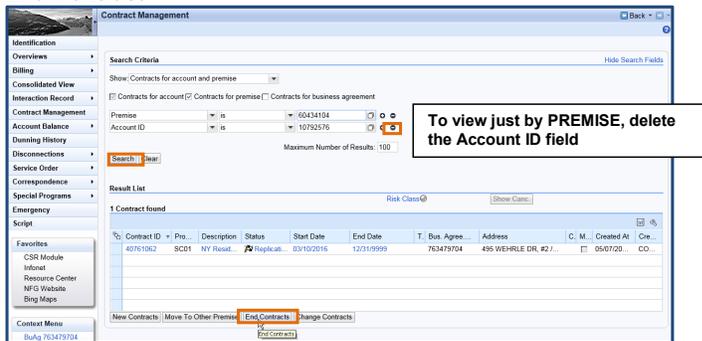
Ask the caller if they are the owner of the property (if the service is not already in their name, they may say they are the new owner)

- If they are the owner of the property, we must have proof of ownership (mortgage, deed, etc.) before we can place the service in their name.
  - Call the Shared Meter Department to see if they can verify the new owner. If so, continue the Move In
- If they are not the owner and they are the tenant, advise them because it is a location with a shared meter, the service needs to stay in the property owner's name
  - In this case, cancel the Move In process
  - Issue a denial of service

# MOVE OUT PROCEDURES

Before we will create a Move Out for the Business Partner, we need to confirm their Business Agreement. A move out can be created with anyone calling with the BuAg or Social Security number.

1. Start the Move Out process using the Contract Management work center and choose **End Contract**



2. **ENDING CONTRACT:** Choose the date the BP wants their service to end, and hit **Apply** (*this step will show you if the device is located inside or outside*)
  - a. Do not choose “Lock Meter” or “Remove Meter” unless this is a seasonal customer or the gas specifically *needs* to be physically shut off or the meter removed. If the Move Out is not eligible for anything other than a field visit, the appointment scheduler will appear to choose a date and time
  - b. If the Move Out is eligible for a customer read, offer this to the BP
    - i. If they do not want the customer read, select “Field Visit” from the drop down and pick an appointment time from the scheduler
      1. If the meter is inside, advise the customer that we will need access. Always check notifications



3. **ACCOUNT & PAYMENT DATA:** update the mailing address to where they would like us to send their final invoice
  - a. First, check the drop down next to "Use:" to see if the address they want to use is already on file, if it is, click that address
  - b. If not, select the "Address" button, then add the new mailing address and zip code
    - i. Hit ENTER and a pop up will appear to validate the mailing address
  - c. Then click on the Business Agreement number hyperlink
    - i. Click "Edit"
    - ii. From the drop down next to "Address" choose the address that you just created that is not marked standard
    - iii. Click "Save and Back"
    - iv. The address will appear on the summary screen of the Move Out process as the final invoice mailing address
  - d. If the BuAg was on Direct Pay, the banking information will populate under "Payments/Refunds via"
    - i. If they want their final invoice to be directly withdrawn, leave the banking information selected. If they do not want the final invoice to be directly withdrawn, choose "Invoice" from the drop down menu.

Ending Contracts → Account & Payment Data: → Summary

Account Data for ALYSSA GAGLIARDI: More fields

Valid from: 07/15/2016

Use: Standard Address: ALYSSA GAGLIARDI Hide Address Address

**Address**

House No./ Street/ Supp:

City/ Region/ Postal Code:  NY

PO Box/ Postal Code: 100  14225

Address New (Ctrl+N)

**Payment data for ending contracts (final bill)**

Business Agreement: 763479704

Payments/ Refunds via: Invoice

Budget Billing Amount: None

**Other Information**

Call Ahead Number: (565) 322-3471

Alt. Call Ahead Number:

Order Remarks:

**Business Agreement 763479704**

Save and back | Back | Edit

**General Data**

ID/ Doing Business As: 763479704 Use as Default:

Account: ALYSSA GAGLIARDI CHEEKTOWAGA NY 14225 Reference Number:

Address: ALYSSA GAGLIARDI / 495 WEHRLE DR, #2 / CI Class: Utility Const

Incom. Pmnt Meth: "Standard Address" (ALYSSA GAGLIARDI / 495 WEHRLE DR, #2 / CHEEKTOWAGA NY 14225)

Marketer Data Release: ALYSSA GAGLIARDI / 495 WEHRLE DR, #2 / CHEEKTOWAGA NY 14225

N4N Opt-Out:  Employee Residence:

Account class: RESIDENT NY

- e. Be sure to offer a 15 minute call ahead and update the call ahead telephone number and remarks fields if necessary
- 4. **SUMMARY:** Review and confirm the information for the Move Out
  - a. Always review the type of order (closing service), the full address with zip code, and the date
  - b. To save the Move Out, select "Submit"

- 5. Always check the Contract Management work center again to confirm the BP now has an end date to their current Contract. Filter by the "Premise" option

- 6. If the order required a field visit, always check to make sure the service order was created, checking the date, time, and order status.

## **PROCEDURES FOR DISCONTINUATION OF SERVICE FOR A RESIDENTIAL CUSTOMER**

NYS Public Utilities are required by the PSC to notify Residential Customers of their right to an actual meter reading upon discontinuation of service. This bill requires that NFG schedule an appointment to read the meter within two business days of the customer's requested date.

At the end of each Residential Move-Out call, the following scripting is to be read to the customer upon order completion and confirmation: ***"As a Residential Utility Customer, you have the right to an actual meter reading. Upon request, we will make arrangements to obtain such reading."***

***See insert in step by step book for details***

The following scenarios will determine exactly how to handle your call:

### **Scenario 1:**

If the order is **not eligible for a Customer Assisted Lock Read** (Inside Meter), using the Appointment Booker, provide the customer with the next available date. If the customer is fine with the next available date, then schedule the order.

### **Scenario 2:**

If the order is **eligible for a Customer Assisted Lock Read** (Outside Meter, Owner Allocation on file), give the normal scripting for the CALR. If the customer is okay with reading the meter, complete the Move-Out as you normally would, and advise of the scripting at order completion.

### **Scenario 3:**

If the customer is calling to end service, **but already has a Force-Out date**, because the new party called to take over service: Read the scripting. If the customer is okay with the CALR, proceed with confirming the Force-Out as you normally would.

## Move out order with Owner Allocation

When placing a lock order for a property containing an owner allocation agreement, the system will prevent the order from being created. Always check notifications. Do not select 'lock meter' option during end contract process because it will override the system and would create a lock read order. Regardless of whether the property is vacant or occupied, if the landlord has an Owner Allocation that is currently active, they **must** send a request in writing asking to cancel the Owner Allocation before we will take the service out of their name. They can also visit the Appletree office to cancel owner allocation.

You can find this information by clicking on Identification, under Technical master Data click on POD, display point of delivery

Result List:	
Object	Description
Connection Object	683 HARLEM RD / WEST SENECA...
Premise	APT 4
PoD	Gas (Installation not disconnected)

More Fields | Display Point of Delivery | Unconfirm Premise

Owner Allocation	
Owner Data	Allocation Data
Owner: VENTURE PROPERTIES	Automatic Move-in: <input type="checkbox"/>
From: 05/06/2016	Additional Activity: No additional activities
To: 02/06/2018	Business Agreement: 781419105 GROUP
Address: 695 HARLEM RD / WEST SENECA NY 14...	Validity Period: 01.01 To 31.12

- **From Date** - when the Owner Allocation started
- **To Date** - the end date (if 12/31/9999 then no planned end date)
- **Address** - Landlord's mailing address
- **Validity Period** - displays the dates that the owner would like this to be in effect
  - All year: 01.01 to 31.12 (1<sup>st</sup> of January to 31<sup>st</sup> of December)
  - Winter: 01.11 to 30.04 (1<sup>st</sup> of November to 30<sup>th</sup> of April)

## Move Out Procedures at Locations Coded Shared Meter

The system will indicate when the location where the Move Out is requested is coded as a Shared Meter. These orders must not be submitted. Proper documentation must be received before the order can be taken.

If the location for the Move Out is coded as a Shared Meter, then the service is listed in the property owner's name. The Account Class should be listed as "Multiple Dwelling" or "2 Family Dwelling" and in the Consolidated View work center there will be an identifier that shows Shared Meter.

If the owner is simply stating they want the gas physically shut off because they don't need the service at this time (could also be for a seasonal reason), ask if the property is occupied or vacant

- If the owner is requesting a Move Out (close order) and the property is vacant, advise that National Fuel must complete an onsite investigation to confirm that the property is vacant. Create a Shared Meter BPEM Case with all the customer's information. Advise the caller that a Shared Meter rep will call them back to schedule the investigation.
- If the owner is requesting a Move Out (close order) and the property has been sold, advise the owner that National Fuel needs proof of sale and the new owner's contact information. Create a Shared Meter BPEM Case. Once the investigation is complete, the Shared Meter Group will contact the owner.
- If the property is not sold or vacant, advise the owner that the gas cannot be shut off. Create a Shared Meter BPEM Case. Include the contact information for the owner.
- If the property is occupied, for Shared Meter locations, the gas service **must** remain in the owner's name. If tenants are living at the property, we cannot process a Move Out for the owner because the tenants are not able to apply for service.

