

DECISION MEMORANDUM

TO: COMMISSIONER ANDERSON
COMMISSIONER CHATBURN
COMMISSIONER HAMMOND
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL

FROM: TAYLOR R. BROOKS
DEPUTY ATTORNEY GENERAL

DATE: MARCH 1, 2022

SUBJECT: IN THE MATTER OF COMMISSION STAFF'S FORMAL COMPLAINT
CONCERNING INTERMOUNTAIN GAS COMPANY'S PRACTICES OF
ALLOWING UNQUALIFIED OPERATORS TO PERFORM LIVE METER
EXCHANGES; CASE NO. INT-G-22-01

On April 23, 2021, Jesse Urzua ("Urzua") contacted the Idaho Public Utilities Commission expressing concern that he was an unqualified operator who was performing live residential meter exchanges as directed by the Company's Lead Service Technician, Jason Wixom. Through investigation and self-reporting by the Company, the Idaho Public Utility Commission Staff ("Staff") determined that the Company has violated pipeline safety requirements by discovering that 1,847 work orders were issued and performed by unqualified operators.


Staff requests the Commission accept its formal complaint (attached) and issue a summons to Intermountain Gas Company ("Company"). Staff additionally requests this matter be processed through modified procedure.

STAFF RECOMMENDATION

Staff recommends the Commission issue a summons to the Company and require it to respond to the allegations contained in Staff's Complaint within twenty-one (21) days.

COMMISSION DECISION

1. Does the Commission wish to accept Staff's formal Complaint as written?
2. Does the Commission wish to issue a summons to the Company requiring it to respond to Staff's formal Complaint within twenty-one (21) days?



Taylor R. Brooks
Deputy Attorney General

TAYLOR R. BROOKS, ISB # 11542
DEPUTY ATTORNEY GENERAL
IDAHO PUBLIC UTILITIES COMMISSION
PO BOX 83720
BOISE, IDAHO 83720-0074
(208) 334-0320
taylor.brooks@puc.idaho.gov

Street Address for Express Mail:
11331 W CHINDEN BLVD, BLDG 8, SUITE 201-A
BOISE, ID 83714

Attorney for the Commission Staff

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF COMMISSION STAFF'S)
FORMAL COMPLAINT CONCERNING) **CASE NO. INT-G-22-01**
INTERMOUNTAIN GAS COMPANY'S)
PRACTICES OF ALLOWING UNQUALIFIED)
OPERATORS TO PERFORM LIVE METER) **FORMAL COMPLAINT**
EXCHANGES)
)
)
)
)
)

COMES NOW, the Staff of the Idaho Public Utilities Commission, Pipeline Safety Division (“Staff”), by and through its attorney of record, Taylor R. Brooks, Deputy Attorney General, to file this Formal Complaint concerning Intermountain Gas Company’s (“Company”) practices of allowing unqualified operators to perform live residential meter exchanges.

Staff and the Company have engaged in informal discussions concerning the matters set forth in this Formal Complaint. These discussions with the Company have been productive and the Company has been responsive and transparent regarding the issues set forth below. However, due to the scope and seriousness of matters addressed herein Staff believes resolution of the issues must be addressed through a formal proceeding.

Staff requests that the Idaho Public Utilities Commission (“Commission”) enter an Order, consistent with its authority under *Idaho Code* §§ 61-501, 61-515 and 61-701 *et seq.* to require the Company to pay a penalty to be determined based on the facts of this case which could

be reduced or suspended dependent on the Company producing and filing a plan with the Commission that provides how the Company will ensure that all personnel performing live meter exchanges are operator qualified; that the Company file quarterly reports of its safety briefings and operator qualification trainings verifying each employee that has been trained and operator qualified; and that all employees of the Company are qualified and fully trained to perform the work asked of them.

JURISDICTION

1. The Company is a gas corporation and a public utility, and the Commission has jurisdiction over it and the issues in this case under Title 61, Idaho Code. *See Idaho Code* §§ 61-117, 61-129, 61-501, 61-503, and 61-515.