The screenshot shows a software interface for a Business Agreement (704257404). On the left is a navigation menu with categories like Identification, Billing, Consolidated View, and Disconnections. The 'Consolidated View' option is highlighted. The main window displays account information for 'ELLE RICHTER / 321 EVANS ST, B / WILL' in 'WILLIAMSVILLE NY 14221'. The 'Account class' is '2 FAMILY DWELLING NY'. In the 'Account Status' section, there is a 'Shared Meter' indicator with a red 'X' next to it. Other fields include 'Business Agreement Overview' and 'Premise Overview'.

# TRANSFER PROCEDURES

The Transfer (Move to Other Premise) is used to end service at one location and start new service at another location.

To process a transfer, you must be speaking to the customer of record, or POA if noted in system. If the caller can verify the account information, only a move out can be processed.

When a continuous customer is moving and they have a Past Due balance owing on their current account, or an active Installment Plan, after completing the Transfer of service, also create a "Transfer Account Balance" BPEM case. In the BPEM notes, state that the final balance will have to be transferred, and note the old and new account numbers.

## Processing the Transfer

1. Start by confirming the Business Partner's current Business Agreement
  - a. Make sure to verify any BP information if needed
2. Start the Transfer process (move to other premise) in the Contract Management work center
  - a. Filter by **premise** to view their current contract information. Look for any pending activities
    - i. The BP already has a set contract end date
    - ii. A new party has requested service here, forcing out the current BP
  - b. If no pending activity, choose "Move To Other Premise" to start the process

Search Criteria

Show: Contracts for account and premise

Contracts for account  Contracts for premise  Contracts for business agreement

Premise is 60496052

Maximum Number of Results: 100

Search Clear

Result List

1 Contract found Risk Class

Contract ID	Product	Status	Start Date	End Date	Bus. Agree. No.
40086754	SC01	Replication C...	04/18/2015	12/31/9999	356286402

New Contracts Move To Other Premise End Contracts Change Contracts

3. END CONTRACT
  - a. Select the desired date the BP wants their current contract to end and click 'apply' (*this step will show you if the device is located inside or outside*)
    - i. **ONLY** select "Lock" or "Remove" if absolutely necessary. If the meter will need to be locked or removed, you **must** choose this before you hit apply
  - b. If the Move Out is eligible for a customer read, offer it to the BP.
  - c. If the Move Out is not eligible for a customer read, the appointment scheduler will pop-up for you to select a date and time

Ending Contracts: → New Contracts: Identify Premise → Account & Payment

End contracts at 197 GREENE ST / BUFFALO NY 14206

Contracts end on: 07/18/2016

Remove Meter  Lock Meter

Select to end	Division	Contract	Sold-to party	Pro
<input checked="" type="checkbox"/>	Gas	40086754	EDMUND SZY...	SC
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

If your move out created a service order, you need to remember at the end of the transfer to go into the order to add any notes or call ahead numbers.

4. NEW CONTRACTS: IDENTIFY PREMISE  
 a. Search for the move to premise address

Ending Contracts → New Contracts: Identify Premise → Account & Payment Data → Summary

Search Criteria Hide Search Fields

Search for: Premise by Address

House No / Street/ Supp: 485 WEHRLE\*

City/ Region/ Postal Code:  NY  14225

Result List

Object	Description	ID1	ID2
Connection Object	485 WEHRLE DR / AMHERST NY 14...	40427036	
Premise	#4	0060434085	
PoD	Gas	0000000000090525088	
Premise	3	0060434071	
PoD	Gas	0000000000090525072	
Premise	#2	0060434055	
PoD	Gas	0000000000090525051	
Premise	#1	0060434042	
PoD	Gas	0000000000090525036	

5. ACCOUNT & PAYMENT DATA:

Update the mailing address to where they would like us to send their invoice

- a. First, check the drop down next to "Use:" to see if the address they want to use is already on file, if it is, click that address
- b. If not, select the "Address" button, then add the new mailing address and zip code. Hit enter and a pop up will appear to validate the mailing address
- c. Do not click on New Business Agreement hyperlink. For a transfer, the system will automatically assign a new account number
- d. If the BuAg was on Direct Pay, the banking information will populate under "Payments/Refunds via"
  - i. If they want their monthly invoice to be directly withdrawn, leave the banking information selected. If they do not want the monthly invoice to be directly withdrawn, choose "Invoice" from the drop down menu.
  - ii. Verify EBD, Landlord and dog

6. SUMMARY: Review and confirm the information for the Transfer
  - a. Always review the type of orders, the full address with zip code, and the date
  - b. Select "Submit", Advise BBP  
Make sure the new contract replicated. Check any service orders that were scheduled.  
Create IR

#### TRANSFER OF SERVICE FOR A BUSINESS PARTNER ALREADY FORCED OUT

If the BP calls in to say they want to transfer their service to a new address, and the contract already has an end date, you cannot use the Transfer method.

To see if the BP has already been forced out:

- Contract Management work center will display the current BP's end date and new BP's move-in date.
  - To view this, filter the search by "Premise"

Always check the IR to make sure the end date is not a result of someone calling in to stop service.

To process the Business Partner's request to transfer service:

1. Confirm their Force Out at this premise
2. Unconfirm their current BuAg
3. Unconfirm their current premise address
4. Search and confirm their new premise address
5. Create a Move In through the Contract Management work center using New Contract
  - a. **THE BP IN THIS SCENARIO WILL NEED TO BE GIVEN A NEW BUSINESS AGREEMENT NUMBER FOR THE NEW ADDRESS**
6. Create Interaction Record

If the new party's account is already active, the previous BP does not need to have their force out confirmed. If the new party cancels after taking over service, the account will not go back into the previous party's name.

## Additional Service

If the customer has an active account that is current and they want service for an additional address - or - Has an active account with an active, current (no "Installment plan catch up amount" or cancelled) residential Installment Plan on the account and they want service for an additional account:

Take Move In order and schedule.

If the customer has an active account but has a past due balance and an "Installment Plan catch up amount", or has an active account that is in arrears and there is not an active, current residential Installment Plan on the account:

- Do Not complete the Move In order - Advise to pay the past due balance and call back (use the CSR Module to verify pending payments made through ORCC) to have their Move In order taken and scheduled.
- When the customer calls back to have a new Move In Order scheduled:
  - ✓ If payment is made through ORCC or NFG Web, (verify using CSR Module) or at a CAC location, take and schedule Move In order.
  - ✓ Advise that if paying on the NFG website, they are to pay using the one-time pay option rather than logging into their online account
- If payment is made at an Authorized Payment Agent or other payment location, advise the customer we must wait for the payment to post before we can take and schedule the Move In order. Make sure to check Account History for any payments.
- Advise they can apply for assistance (HEAP, Neighbor for Neighbor, EAF/EAA, Direct Voucher if applicable).
- If the customer requests a separate mailing address, complete the order, then go into the account and set the new mailing address using the normal process

If the Move In order is not placed due to legal action at the Premise, contact a manager for guidance. They will make the determination of action necessary, or if appropriate take and schedule the order.

**\*\*\*SEE COVID PACKET\*\*\***

## COMPLETING THE CUSTOMER READ MOVE IN/OUT

If a Business Partner calls in to give a meter reading to either start or end their service:

- Billing work center → Meter Read Entry
  - Complete fields in the “Default Data” area
    - The date will be the date that the reading was actually taken
    - MR Type (Meter Read Type) must stay 02 for customer read

The screenshot shows two parts of the SAP interface. On the left is the 'Billing' menu tree with 'Meter Reading Entry' highlighted. On the right is the 'Execute Single Entry' form. The 'Default Data' section is highlighted with a red box, showing 'MR date' as 04/09/2016 and 'MR type' as 02. The 'Object List' section shows 'Installation' selected with value 70885472.

- Hitting ENTER will allow you to continue. If there are multiple open Meter Read Orders (MRO's), a pop-up will appear and you will need to select both the 03 (Move Out) and the 06 (Move In) selections.
  - If the pop-up appears and there is only a 03 for Move Out and a 01 is displayed, **do not select the 01 along with it. That is for automatic billing dates.**

The screenshot shows a pop-up window titled 'Premises with Meter Reading Orders'. It displays a table with the following data:

Schd MRD	Dev.	RR Mult	Inst.	Dv.	Contract
03/15/16	211708	03	70770220	02	40720219
03/16/16	211708	06	70770220	02	40720219

- Enter the meter reading under “MR Recorded”
  - Make sure to look at the prior reading at that premise. If the read being called in looks out of line, ask the caller if they can double check (they can always call back). We do not want to start/end service with an incorrect reading
  - Select SAVE
    - If there was only a Move Out, this will bring you back to ICWeb. If there was a Move Out and a Move In to select, hitting SAVE will enter the first reading, and then screen will appear again. Simply select SAVE again and it will enter the second reading as well

# RESIDENTIAL MOVE IN WITH DENIAL

\*\*\*see COVID packet\*\*\*

If a customer has debt and the written off date is greater than six years ago (see "Net Due Date" on **Account History**), we cannot deny them service but they are still responsible for that debt. The money will not transfer over to their new account, but it will remain on their credit report until paid. In this case, the DCV Check will pass.

During the Denial Validation step of the Move In, if the DCV fails (red light) for past debt at a prior address, the BP(s) will need to be denied for service.

- If you have properly confirmed a pending payment (can include customer payments or an agency pledge amount), click the Override button to continue with the Move In.

Contract Management - New Contracts

Denial Validation: → New Contracts → Account & Payment Data → Summary

Account Class: RESIDENT NY

Business Partner	Name	Relationship Cate...	Start date	End date	DCV
10354757	VELMA MINGS	LEASE	07/14/2016	12/31/9999	●

0010354757: Previous balance owed \$ 663.62

- If the customer owes a debt on an old account, advise them to pay the balance on the **old account number** and call back. The CSR will verify the payment made to the old account number. They will then complete the Move In order and override the debt since they just verified the payment was made and give the customer a new account number. Note: If the customer is denied for debt, cancel process:

Contract Management - New Contracts

Denial Validation: → New Contracts → Account & Payment Data → Summary

Account Class: RESIDENT NY

Business Partner	Name	Relationship C...	Start date	End date	DCV
10016049	EUGENE FIX	LEASE	09/13/2019	12/31/9999	●

0010016049: Previous balance owed \$ 149.62

Save Delete Check Override **Cancel Process**

Result List

Business Master Data			Position	Next Hit
Description	Additional Information	ID		
EUGENE FIX	22 RANDOLPH ST / LANC...	10016049		
		316690010		

Context menu options:

- Create Business Agreement
- Unconfirm Business Agreement

Create Business Agreement -- Webpage Dialog

Business Partner: 10016049 EUGENE FIX LANCASTER NY 14083

Business Agreement Class: Utility Consumption Accounts

Terms of Payment: NY 23 Calendar Days

- If customer is paying the debt, select no for Statistical Posting, as this is used when creating an installment plan.
  - A **Statistical Posting** is a manual (fake) posting of the debt to the new account number for the amount of the bad debt that will allow an Installment Plan (if eligible) to be set up right away for the money from the old account. A floor supervisor pulls the debt from collections and transfers the money to the new account.

Save | Cancel | New | Edit

Business Agreement | Edit | Bank Details | Card

General Data

Statistical Posting -- Webpage Dialog

Do you want to perform statistical posting for Installment Plan calculation?

Yes No

↑

- **An applicant with a bad debt in Pennsylvania** applying for service in New York can be denied service because of the bad debt and it can be transferred to the new account. (see reference manual)
- **An applicant with bad debt in New York** applying for service in Pennsylvania cannot be denied service because of the bad debt and it cannot be transferred to the new account.

- If the debt is from less than 60 days ago, and the previous account was not shut off for Dunning, the customer is considered to be continuous, and we cannot deny them.  
**Continuous applies to Residential accounts only.**
  - Issue a "Transfer Account Balance" BPEM to have the debt transferred from the old account to the new account.
- During Cold Weather season (Oct 1-April 15), if the customer is EBD, regardless if their debt is from less than, or, more than 60 days ago, we cannot deny the customer.
  - In this case, Override the debt, and complete the move-in. Then issue a "Transfer Account Balance" BPEM to have the debt transferred from the old account to the new account.

**EBD Unlocks with Past Debt**

If applicant qualifies as an EBD customer, owes National Fuel money and is applying for service from October 1<sup>st</sup> through April 15<sup>th</sup>:

- Advise of the amount owed and if they are unable to make payment at this time, advise the amount will be transferred to their new account.
- Take and schedule the Move In order regardless of any money they owe.
- This rule doesn't apply when it's additional service for an EBD customer. **MUST BE THEIR PRIMARY RESIDENCE**  
(Make sure to issue to Transfer Account Balance BPEM)
- If applicant qualifies as an "Exception (EBD)" customer, owes National Fuel money and:
  - Is applying for service between October 1<sup>st</sup> through April 15<sup>th</sup>:
    - Schedule the unlock order regardless of any money they owe
  - Is applying for service outside of the October 1<sup>st</sup> through April 15<sup>th</sup> time frame:
    - Cancel the Move In process
    - Issue a Denial Of Service Letter

**FINDING THE BUAG, DATES, ADDRESS OF THE DEBT:**

- Confirm BP's name (a previous Buag may populate)
- Contract management, search by Account ID, where you will see the contract end dates and addresses

Search Criteria										Hide Se	
Show: Contracts for account and premise											
<input checked="" type="checkbox"/> Contracts for Account <input checked="" type="checkbox"/> Contracts for Premise <input type="checkbox"/> Contracts for Business Agreement											
Account ID	is	0717127								x	
Maximum Number of Results: 100											
Search										Clear	
Result List											
2 Contracts found										Risk Class	Show Canc.
Contr...	Product	Descrip...	Start Date	End Date	Bus. Agr...	Address	Created At	Filter:			
30220792	SC01	NY Res...	12/07/2017	03/31/2019	832016906	36 BELLAH PL / TONAWANDA 14150	11/22/2017				
30030169	SC01	NY Res...	07/29/2016	02/24/2017	813173502	4 DUNLOP AVE, UPLEFT / BUFFALO 14215	07/28/2016				

## FINDING THE AMOUNT OF THE DEBT:

- Overviews, then Account Balance Overview

*An alternative way to find the BuAg number and premise address of the debt is:*

1. Cancel the Move In process
2. WITHOUT selecting to "End" the call, go to the Correspondence work center, filter by "CSR: NY" and choose Denial of Service.
  - a. You only need to go far enough to just view the document
  - b. It will give you the BuAg of the debt so you can confirm that the balance really needs to be denied.

## **DENIAL OF SERVICE LETTER**

Once an amount is quoted verbally or in writing, the quote has to be honored, even if additional debts are later found.

A Denial of Service should be issued if the Business Partner fails POS ID, or once the Business Partner has completed the beginning Move In process steps and we have determined that a payment of a debt or a payment of a Security Deposit is required. Always inform the customer that we are required to send a denial of service.

We provide the Business Partner with a copy of the denial. The information listed includes the Business Agreement number and premise address of the debt, the dates of service, and the amount of the balance. **Interaction Records should be made every time a denial is issued, whether for requesting new service or reconnection, and should include what was quoted.**

Anytime we do not place an order to start service when requested, we need to send a Denial of Service.

1. **BEFORE** you do the Denial of Service, update the BP's mailing address.
2. Create the Denial of Service Letter
  - a. This is created in the Correspondence work enter
  - b. Filter the list of letters by using "**CSR: NY**"
    - i. Choose **Denial of Service** by clicking on the end cap
  - c. Select from the drop down menu to choose how the Correspondence will be sent
  - d. The letter will be displayed in a print preview format
    - i. The newly created BuAg number will be pre-populated at the top of the letter
    - ii. The confirmed Move In address will be pre-populated stating we are denying the BP's request for service at this address
    - iii. The denial reason(s) will be pre-populated based on the DCV check done during the Move In process

- iv. **Be sure to delete any unneeded fields/paragraphs in red!**
- e. Once you've reviewed the letter, if the information is correct and you are ready to send it, click **SUBMIT**
  - i. *Clicking SAVE does NOT send the letter; only saves it as an unfinished letter*

3. Create an Interaction Record

- a. This is extremely important; the IR cannot be forgotten. This makes the information clear to the next representative that speaks with the BP exactly what was needed and what to look for regarding their denial and payment.
- b. The IR needs to include the BP's name, new BuAg, address they requested service and the specific denial terms (if the full balance was due, or if an IP was set up the amount of the down payment due and installment terms)

Advise them to pay account balance on the old account number on NFG website as a onetime payment, orcc live rep, or CAC. Advise the customer to call back with payment confirmation to have the Move-In order taken and scheduled.