2. When a complaint is filed concerning the safety and adequacy of a public utility's service the Commission has the power and authority to investigate the matter and require the "public utility to maintain and operate its line, plant, system, equipment, apparatus and premises in such manner as to promote and safeguard the health and safety of its employees, customers and the public[.]" *See Idaho Code* § 61-515; *see also Idaho Code* § 61-302.

3. During the time period in which these safety incidents occurred, the Commission followed the Idaho Administrative Procedures Act ("IDAPA"), specifically, section 31.11.01 which governed safety and accident reporting rules for regulated utilities.

a. Pursuant to *Idaho Code* § 61-515 on June 30, 2021, the Commission issued Order No. 35095, in Case No. GNR-U-21-01 adopting the Commission's Safety and Accident Report Rules for Utilities Regulated by the Idaho Public Utilities Commission. *See Order No. 35095* at 2. Rule 201 of these Rules incorporates by reference Part 260.9, Title 18 and Parts 191, 192, 193, 195, and 199, Title 49 of the Code of Federal Regulations concerning pipeline safety.

4. *Idaho Code* § 61-701 *et. seq.* provides the Commission with the authority to enforce "the constitution and statutes of this state affecting public utilities, the enforcement of which is not specifically vested in some other office or tribunal" and to seek the imposition of penalties for violations of these authorities if deemed necessary.

5. All acts complained of herein took place in the State of Idaho.

BACKGROUND

6. Paragraphs 1 through 5 above are incorporated herein by this reference as though fully set forth in this paragraph.

7. On April 23, 2021, Jesse Urzua, (“Urzua”) a former employee of the Company, contacted Darrin Ulmer, Pipeline Program Manager at the Idaho Public Utilities Commission (“Commission”) and expressed concern that he was an unqualified operator who was performing live residential meter exchanges as directed by the Company’s Lead Service Technician, Jason Wixom. *Affidavit of Maria Barratt-Riley* at 2, ¶ 7.

8. On April 26, 2021, Mr. Ulmer spoke with Urzua and asked for further documentation and a formal statement regarding his concerns. *Id.* at ¶ 8.

9. On April 28, 2021, Urzua sent Mr. Ulmer his official statement about completing residential meter exchanges as well as supporting documentation. *Id.* at ¶ 9.

10. On May 7, 2021, Maria Barratt-Riley, Executive Director and Head of Pipeline Safety at the Commission, contacted Patrick Darras—the Vice President of Operations at the parent corporation of the Company (“MDU”)—and notified him of Urzua’s complaint. *Id.* at ¶ 10. Ms. Barratt-Riley requested a written response within twenty-one (21) days from the Company. *Id.*

11. On May 28, 2021, the Company responded to Ms. Barratt-Riley and informed the PUC that “it was possible” that Urzua had performed 97 live residential meter exchanges while not being fully qualified and/or “operating with another qualified individual under span of control.” *Id.* at ¶ 11.

12. On July 29, 2021, Ms. Barratt-Riley replied to the Company and requested additional information regarding the Company’s response. *Id.* at ¶ 12.

13. On August 31, 2021, the Company replied to Ms. Barratt-Riley and stated that through its own investigation, Urzua was not operator-qualified for 124 of the 912 work orders he completed during his employment with the Company. *Id.* at ¶ 13. Additionally, the Company reported that from August 3, 2020, through June 23, 2021, 15,940 work orders were completed by Apprentice Service Technicians—1,847 of which were not completed by operator-qualified technicians. *Id.*

14. The Company has put these 1,847 work orders in review with its Safety Management and Quality Assurance Teams. *Id.* This review was scheduled to be completed by

September 24, 2021. *Id.* The Company titled this review “OPS 800,” which is a program for implementing training that prevents technicians from performing work they are unqualified for. *Id.*

15. On October 21, 2021, the Company notified Ms. Barratt-Riley that its’ safety recommendation team (“ACE”) had completed its’ initial review process and included several further recommendations that required the Company to delay implementing OPS 800. *Id.* at ¶ 14.