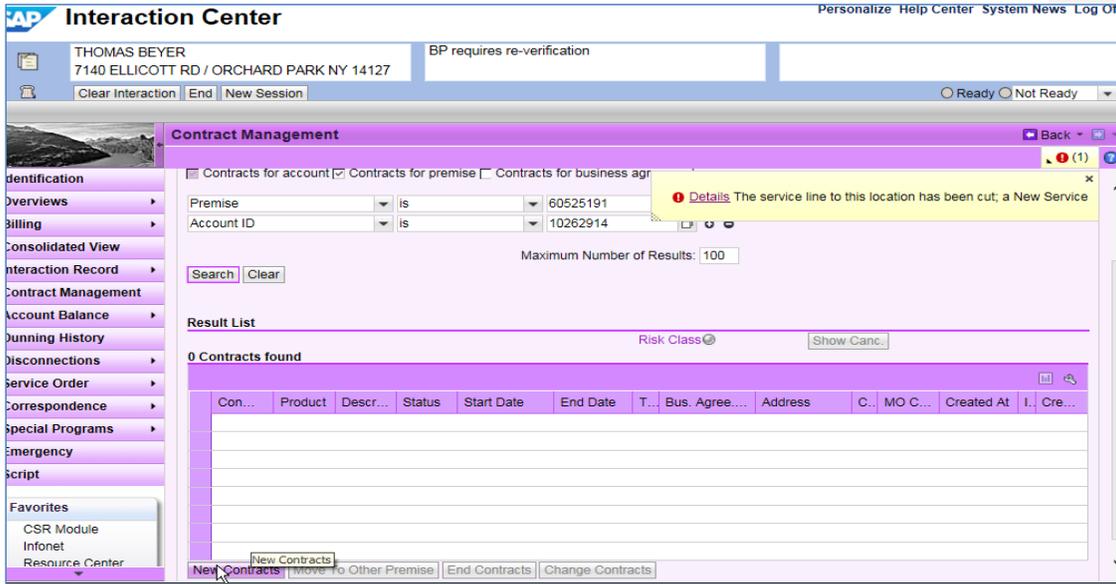
- If payment is made through ORCC, verify payment through CSR Module
- Take and schedule the Move In order.
- If payment is made at an Authorized Payment Agent or other payment location, advise the customer we must wait for the payment to post to **Account History** before we can take the Move In order. Advise customer to call us back one to two (1-2) business days after the date the payment was made to see if it posted
- If the payment has posted, take and schedule the Move In order.

**Service line has been cut- Notification during Move In process**

On any [open orders](#) (Move Ins, New or Old Sets, Dunning Sets or Recons), the Service Order system will identify any service which has not yet been installed or where the service has been cut.

To assist us on issuing an order when any of these conditions exist, an alert will be-displayed with a warning message.

If a warning screen pops up which reads, "warning, the service line associated with this location is cut off", see Floor Supervisor before continuing. The Floor Supervisor will assist you in determining if service is still cut off.



## **BUSINESS PARTNER CLAIMS IDENTITY THEFT**

If a Business Partner is being DENIED service and disputes a final bill balance, they may state that they feel their identity has been stolen or claim they never resided at that address and another person put the service in their name fraudulently, and they are not responsible for the bill. There are specific procedures to follow. **(Do NOT initiate this; you should not be asking the customer if they feel someone has stolen their identity and put the service in their name**

Ask whether they requested gas at another address. If they did:  
 Check that address to determine if the account is in their name.  
 Review the Interaction Records for the address where gas should **not** be on in their name. Did the previous party request gas be taken out of their name?

**Get good contact information from the customer, including phone number and mailing address, and send a Floor Supervisor BPEM including all of your findings.**

The Floor Supervisor will review the account. They may need to review the phone call where the request was made to put gas into this person's name.

If it was done correctly (as the caller requested):  
 The customer will need to complete an Identity Theft Affidavit (listed in the CRC & CAC Resource Center).

The Floor Supervisor will contact the customer, send the packet, and send a BPEM to the Security Dept.

## SEASONAL BUSINESS PARTNERS

### Seasonal Move Out:

When a Business Partner requests to **end their service** just for the season; in this case, the meter needs to physically be locked and the gas shut off.

- Shut off for the summer: usually requested due to the only gas usage at the property being for heat so is not needed other times of the year
- Shut off for the winter: usually requested for summer homes. In this case, the Business Partner should make sure to winterize the home to avoid freezing pipes
  - Process the Move Out through Contract Management work center, selecting **End Contract**. In this case, the gas needs to be physically shut off, so you will need to click **Lock Meter** before you choose a date and select apply.
  - Lock Meter needs to be chosen, even if the premise is eligible for a customer read.

- Once the Move Out process is completed, there should be a service order created as a "Lock" under Service Order work center for the date requested
  - If the device is located inside, we will need access
  - If the device is located outside, we will not need anyone to be at the property unless the meter is behind a locked gate or fence, or it is a declared severe weather time period
- Notate in Interaction Records the BP's name, account number, premise address, and request to do a seasonal close.

### Seasonal Move In:

When the BP requests to have the service turned back on for the season, you will create a Move In for them and **keep the same Business Agreement number** that they had previously.

- Create the Move In through Contract Management work center, selecting **New Contract**
- Follow the usual Move In procedures:
  - Run through the DCV check
    - If past debt comes up from the unpaid final invoice, the Business Partner will need to be denied; just like any other Move In.
  - Update the account and payment data, mailing address, Premise Has Dog field, etc.
  - **Be sure to KEEP the same Business Agreement number they had previously.** This should be the BuAg number they called in with. This way they do not need a new BuAg every time the gas is shut off and reconnected again.
- Since the service is off, we will need access to the premise even if the device is located outside. We will need access to all gas appliances and you will need to advise the “Gas Off Procedures” (that NFG will test the houseline for leaks)
  - Offer a 15 minute call ahead
  - Enter any order remarks if necessary
  - Enter the telephone number for the call ahead if requested
- Review the Move In information with the BP and select SUBMIT
  - Check to be sure the correct service order was created (Unlock)
- Notate in Interaction Records the BP’s name, BuAg, premise address, and that they requested a seasonal Move In

## MOVE IN PROCEDURES: NON RESIDENTIAL

We do not use a credit verification system like POS ID for nonresidential Business Partners. Instead we rely on obtaining their tax-ID number to complete the process.

Non-residential (Commercial) are never considered to be Continuous. (Even if service was inactivated within 60 days).

Always check to see if the caller is already a Business Partner. If the service is going to be in the business name, you will need to search under that business name. If they are putting the service into their personal name, you will need to search using the first and last name fields. (Make sure to verify the Business Partner by the last four of their identification number, whether it's a Social Security Number or a Tax-ID number.)

Search Criteria:  
Search for: Find Business Partner  
First Name:  
Last Name/ Org Name: JOHNNY HOCKEY\*  
Doing Business As:  
House No. /Street:  
City/ Region/ Postal Code:  
Telephone:  
E-Mail:  
Identification Type /Number:  
Business Partner ID:  
Search | Clear | Create Person | New | New with Data Import  
Result List:  
Business Master Data | Position | Next Hit  
Description | Additional information | ID  
No result found

or

Search Criteria:  
Search for: Find Business Partner  
First Name: Paul  
Last Name/ Org Name: Montagna  
Doing Business As:  
House No. /Street:  
City/ Region/ Postal C...  
Telephone:  
E-Mail:  
Identification Type /N...  
Business Partner ID:  
Search | Clear | Create Person | New | New with Data Import

50

7/20/2020

If the caller does not exist and you need to create them as a Business Partner:  
 They will be required to have their identification number (whether it is a Social Security Number or Tax ID number depending on if you create them as an organization or as a person). If they do not have it, they will need to call back in with it before we can process their Move In.

*Avoid using any punctuation when creating names and mailing addresses*

**Organization:** type of BP when we use a Tax Filing Number (Tax ID) or EIN number as the identification type

- Limited Liability Corporations (LLC's)
- Corporations
- Partnerships
- Tenant's Associations
- Government
- Religious

**Person:** type of BP when we use a Social Security Number as the identification type

- Individuals, including Business Partners acting as a DBA
- Sole Proprietors

**CORPORATION/AGENCY:** Use a Tax ID number as the identification type and Business Agreement will go into the business' name. Select "Create Organization" and enter the business name exactly how it appears on tax filing documents. Input the phone number before saving.

**SOLE PROPRIETORSHIP:** Sole proprietorships have one owner with or without a DBA. Their Social Security Number will have to be used as the identification type and the Business Agreement will go into their personal name. Select "Create Person" and enter their full first and last name. Input the phone number before saving.

**PARTNERSHIP:** A partnership has more than one owner. The Tax ID number will have to be used as the identification type and the Business Agreement will go into the business' name. In this case, it will be treated just like any Corporation or Agency. Select "Create Organization"

**DBA:** DBA stands for "Doing Business As". It is typically used for a sole proprietorship or partnership where the Business Agreement is going into the individual's name. However, sometimes corporations also have a DBA listed.

**NON-RESIDENTIAL CLAIMING CONVERTED TO RESIDENTIAL**

When a customer is applying for service on a non-residential account, and they claim it is now a residential property, you should create a "Get Information" order for the same day you schedule the Move In order. Place on the "Get Information" order remarks: "What percentage of usage is residential and what percentage is commercial?"

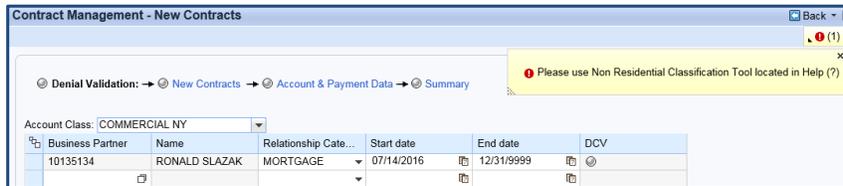
**PROCESSING THE NONRESIDENTIAL MOVE IN**

Once the Business Partner is created or confirmed, search and confirm the premise where they want service.

If the caller was already a Business Partner and a Business Agreement number populated, you need to unconfirm their current Business Agreement number and the premise, and search for the new premise.

Start the Move In process using the Contract Management work center. Search by premise and view any current or prior contracts at that address, then select "New Contract"

1. **Denial Validation:** Select the appropriate Account Class. This will determine how the service will be billed. When the premise has been identified as nonresidential, a message will appear



- Use the “NY Non-Res Classification Tool” to determine the proper account class. This can be found using the help function. If, after answering the questions, the form determines that the account class is public authority or religions, place a “Public authority/Religious Move In” BPEM”.

National Fuel Gas Distribution New York Division Non-Residential Service Application Determining Appropriate Billing Class, Rate Category, and Account Class Combination	
<b>Gas Used for:</b>	
Heating?	Y
Manufacturing (Industrial) Process?	N
Public Authority (Federal, State, County, Local)?	N
Public Housing (Federal, State, County, Local)?	N
Estimated <b>Percent Residential</b> for this Meter?	0
Number of <b>Residential Units</b> Served by this Meter?	0
Is this premise for <b>Company use</b> ?	N
<b>Premise Use:</b>	
Used for religious purposes?	N
Not-for-Profit Community (Group) Residence with 14 bedrooms or less with staff on premise 24 hrs a day?	N
Owned or leased by a Veteran's organization?	N
Adult Health Care, Nursing Homes, or Assisted Living?	N
Is this a Home under construction in a Builder's name?	N
<b>Recommended Account Classification</b>	
Billing Class	NYCM
Rate Category	C_SC03
Account Class	Commercial
Installation Type	0001 Heating
Account Determination ID	Commercial - New York

2. **NEW CONTRACT:** Check the Product to make sure it matches the Account Class selected from the prior step.
  - Select the date the Business Partner is requesting to start service and select “apply” to choose the date and time frame from the appointment scheduler.
  - A nonresidential premise is not eligible for the customer read program, it must be scheduled as a field visit.
3. **ACCOUNT & PAYMENT DATA:**
  - Update the mailing address if needed
  - If the caller was an existing Business Partner with a Business Agreement number (current or prior at a different address), you **MUST** click the **New Business Agreement** button to generate a new number

- Update or confirm the landlord information
- If the Business Partner is a Health Care Facility, select the box

4. SUMMARY: review all of the information for the Business Partner regarding their premise to start service and the date they are scheduled.
  - This step will also show you if there will be a force out party. To save the Move In, choose **Submit**
5. Once you've created the Move In, go back to Contract Management work center, search again by premise, and confirm the new contract has been created.
  - Since the Move In requires a field visit, there will be a service order as well listed as either an Unlock (gas was off) or an Unlock Read (gas was on).
6. Create IR including date and time of service order

- If the Business Partner is required to pay the Security Deposit, select **Cancel Process** for the Move In, and return to the Identification work center.
  - Select the icon next to the Business Partner's name and choose **Create Business Agreement**

- The final screen displays the new Business Agreement number. Give this to the BP; it is what they will use to pay their Security Deposit.
  - When you choose SAVE here, a pop-up will ask you if you want to post the Security Deposit request to the newly created Business Agreement number; click **Yes**.
- If the customer would like to pay the security deposit on the **same day** the new business agreement is created, they **must pay at a CAC**. If the customer insists on paying over the phone, they must wait until the next business day. **ORCC does not recognize the account number the same day it is created.**
- Issue a Denial Of Service Letter for Security Deposit amount

Occasionally, there are requirements needed which stop the NonResidential move in process from continuing. These reasons may include providing proper documentation, Security Deposit requested, etc. **When this occurs, it is very important that we make the Move In party aware of any pending service end dates for the current party at this address.** This is especially important during the cold weather months when a locked gas device could quickly lead to freeze ups and property damage. **In addition to making the Move In party aware of the pending service end date so they can respond to the situation as soon as possible, please document this on Interaction Record.** This information will help our Risk Department if the Business Partner files a claim for damages related to a freeze up.

### **Security Deposits**

- A Security Deposit is required to protect National Fuel in the event future bills are not paid. A Security Deposit will generally cover two winter bills.
  - If bills have not been paid on time, a Security Deposit will be requested.
  - In some cases, there is already a Security Deposit on the account but additional security is being requested because of an increase in gas usage and/or the cost of gas (i.e. resulting in higher gas bills) and there are two or more late payment charges in the past 12 months.

### **TO VIEW SECURITY DEPOSIT INFORMATION IN ICWEB**

1. Go to **Billing > Security Deposit Overview**
  - a. On the "Overview of Security Deposit" Back Office screen, the Contract Account number will be pre-populated and both the Cash and Noncash Security Deposit check boxes will be checked (leave them so that the system will search for both kinds)
2. Click "Execute"
3. Single click the Security Deposit number so that a red box highlights around the number
4. Click the "Choose Detail" button at the top of the screen to view the Security Deposit information such as status, reason requested, amount, etc.

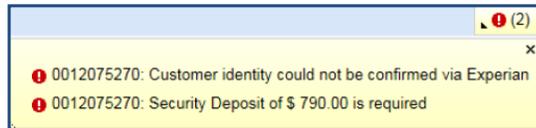
ICWeb will determine if the Business Partner needs to pay a Security Deposit during the Denial Validation step

**When handling a call regarding a Security Deposit, an Interaction Record code "900 – Security Deposit" must be used regardless if other topics are discussed.**

- **New Business Partner:** if the amount is less than \$500, no Security Deposit will be requested.
- **Existing Business Partner:** ICWeb will request a Security Deposit under \$500 if that Business Partner has a current account that is not in good standing, or if they have a past debt/poor credit history from prior service. The Move In process cannot be continued until the deposit requirements are satisfied.
- **Multiple Dwelling:** Is placing an open order for a location listed as a "Multiple Dwelling" (Residential or Non-residential). A Security Deposit is required regardless of the amount.
- A Security Deposit is required when the non-residential applicant is not a "best rate customer" (Veteran's organizations, Not-for-profit group residences with 14 beds or less

with staff on premise 24 hours a day, or Religious buildings) AND

- Is a new applicant or applicant's current account is coded MCB and:
  1. Is placing an open order and the location for which they are applying shows \$510 or more for a Security Deposit. (Security Deposit calculations are done in \$10 increments)
  2. Is placing several open orders and the total of all Security Deposits is \$510 or more.
- Is closing their current account and applying for service at a new location and:
  1. The usage at the existing account is not similar to the usage at the new location (ex: current location is a small store and applying for a steel mill)
  2. Had been issued a Bankruptcy or a letter for a request of a Security Deposit previously from National Fuel



- **No arrangement can be made on paying the Security Deposit; it must be paid in full as a condition of receiving service**
- **Once paid, the deposit will be held for a minimum of three years.** Interest is accrued quarterly and posted to the Business Agreement annually. When the interest is applied, it will be notated on the Business Partner's bill. If the service is ended, the deposit will be applied to the account balance and any remaining credit will be refunded to the customer
- Make sure to notate in Interaction Record the amount of the deposit requested.
- We can accept cash, check, money order, surety bond from an insurance company, or an irrevocable letter of credit (from a bank) if paying on the day of account creation. Security Deposit can be paid through ORCC beginning the next business day.

### Seasonal Nonresidential Business Agreements

Business Partners who turn service off for periods during the year but re-establish service at the same address.

- If the previous credit history was excellent, schedule the Move In without requesting a Security Deposit (unless otherwise noted on Interaction Records)
  - In this case, you would **NOT** give them a new Business Agreement number; you keep the one they had previously.

### Public Authority Move Ins:

Any time a Move In is created for a Public/Housing Authority or Religious partner, a BPEM case must be created. (A back office clerk will then update the account information for tax purposes)

## **NY Security Deposit Overview**

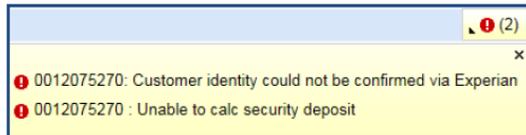
Nonresidential Security Deposits are held for three years during which a timely payment history is established, or until the account is closed.