16. The revised deadline is now June 30, 2022. However, the Company has met with its Field Operations Directors and Managers to ensure that management is verifying employee Operator Qualification statuses and complying with all current safety recommendations. *Id.*

VIOLATIONS

Violations of Idaho Code § 61-302, Maintenance of Adequate Service

17. Paragraphs 1 through 16 above are incorporated herein by this reference as though fully set forth in this paragraph.

18. The Company failed to maintain service of gas meters in a manner that promotes the safety, health, and comfort of its customer by allowing unqualified personnel to perform at least 1,847 live gas meter exchanges has failed to maintain service of gas meters in a manner that promotes the safety, health, and comfort of its customers. *See Idaho Code § 61-302*

19. As a direct and proximate result of the Company’s failures it could be subject to a penalty of up to \$2,000.00 for each of the 1,847 violations of *Idaho Code § 61-302* for each day that the violation persisted up to a maximum amount of \$200,000.00. *See Idaho Code § 61-712A.*

Violations of IDAPA 31.11.01

20. Paragraphs 1 through 19 above are incorporated by reference herein as though fully set forth in this paragraph.

21. The Commission’s Safety and Accident Reporting Rules for Utilities Regulated by the Idaho Public Utilities Commission were in effect when the Company allowed unqualified personnel to perform at least 1,847 live gas meter exchanges. *See IDAPA 31.11.01 (2020 version).*¹ IDAPA 31.11.01 adopted by reference all federal pipeline safety regulations.² Federal pipeline safety regulations are contained in Title 49 of the Code of Federal Regulations. The Company failed to comply with federal pipeline safety regulations, and thereby failed to comply with IDAPA 31.11.01

¹ The Commission adopted the rules promulgated in IDAPA 31.11.01 by Special Order in 2021. *See* Order No. 35095.

² *See* Rule 201. (<https://adminrules.idaho.gov/rules/2018%20Archive/31/311101.pdf>).

by allowing personnel to perform 1,847 work orders while failing to have the proper qualifications to do so.

22. The Company violated federal pipeline safety regulations, by allowing 1,847 work orders—which includes live gas meter exchanges—to be completed by unqualified operators. *See* 49 C.F.R. § 192.805 *et seq.*

23. The Company has violated federal pipeline safety regulations by failing to follow and obey its own written procedures known as OPS 800 concerning live meter exchanges—namely, that each individual performing live meter exchanges be fully qualified. *See* 49 C.F.R. § 192.605 *et seq.*

24. The Company failed to timely report the existence of possible safety conditions that could have caused an imminent hazard and a 20% or more reduction in operating pressure or shutdown of a pipeline. *See* 49 C.F.R. § 191.23(a)(9).

25. As a direct and proximate result of the Company's failures it could be subject to a penalty of up to \$2,000.00 for each of the 1,847 violations for each and every day that the violation persisted without correction, up to a maximum amount of \$200,000.00. *See Idaho Code* § 61-712A.

PRAYER FOR RELIEF

WHEREFORE, the Plaintiffs pray for entry of a Commission order:

1. Imposing penalties on the Company pursuant to *Idaho Code* § 61-712A for its violations of Commission's authorities and rules in the amount of \$200,000.00; or

2. Require the Company to submit its ACE review plan that clearly defines ownership and delineation of roles and responsibilities related to operator qualifications to the Commission and submit quarterly reports that demonstrate the Company is following the ACE review safety recommendations.

3. For such other and further relief as the Court may deem just and proper in these premises.

DATED this ____ day of February, 2022.