The deposit will be refunded automatically after three years if all invoices have been paid in a satisfactory manner (pays all invoices in full and on time for a 36 month consecutive period).

Interest will be posted to the account annually in accordance with PSC regulations, and will be noted on the invoice of the month it is applied, or it will be applied to the account balance if the deposit is cancelled. *Interest rate for nonresidential Business Agreements is 6%.*

### Cash Deposits:

- Residential - twice the average monthly invoice in the most recent 12 months (applying current rates)
- Nonresidential - the consumption of the two highest bills within the most recent 12 months (applying current rates)
- If no consumption history is available, and ICWeb is not able to calculate the amount of the Security Deposit, bring a Floor Supervisor the premise number, wall height, and square footage, and they will calculate a deposit amount.



In lieu of cash, other security instruments are acceptable

- **Surety Bond** - A surety bond is an insurance policy issued by an insurance company whereby the insurance company agrees to pay National Fuel, as the beneficiary, if the customer (insurer's client) defaults in their obligation to National Fuel.
- **Irrevocable Letter of Credit** - The irrevocable letter of credit is a financial institution's guarantee of payment in the event the customer does not pay their bill. It alleviates NFG's financial risk by assuring that payment will be made by the customer's bank if the customer fails to pay.

**Do not accept a Surety Bond or Letter of Credit until a Supervisor has reviewed the document.**

### **SECURITY DEPOSIT INSTALLMENT PLAN (for existing accounts only)**

If a Security Deposit Installment Plan is needed, create a BPEM Case with the Case Category of "Security Deposit Agreement".

- a) You may offer 50% down within 10 days, 25% the next month and 25% the month after that.

Note: Security deposit Installment Plans are not available for an applicant just starting service.

- b) Place the bpem for the Security Deposit Installment Plan.
- c) Create an Interaction Record with the terms.

50% of the total deposit will be expected as an initial payment and the remaining balance in two equal monthly payments (must be in \$5.00 increments).

- a. The 1st payment is due on date mentioned in original security demand letter (found in the "Interaction Record").
- b. The 2<sup>nd</sup> and 3<sup>rd</sup> payments are each due 30 days thereafter.
- c. Make sure due dates are on a weekday.
- d. All deposit payments can be made to the new manually created Business Agreement by mail, at a CAC, online, by phone, or at any Authorized Payment Agent

### **BUSINESSES REQUESTING SERVICE AT A RESIDENTIAL ADDRESS**

If a business (nonresidential customer) calls and requests to start service as a residential address:

- Start processing the Move In as long as you can confirm the BP or create them (they will have to have their Tax ID number)
- Keep the Account Class listed as Residential
- No Security Deposit should be required
- A home under construction, in terms of gas usage, is residential. However, the Business Agreement is treated as non-residential in terms billing until the actual homeowner requests to start service in their own name

## CHANGE OF TITLE

### Last Name Change

For residential accounts **only**, a change of title, (**last name only**) on an existing residential account may be made over the phone without a written request or having to visit the **CAC** if the following conditions exist:

**Commented [A1]: Customer Assistance Center – National Fuel Gas customer “walk in” offices**

- The reason for the change of title (**last name only**) is marriage or divorce **AND**:
  - There is no money owed in the name of the applicant.
  - Social Security Number is listed on the account.
  - The account does not have a previous balance and if there is an excellent pay history for at least one year).
  - The Account Class will remain the same.
  - The sales tax rate will remain the same.

If the above conditions are not met, advise the customer to send a note or written request including the account number and address, reason for the change (marriage, divorce, etc), telephone number, Social Security Number, and their full signature to:

National Fuel Gas at 6363 Main Street, Williamsville, NY 14221  
Attn: Correspondence Department.

### First Name Change

First names may be changed if misspelled or if the customer legally changed their name.

- Account holder had a legal first name change and good pay history:
  1. Enter the new SSN on the **Business Partner Overview** screen to verify the first name was officially changed.
  2. If the Social Security Number passes “POS ID”, change first name on account to the legal first name.
  3. Create an Interaction Record with your changes.

**First name may NOT BE changed** and a MOVE IN **MUST** be placed in cases where:

- The customer would like the bill to be in their name but it is currently in their deceased spouse’s name
- A debt is owed in the name of the applicant.
- There is a previous balance on the account.
- A legal first name could not be verified by running POS ID on the new SSN.
- The reason for the name change is due to Marriage or Divorce (i.e. husband to wife or wife to husband).

### First and Last Name Change

Legal Full Name Change: If a customer claims to have a legal first and last name change before making the change on the account you must have a floor supervisor verify the name change.

For any First and/or Last Name change: if the NFG representative is making the name change, they should:

- Request the Social Security Number if there isn’t one listed on the account and enter it on the **Business Partner Overview** screen to run POS ID.
- If it passes, go to **Overviews > Business Partner Overview** and enter the changed name on the account.

- Document on the Interaction Record the reason for the name change. Include in your documentation the name that appeared on the account before the Change of Title was made.
- Create an Interaction Record with who you are speaking to and update the phone number.

For any other situations not covered in this section, see a Floor Supervisor

**ESTATE OF...**

- A request to **change the title into “Estate of...” on an existing account or to Move In service under** an “Estate Of” must be accompanied by a written request faxed to 716-857-6500 or mailed to:

C/O Correspondence Department  
6363 Main St.  
Williamsville, NY 14221

- **A written request includes:**

- Business Agreement number, name and service address.
- Bill mailing address.
- Full name and address of person making request.
- Full signature of person making request.
- Authority of person making request.
- Copy of the court order confirming appointment.
- Whether or not the Premise will continue to be occupied.
- **If creating a new account (Move In), also obtain the Employer Identification Number (EIN) for the Estate.** The executor should have applied for an EIN number for the Estate.

**Commented [A2]:** Employer Identification Number - An executor of an estate is required to obtain a new “EIN” if a trust is created with funds from the estate

**THIRD PARTY NOTIFICATION**

Definition: A Third Party notification can be set up to notify a relative, friend, clergy member, or government agency of a turn off notice on an account.

To **VIEW** Third Party information on an account through ICWeb:

- Overviews > Data Environment Overview > Contract Account hyperlink > Dunning/Correspondence tab > (There will be information filled in next to “Alt.dun. recip.”)

To **ADD** a third party notification to an account:

- A notification form must be completed, and both the customer and Third Party must sign the form.

If the Third Party calls to request **REMOVAL** from account:

- A letter must be sent to the customer. (Misc:NY - Third Party Cancel)

## OWNER ALLOCATION OVERVIEW

National Fuel's Owner Allocation Program gives landlords the option of having gas service left on in their name when tenants have requested to end their service. If the Move Out for the tenant is completed during a time when the Owner Allocation plan is active, the system will automatically create a Move In to start service in the landlord's name, avoiding any interruption of service. This is especially beneficial in the winter months, when pipes can freeze if the service is shut off.

Customers can obtain an application either:

- By phone through the CRC. Print and mail or fax to the landlord
  - In person at a CAC
  - On National Fuel's website
- ✓ Both residential and nonresidential Business Agreements are eligible to have an Owner Allocation.
- ✓ Appletree CAC is responsible for all applications, cancellations and processing for NY.
- ✓ Owner Allocations only apply when the tenant requests to end service. Disconnection for non-payment or non-access do not qualify and the service will NOT be left on in the landlord's name.

Changes to plan type, addition of addresses, and cancellations of individual meter locations must be made in writing by the landlord and mailed or faxed to AppleTree CAC, emailed to Landlord\_Agreement@natfuel.com. Advise the customer to include landlord phone # and address. If the customer includes their request to end service in their cancelation letter, the Owner Allocation Group will process their move-out, as well. **The move-out is NOT automatically processed when an OA cancelation letter is received.**

### OWNER ALLOCATION PLAN DATES

You can view if the property has an Owner Allocation under the Overview work center and choosing the option for Premise Overview. Double-clicking on the text "Gas PoD" or click on the PoD hyperlink number under Business Master Data on **Identification**, and this will display specific premise information on the right side of the screen.

The System will automatically generate a letter to be sent to the landlord for a **New Account Opened** - This letter will be system generated the evening that a final invoice for the tenant is prepared. It informs the landlord that a new Business Agreement was opened in their name under the provisions of the plan.