Taylor R. Brooks
Deputy Attorney General

TAYLOR R. BROOKS, ISB # 11542
DEPUTY ATTORNEY GENERAL
IDAHO PUBLIC UTILITIES COMMISSION
PO BOX 83720
BOISE, IDAHO 83720-0074
(208) 334-0320
taylor.brooks@puc.idaho.gov

Street Address for Express Mail:
 11331 W CHINDEN BLVD, BLDG 8, SUITE 201-A
 BOISE, ID 83714

Attorney for the Commission Staff

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF INTERMOUNTAIN GAS)	
COMPANY’S INFORMAL COMPLAINT)	CASE NO. INT-G-22-01
REGARDING UNQUALIFIED OPERATORS)	
PERFORMING LIVE RESIDENTIAL METER)	AFFIDAVIT OF MARIA BARRATT-
EXCHANGES)	RILEY IN SUPPORT OF THE IDAHO
)	PUBLIC UTILITY COMMISSION
)	STAFF’S PETITION TO CREATE A
)	FORMAL COMPLAINT
)	

STATE OF IDAHO)
) ss.
 County of Ada)

I, Maria Barratt-Riley, being first duly sworn under oath, depose and state as follows:

1. I have personal knowledge of the facts stated in this affidavit.
2. The information contained herein is true and correct to the best of my knowledge.
3. I am the Executive Director and I am responsible for the Pipeline Program at the Idaho Public Utilities Commission.
4. In my position over the Pipeline Safety Program, along with Former Pipeline Program Manager, Darrin Ulmer, we investigated Jesse Urzua’s (“Complainant”) Complaint expressing concern that as a new employee for Intermountain Gas Company, (“the

Company”) he was an unqualified operator performing live residential meter exchanges for the Company.

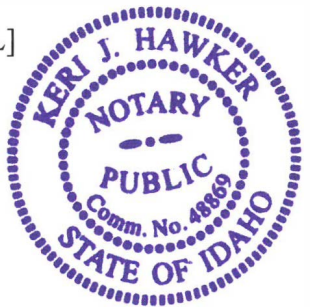
5. Mr. Ulmer forwarded all e-mails from the Complainant in the above-described matter to me. Therefore, I have personal knowledge that the e-mails and communications from the Complainant attached to this Affidavit are true and correct.
6. Mr. Ulmer resigned from the Idaho Public Utilities Commission in September of 2021.
7. Attached as Exhibit 1 is a true and correct copy of the Complainant’s initial e-mail to Mr. Ulmer on April 23, 2021 which was forwarded to me on April 23, 2021.
8. Attached as Exhibit 2 is a true and correct copy of Mr. Ulmer’s correspondence to me in which Mr. Ulmer stated that he asked the Complainant for additional documentation regarding his Complaint which was forwarded to me on April 26, 2021.
9. Attached as Exhibit 3 is a true and correct copy of all documentation from the Complainant within Exhibit 2 which was forwarded to me on April 26, 2021, and May 3, 2021.
10. On May 11, 2021, I contacted Patrick Darras—the Vice President of Engineering and Operations for the Company—and provided evidence of correspondence from the Complainant and requested a formal written response within 21 days. Attached as Exhibit 4 is a true and correct copy of this e-mail and formal request attachment.
11. On May 28, 2021, I received a written response from the Company. Attached as Exhibit 5 is a true and correct copy of this response and all attachments.
12. On August 2, 2021, I e-mailed Mr. Darras in reply to the Company’s response letter and requested additional information. Attached as Exhibit 6 is a true and correct copy of this reply letter.
13. On August 31, 2021, I received the Company’s written reply with all additional information that I had requested on August 2nd. Attached as Exhibit 7 are true and correct copies of appropriate attachments contained in the company’s written reply.
14. On October 21, 2021, I received a follow-up letter from the Company detailing several remedies and recommendations on how to comply with pipeline safety and how to ensure that the problem described from the Complainant does not occur again. Attached as Exhibit 8 is a true and correct copy of this letter.

Dated this 25th day of February 2022.