The screenshot shows a software interface with a left-hand navigation pane and a main content area. The navigation pane lists objects for '321 EVANS ST / ...', including 'Gas PoD', 'Contracts', and 'Clarification Ca...'. The main content area is titled 'Point of Delivery' and contains several sections: 'Installation', 'Installation Time-Dependent Data', 'Supply Scenario', and 'Owner Allocation'. The 'Owner Allocation' section is highlighted with a red box and contains the following data:

Owner Allocation	
Owner Data	Allocation Data
Owner: MICHELLE RICHTER	Automatic Mov... <input type="checkbox"/>
From: 05/18/2015	Additional Act... No additional activities
To: 12/31/9999	Business Agre... 704257...
Address: 321 EVANS ST, B / WILLIA...	Validity Period: 01.01 To 31.12

- **From Date**- when the Owner Allocation started
- **To Date**- Ending date of the plan. *If there is a past date here as the "to" date, it means the Owner Allocation is not active and has been cancelled.* If the date shows any date in the future through 12/31/9999 then the plan is still active.
- **Address**- Landlord's mailing address
- **Validity Period**- this will display the time of year the owner allocation is in effect
  - All year: 01.01 to 31.12 (1<sup>st</sup> of January to 31<sup>st</sup> of December)
  - Winter: 01.11 to 30.04 (1<sup>st</sup> of November to 30<sup>th</sup> of April)

This is a close-up of the 'Owner Allocation' section from the screenshot above. It shows the following data:

Owner Allocation	
Owner Data	Allocation Data
Owner: DARLA RICHTER	Automati... <input checked="" type="checkbox"/>
From: 05/06/2016	Additiona... No additional activi...
To: 08/14/2017	Business... 7421... EXECUT...
Address: 106 CHEFFEY RD...	Validity P... 01.01 To 31.12

## UPDATING A CONTRACT START OR END (CHANGING, RESCHEDULING, OR CANCELLING)

To view if a corresponding service order for a Move In or Move Out request was attempted, view the service order under *Service Order* work center.

- To view the orders ONLY for that specific premise (if there is more than one order for this BP under multiple premises) click **For Functional Location** under the order; this will narrow the view.
- When viewing the order you want, check the **Status** section. If the order was attempted but not worked, the status will say "Incomplete"

The screenshot shows the SAP Service Order interface for order 40019065. The Overview tab is active, displaying the following details:

- Order No. / Priority:** 40019065 (5 Next Day or later)
- Status:** Incomplete (Released, Object created, Mat.availability not c)
- Order:** ZMRI (Meter Orders - Misc. Service)
- Sold-To Party:** MICHELLE SHERMAN
- Description:** Verify Read
- Order Remarks:** Verify Read, OFFICE- NON ACCESS READ APPT - PLEASE TRY BETWEEN 4:00-6:00PM - EXPLD PHONE RULES/ADULT ACCESS NEEDED
- Basic Start:** 05/09/2016 16:10
- Basic End:** 05/09/2016 16:18

The References tab shows:

- Functional Location:** 420148
- Equipment Number:** 10774451
- Serial No.:** 468228
- Planning Plant / Work Center:** 2000 FSR
- DRO Number:**

The Phone Numbers tab shows:

- Call Ahead Number:** (814) 456-8569
- Alt. Call Ahead Number:**

The Related Orders tab is active, showing a table of related orders:

Order No.	Description	Priority	Type	Basic Start	Status
40023181	Verify Read	5 Next Day or later	ZMRI	05/10/2016	Incomplete, Released, Obj...
40023182	Verify Read	5 Next Day or later	ZMRI	05/10/2016	Incomplete, Released, Obj...

### Attempted MOVE OUT Orders

- Keep in mind that if the original order was scheduled as a field visit, the customer does not have the option to change the order to a CR (customer read). If the customer wants to change from a CR to a field visit, that can be done via **Contract Management**.

**NONRESIDENTIAL** - The Move Out (end contract) will be automatically reversed so that the current Business Partner will continue to get billed.

- Nonresidential premises are never eligible for the customer read program and also do not qualify for NFG Temp Accounts (if no new party calls, the service is disconnected)
- If the BP requests to reschedule the attempted order, since the prior end contract was reversed, you will need to create a new Move Out through Contract Management.

**RESIDENTIAL** - To change the date, reschedule an attempted Move Out, or cancel a Move Out completely, you **MUST** do this via Contract Management work center and the associated service work order (lock or Lock Read) will be updated to that date

- You should also check the associated order in Service Order work center for confirmation

If a Move Out (Lock order) has been attempted and we were unable to gain access to lock the meter, the customer's Contract end date will revert back to 12/31/9999 at Batch and you will no longer see their originally scheduled end date. This allows us to continue billing the current party until we get access to actually lock the meter.

You will however see a "Lock" service order with a status of "Incomplete" with the date and time the order was attempted. You will also be able to see the service person's remarks (if any) by clicking "Display in ERP" and then clicking on the button next to the Notification number in the top right corner.

If the customer is calling back the next day or later to reschedule (i.e. the Contract end date will be showing 12/31/9999), go to **Contract Management** and take a new Move Out. This will generate a new Lock order

If the customer is calling back the same day that the order was attempted, you will still see the actual Contract end date. If you are able to send that order back out the same day, simply update the service order (e.g. 15 minute call back).

**Attempted MOVE IN Orders**

**BOTH RESIDENTIAL AND NONRESIDENTIAL-** to change the request date to a different one, reschedule an attempted Move In, or cancel a Move In request completely, you **MUST** do this via Contract Management work center and the associated service work order (Unlock or Unlock Read) will be updated to match

- You should also check the associated order in Service Order work center for confirmation
- If a field visit was scheduled and access was NOT given, it will need to be rescheduled. The attempted Move In will not result in an estimated read.

**Update/Reschedule Contract Start/End**

The screenshot shows a software interface titled "Items To Be Processed". It contains a table with the following data:

IS-U Contract	Product	Division	Sold in Package	End of Supply	Start of Supply	Desired Contr...
40058005	NY RESIDENT...	Gas		07/19/2016	04/28/2015	07/19/2016

Below the table, there is a "Process" dropdown menu set to "Change contract end", with buttons for "Show", "Show Log", and "Show Item Details". A "Change Contract End Date" section includes:

- End of Supply: 07/19/2016
- Desired Contract End Date: 07/19/2016 (with a calendar icon)
- Customer Read: Customer Read (with a dropdown arrow)

At the bottom, there are "Finish Process" and "Cancel Process" buttons.

In Contract Management work center, select the contract you wish to change and select **Change Contract**. In the drop down menu, select **Change Contract End/Start** and Start Process. Make the updates needed and select Finish Process when you're done. View the contract changes in Contract Management and service orders if necessary as well.

- Remember that a Move In always has to be one day AFTER a Move Out date if there is one already pending.
- **CHANGING ORDER READ TYPE:**
  - you are able to change the contract start/end from a customer read to a field visit as long as someone is available to give access (if necessary)
  - you are not able to change the order from a field visit to a customer read

## Cancel Contract Start/End

The screenshot shows a web interface titled "Items To Be Processed". It contains a table with the following data:

IS-U Contract	Product	Division	Sold in Package	End of Supply	Start of Supply	Desired Contract En...	Desired Contract Sta...	Status
400001074	NY RESIDENTIAL	Gas		12/31/9999	02/23/2015		02/23/2015	Replication Complete

Below the table, there is a "Process" dropdown menu currently set to "Cancel contract end". Other options include "Show", "Show Log", and "Show Item Details". Below the dropdown, there are input fields for "Process" (set to "Cancel contract end") and "Contract Status" (set to "Replication Complete"). At the bottom, there are buttons for "Finish Process", "Cancel Process", and "Meter Data".

### Canceling a requested MOVE OUT:

- In Contract Management work center, select the contract you wish to cancel the end date for
- Click "Change Contracts"
- Select "Cancel Contract End" from the drop down and click "Start Process".
- Next, simply click "Finish Process".
  - This should cancel any service order associated with the contract if there was one

### Canceling a requested MOVE IN: If the customer states they no longer need service at an address they requested (*as long as the contract has not already started*)

- In Contract Management work center, select the contract you wish to cancel the start date for
- Click "Change Contracts"
- Select "Cancel Contract Start" from the drop down and click "Start Process".
- Next, simply click "Finish Process".
  - This should cancel any service order associated with the contract if there was one

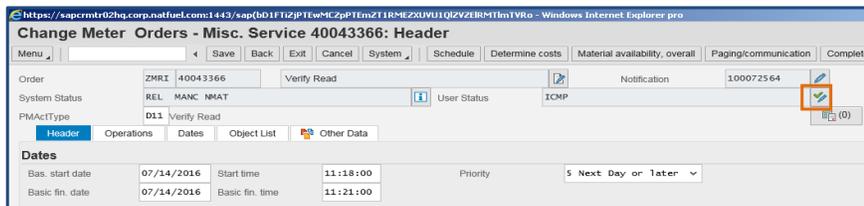
Any time a BP calls in to update or cancel their contract end or start date, be sure to create an Interaction Record stating the details of that call, especially if the request was to cancel a contract start.

## 15-MINUTE CALL BACK ORDERS

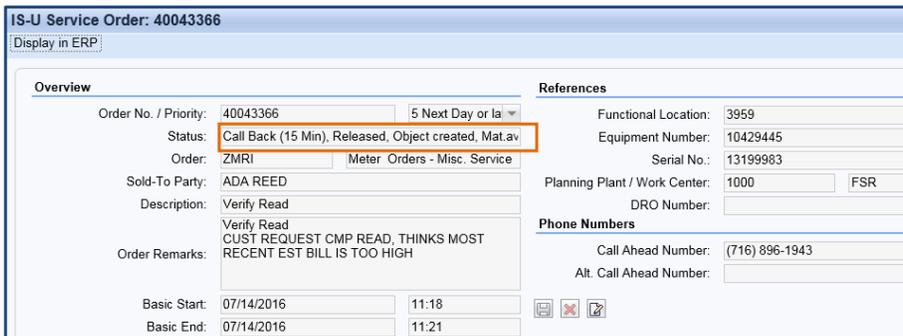
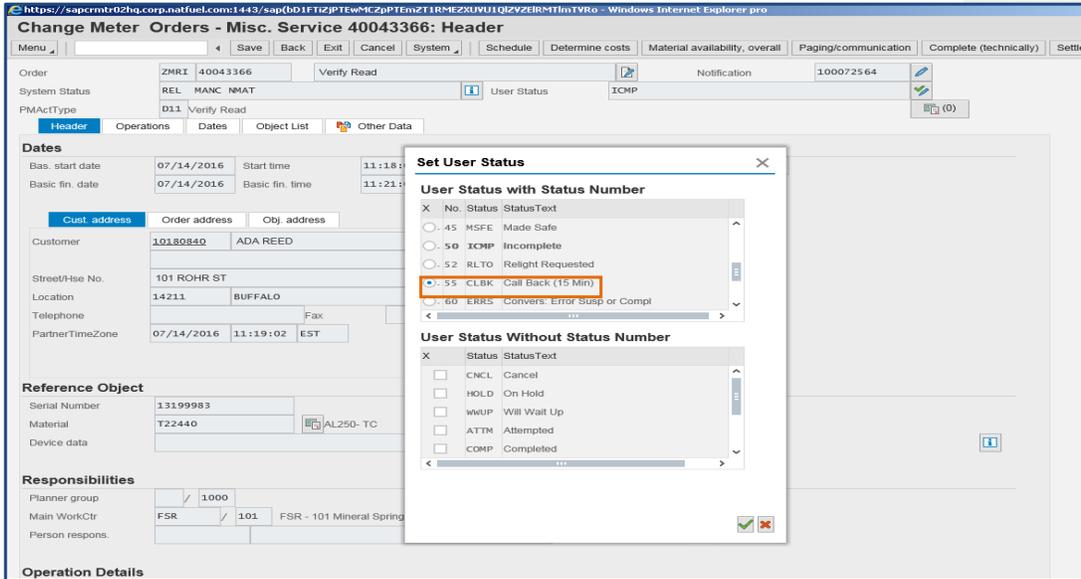
These are for locations being worked by the Mineral Springs and Tonawanda Service Center ONLY.

If a Business Partner calls NFG within 15 minutes of a service person attempting their order, either by phone or in person, update the **service order** as follows (*in this case do NOT update in Contract Management work center because we can re-attempt it during the same day*)

- Verify the order was attempted within the last 15 minutes
- Select Display in ERP to bring up the back office launcher for the order
- In ERP:
  - Select the edit button next to **User Status**
  - In the pop-up window, select the status **CLBK: Call Back (15 Min)** and click the green check mark
  - This will bring you back to the first update screen; select SAVE at the top.
- To view the order in ICWeb again simply select "Display in CRM"
- The order status will now be updated to show 15 Min Call Back
- Advise that the serviceperson will go to the Premise and will NOT attempt another phone call.
- Advise the customer that a serviceperson will re-attempt the order that same day, but we are unsure when they will arrive.
- Create an Interaction Record on most current account using code 115 – "15 Minute Call Back"



The screenshot shows the SAP interface for 'Change Meter Orders - Misc. Service 40043366: Header'. The browser address bar shows the URL: https://sapcrmt02hg.corp.nafuel.com:1443/sap/bd1f12j91ewmc2p1emz118me25uwj1q2v2lrm11m1vr0. The interface includes a menu bar with options like Save, Back, Exit, Cancel, System, Schedule, Determine costs, Material availability, overall, Paging/communication, and Complete. The main area displays order details: Order (ZMRI 40043366), System Status (REL MANC NMAT), and PMActType (D11 Verify Read). A 'User Status' field is highlighted with a blue box, and a green checkmark icon is visible next to it. Below the main area, there is a 'Dates' section with fields for Bas. start date (07/14/2016), Start time (11:18:00), Basic fin. date (07/14/2016), and Basic fin. time (11:21:00). The Priority is set to '5 Next Day or Later'.



If the service order is not for the Mineral Springs or Tonawanda Service Center, or was attempted more than 15 minutes ago, you must reschedule the Move In/Out for a different date using the **Contract Management** work center and the associated order will update to match.

## **WILL WAIT UP ORDERS:**

When rescheduling an attempted Reconnection Order or a Move In, you may consider offering the "will wait up" option (if the customer is willing to wait up). The need for this option is rare and you must review with a Floor Supervisor to determine if a "Will Wait Up" is warranted. If so, the Floor Supervisor will contact Operations (Dispatch) Management for approval/ denial.

- The customer **MUST** answer the phone. The service person will not go to the door unless the phone is answered.

- Do not guarantee that the order will be completed overnight (as is the case with all “off hours” attempts). Keep in mind that there are limited service persons available overnight-used primarily for emergencies.
- Advise the customer to call back to reschedule if the order is not worked.
- The “will wait up” time frame is between 11:00 pm and approximately 6:00 am.

**To Code “Will Wait Up” on an Order:**

When rescheduling an attempted Reconnection Order or a Move In, you may consider offering the “will wait up” option (if the customer is willing to wait up). The need for this option is rare and you must review with a Floor Supervisor to determine if a “Will Wait Up” is warranted. If so, the Floor Supervisor will contact Operations (Dispatch) Management for approval/ denial.

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- Advise the customer to call back to reschedule if the order is not worked.
- The “will wait up” time frame is between 11:00 pm and approximately 6:00 am.

1. Go to **Service Order > Svc Order Change/Display**
2. Make sure the order that you want to edit is selected
3. Click “Display in ERP” to launch a Back Office screen
4. Next to the “User Status” field, click the “Set Status” button
5. In the pop-up, under “User Status Without Status Number”, click the check box next to “WWUP: Will Wait Up”, then click the green check mark at the bottom right corner
6. The “User Status” field will now show “WWUP”
7. Click “Save” at the top of the screen to save the new status

**If the serviceman will arrive after 10:00 pm – serviceman will call the customer upon arrival if collection turn on is noted “customer to wait up” – phone number is required.**

**Severe Weather Procedures**

The Cold Weather Program is intended to prevent potential problems that could result from leaving residential premises without gas during extreme weather.

- When working a lock order, service personnel will not lock the meter if there are signs of occupancy.
- If the serviceperson can determine no one is living at the address, the meter can be locked.
- The goal is to put the account in an occupant’s name, but if this cannot be done when the serviceperson is there, the gas will be left on in National Fuel’s name under:
  - NFG\_TEMP\_SW\_NY
  - If a customer insists the meter must be physically locked, tell the customer the following:
- The home must be winterized (meaning the pipes have been drained of any water and/or there is anti-freeze in the pipes).
- They **must be** at the premise to show the service person ID. Note in the order remarks “Premise is winterized. Advised customer to be on premise to show ID to have meter locked.”
- If the customer is not on the premise, the meter will not be locked, and the gas will be left on and placed into an NFG Severe Weather temporary account.

**SENECA NATION OF INDIANS- ALLEGANY AND CATTARAUGUS INDIAN TERRITORIES**

The following information DOES NOT pertain to Emergency orders.

Seneca Nation of Indians requires advance notice of National Fuel work on its Territories (Allegany and Cattaraugus Reservations). In order to provide this required notice, email the order information to Ken Gossel, Mike Burnett, John Haberer, Chris Braidich, and William Snyder.

Except for new service installation and unlocks/turn on Orders, if you take an order for a customer on Seneca Nation of Indian Territories (address is designated as Seneca or Cattaraugus Indian Reservation), date the order out 12 business days. Orders to establish or restore service on Native Territory are scheduled per normal processes (first available), but still require you to email the order information to the individuals above.

Seneca Nation of Indians includes the Cattaraugus Territory as well as Allegany Territory (which includes Salamanca).

If the customer has any questions, please advise them to speak with their Utilities/Seneca Energy Department.