Maria Barratt-Riley
Maria Barratt-Riley
Executive Director
Idaho Public Utilities Commission

SUBSCRIBED AND SWORN to before me this 25th day of February 2022.

[SEAL]



Keri J. Hawker
Notary Public for Idaho
Residing at: Ada County, Idaho
Commission expires: March 15, 2025

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Exhibit 1
(Attached)

From: Darrin Ulmer
Sent: Friday, April 23, 2021 10:07 AM
To: Bruce Perkins; Jeff Brooks; Maria Barratt-Riley
Subject: Fwd: UNQUALIFIED OPERATOR PERFORMING RESIDENTIAL METER EXCHANGES
Attachments: Screenshot (25).png; Screenshot (26).png; Screenshot (27).png; Screenshot (30).png; Screenshot (32).png; Screenshot (33).png; Screenshot (29).png; Screenshot (31).png; Screenshot (28).png; Screenshot (35).png; Screenshot (36).png; Screenshot (34).png; Screenshot (38).png; Screenshot (39).png; Screenshot (40).png; Screenshot (43).png; Screenshot (44).png; Screenshot (41).png; Screenshot (45).png; Screenshot (37).png; Screenshot (46).png; Screenshot (47).png; Screenshot (48).png; Screenshot (42).png; Screenshot (49).png

FYI

Get [Outlook for iOS](#)

From: Jesse Urzua <jesseurzua@gmail.com>
Sent: Friday, April 23, 2021 9:50:54 AM
To: Darrin Ulmer <Darrin.Ulmer@puc.idaho.gov>
Subject: UNQUALIFIED OPERATOR PERFORMING RESIDENTIAL METER EXCHANGES

Dear Mr. Ulmer:

I have enclosed documentation in support of my assertion that I was an unqualified operator that was performing live residential meter exchanges as directed by Lead Service Technician Jason Wixom on behalf of my employer, Intermountain Gas Co., in Pocatello.

Upon receipt of this communication, kindly contact me at your earliest convenience so I can answer your questions and provide specific information for your investigation.

Thank you for your attention to this matter.

Sincerely,

Jesse Urzua

208-284-9708

Automation

Compliance Construction FCS Mobile Up PCAD

ACTIVITY

POCATELLO Tech URZUAJ Day 11/30/2020 Query

HOLD	DISPATCHED	RECEIVED	ACCEPTED	ENROUTE	ONSITE	REPORTING	CLEARED
0	0	1	0	0	0	0	5
0	0	0	0	0	0	0	232

AD Job ID	FA ID	Service Code	Address	City	Status	Status Date	Appointment	Estimated Minutes	Actual Minutes	Reports
0201130-20681	1894493878	G-EXCH	[REDACTED]	POCATELLO	RECEIVED	11-30-2020 09:17 US/Mountain		45		
0201130-20693	3638397669	G-EXCH	[REDACTED]	POCATELLO	CLEARED	11-30-2020 12:15 US/Mountain		45	35	GAS_METER IGC_ONLY
0201130-20702	0283164557	G-EXCH	[REDACTED]	POCATELLO	CLEARED	11-30-2020 13:49 US/Mountain		45	56	GAS_METER IGC_ONLY
0201130-20736	1274883624	G-EXCH	[REDACTED]	POCATELLO	CLEARED	11-30-2020 15:00 US/Mountain		45	36	GAS_METER IGC_ONLY
0201130-20685	6511282859	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 10:21 US/Mountain		45	68	GAS_METER IGC_ONLY
0201130-20726	9317668120	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 11:36 US/Mountain		45	35	GAS_METER IGC_ONLY

Export To CSV

Status	Start	Origin	Type	Address
TY	00:13	CADREMOVE		
TY	00:13		READY	
AVAILABLE	07:48	CADAGENT	TRAINING	
D	00:15	CADAGENT	READY	

Type here to search

Automation

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: MDUG-20201130-20693 FA ID: 3638397669 Service Code: G-EXCH

Customer: [Redacted]

Address: [Redacted]

Attachments: 0

[Printer friendly fo](#)

Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
0177	YES			1	3749
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
443	YES		0.25 POUNDS		3749

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

Replaced meter -code 3. used grunski, didn't interrupt service. verified flow and lock up. soaped -no leaks. left

Office Review? Review Reason

Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3531		4	0.25	POUNDS	0
Disent?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76448534	N	N		0

Automation

Welcome ISDNTV

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: MDUG-20201130-20702 FA ID: 0283164557 Service Code: G-EXCH

Customer: [Redacted]

Address: [Redacted]

Attachments: 0

[Printer friendly](#)

Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
3965	YES			1	4129
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
242	YES		0.25 POUNDS		4129

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	8	8

Notes: **ki change, no service interruption. verified flow and up. verified ert/index opp. soaped -no leaks. painted**

Office Review? Reviewer: Review Reason:

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3478			0.25	POUNDS	0
Identified?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76448535	N	N		0

AUTOMATION

Welcome ISDNT1\jess

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: MDUG-20201130-20736 FA ID: 1274883624 Service Code: G-EXCH

Owner: [Redacted]

Address: [Redacted]

[Attachments: 0](#)

[Printer friendly form](#)

Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
8374	YES			1	8207
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
180	YES		0.25 POUNDS		8207

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		POOR	YES	NO	7.9	7.9

Comments

ki exchange -no service interruption. verified flow lock-up. cycled 2 cf-verified ert/index opp. soaped set -no leaks. painted meter.

Office Review? Reviewer: Review Reason:

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3479		4	0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451535	N	N		0

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Automation

Welcome ISDNT1\jess

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: MDUG-20201130-20685 FA ID: 6511282859 Service Code: G-EXCH

Customer: [Redacted]

Address: [Redacted]

Attachments: 0

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Work Taken

Work Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
9075	YES			1	3852
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
029	YES		0.25 POUNDS		3852

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up - Blind	Lock Up Left
		GOOD	YES	NO	7.8	7.8

Comments

Obtained customer's permission to proceed with change out. No hot change -no service interruption. verified flow lock up. soaped meter set -no leaks. cycled 3 cf and verified ert/index opp.

Office Review?

Review Reason

Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3322			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451663		N		0



AUTOMATION

Welcome ISDNTT

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: MDUG-20201130-20726 FA ID: 9317668120 Service Code: G-EXCH

Owner: [Redacted] Address: [Redacted]

Attachments: 0

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
2583	YES			1	4909
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
310	YES		0.25 POUNDS		4909

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.4	7.4

Comments

ki hot change -no interruption of service. verified and lock-up. soaped meter set -no leaks. cycled 1cf - tied ert/index opp. painted meter set.

Office Review? Review Reason
Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3329			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451407		N	1	0

Automation

Welcome ISDNT1\jes

Compliance Construction FCS Mobile Up PCAD

ACTIVITY

HOLD	DISPATCHED	RECEIVED	ACCEPTED	ENROUTE	ONSITE	REPORTING	CLEARED
0	0	0	0	0	0	0	5
0	0	0	0	0	0	0	220

AD Job ID	FA ID	Service Code	Address	City	Status	Status Date	Appointment	Estimated Minutes	Actual Minutes	Reports
0201130-20685	6511282859	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 10:21 US/Mountain		45	68	GAS METER IGC_ONLY
0201130-20726	9317668120	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 11:36 US/Mountain		45	35	GAS METER IGC_ONLY
0201202-20919	6936146106	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 14:25 US/Mountain		45	36	GAS METER IGC_ONLY
0201202-20938	3182540483	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 15:49 US/Mountain		45	73	GAS METER IGC_ONLY
0201202-20941	5082834951	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 15:57 US/Mountain		45	7	GAS METER IGC_ONLY

Export To CSV

Status	Start	Origin	Type	Address
TY	00:16	CADREMOVE	READY	
AVAILABLE	08:02	CADAGENT	SHOP	
D	08:28	CADAGENT	READY	
TY	08:46			

Type here to search

Automation

Welcome ISDNT\jess

Compliance Construction ECS Mobile Up PCAD

Summary

Job ID **MDUG-20201130-20685** FA ID **6511282859** Service Code **G-EXCH**

Owner [Redacted]

Address [Redacted]

[Attachments: 0](#)

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
9075	YES			1	3852
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
029	YES		0.25 POUNDS		3852

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

Obtained customer's permission to proceed with change out. No hot change -no service interruption. verified flow and lock up. soaped meter set -no leaks. cycled 3 cf and verified ert/index opp.

Office Review?

Review Reason

Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3322			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451663			1	0

Automation

Welcome ISDNT1\jes

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID **MDUG-20201130-20726** FA ID **9317668120** Service Code **G-EXCH**

Customer [Redacted]

Address [Redacted]

[Attachments: 0](#)

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
2583	YES			1	4909
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
310	YES		0.25 POUNDS		4909

Additional Order Information

Work Performed	Bypassable Meter	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.4	7.4

Comments

ki hot change -no interruption of service. verified and lock-up. soaped meter set -no leaks. cycled lcf -ied ert/index opp. painted meter set.

Office Review? Review Reason

Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3329			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451407				0

Automation Welcome ISDNT\jess

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: **MDUG-20201202-20938** FA ID: **3182540483** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED]

[Attachments: 0](#)

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
3873	YES			1	6088
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
883	YES		0.25 POUNDS		6088

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments: **KI HOT CHANGE -NO SERVICE INTERRUPTION. VERIFIED FLOW LOCK-UP. SOAPED METER SET -NO LEAKS. CYCLED 3CF - PAINTED ERT/INDEX OPP. PAINTED METER SET. LEFT DH.**

Office Review? Review Reason

Reviewer: [REDACTED]

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
4070			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76449005				0

Automation

Welcome ISDNT1\jes

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: **MDUG-20201202-20941** FA ID: **5082834951** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED]

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
3877	YES			1	6613
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
889	YES		0.25 POUNDS		6613

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

KI CHANGE -NO SERVICE INTERRUPTION. VERIFIED FLOW AND UP. SOAPED METER SET -NO LEAKS. CYCLED 2CF -VERIFIED INDEX OPP. PAINTED METER SET. LEFT DH.

Office Review? Review Reason
Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
4071			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76449549				0

Automation

Welcome ISDNT1 Jess

Compliance Construction ECS Mobile Up PCAD

Summary

Job ID: **MDUG-20201202-20919** FA ID: **6936146106** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED]

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
0713	YES			2	3566
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
298	YES		0.25 POUNDS		3566

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

ki hot change -no service interruption. verified flow lock-up. soaped meter set -no leaks. cycled 2cf - tied ert/index opp. painted meter set.

Office Review? Review Reason

Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3324			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451545	N	N	1	0

Automation

Compliance Construction FCS Mobile Up PCAD

ACTIVITY

HOLD	DISPATCHED	RECEIVED	ACCEPTED	ENROUTE	ONSITE	REPORTING	CLEARED
0	0	0	0	0	0	0	5
0	0	0	0	0	0	0	220

AD Job ID	FA ID	Service Code	Address	City	Status	Status Date	Appointment	Estimated Minutes	Actual Minutes	Reports
0201130-20685	6511282859	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 10:21 US/Mountain		45	68	GAS_METER IGC_ONLY
0201130-20726	9317668120	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 11:36 US/Mountain		45	35	GAS_METER IGC_ONLY
0201202-20919	6936146106	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 14:25 US/Mountain		45	36	GAS_METER IGC_ONLY
0201202-20938	3182540483	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 15:49 US/Mountain		45	73	GAS_METER IGC_ONLY
0201202-20941	5082834951	G-EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 15:57 US/Mountain		45	7	GAS_METER IGC_ONLY

Status	Start	Origin	Type	Address
TY	00:16	CADREMOVE	READY	
AVAILABLE	08:02	CADAGENT	SHOP	
D	08:28	CADAGENT	READY	
TY	08:46			

Automation

Welcome ISDNT1 Jess

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: MDUG-20201130-20685 FA ID: 6511282859 Service Code: G-EXCH

Customer: [Redacted]

Address: [Redacted]

Attachments: 0

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
9075	YES			1	3852
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
029	YES		0.25 POUNDS		3852

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

Obtained customer's permission to proceed with change out. No hot change -no service interruption. verified flow and lock up. soaped meter set -no leaks. cycled 3 cf and verified ert/index opp.

Office Review? Reviewer: [Redacted] Review Reason: [Redacted]

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3322			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451663	N	N		0

Automation

Welcome ISDNT1 Jess

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID **MDUG-20201130-20726** FA ID **9317668120** Service Code **G-EXCH**

Customer [REDACTED]

Address [REDACTED]

[Attachments: 0](#)

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No	Disconnect Location	Drive Rate	Index Read
2583	YES			1	4909
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
310	YES		0.25 POUNDS		4909

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.4	7.4

Comments

Hot change -no interruption of service. verified and lock-up. soaped meter set -no leaks. cycled 1cf - verified ert/index opp. painted meter set.

Office Review? Review Reason
Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3329			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451407	N	N		0



Automation

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID: MDUG-20201202-20919 FA ID: 6936146106 Service Code: G-EXCH

Customer Name: [Redacted]

Address: [Redacted]

Attachments: 0

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number: 0713	Correct Mtr No?: YES	Corrected Mtr No.:	Disconnect Location:	Drive Rate: 2	Index Read: 3566
Number: 298	Correct ERT No.?: YES	Corrected ERT No.:	Delivery Pressure: 0.25 POUNDS	Drive Rate Found:	ERT Read: 3566

Additional Order Information

Work Performed:	Bypassable Meter Set:	Pipe Condition: GOOD	Odorant Perceptible: YES	Company Relight?: NO	Lock Up-Found: 7.8	Lock Up-Left: 7.8
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Comments

ki hot change -no service interruption. verified flow lock-up. soaped meter set -no leaks. cycled 2cf - verified ert/index opp. painted meter set.

Office Review?

Review Reason

Reviewer

Meter/ERT Information

Number: 3324	Meter Status:	Number of Dials:	Delivery Pressure: 0.25	Pressure UOM: POUNDS	Index Read: 0
Present?	ERT Number: 76451545	Temp Compensated:	Press Compensated:	Drive Rate:	ERT Read: 0

Summary

Job ID **MDUG-20201202-20919** FA ID **6936146106** Service Code **G-EXCH**

Customer [Redacted]

Address [Redacted]

[Attachments: 0](#)

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
0713	YES			2	3566
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
298	YES		0.25 POUNDS		3566

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Notes: **ki hot change -no service interruption. verified flow lock-up. soaped meter set -no leaks. cycled 2cf - tied ert/index opp. painted meter set.**

Office Review? Reviewer: [Redacted] Review Reason: [Redacted]

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
3324			0.25	POUNDS	0
Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76451545	N	N		0

Automation

Welcome ISDNT1

Compliance Construction ECS Mobile Up PCAD

Summary

Job ID: MDUG-20201202-20938 FA ID: 3182540483 Service Code: G-EXCH

Customer: [Redacted]

Address: [Redacted]

[Attachments: 0](#)

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
3873	YES			1	6088
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
883	YES		0.25 POUNDS		6088

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

KI HOT CHANGE -NO SERVICE INTERRUPTION. VERIFIED FLOW LOCK-UP. SOAPED METER SET -NO LEAKS. CYCLED 3CF - INDEXED ERT/INDEX OPP. PAINTED METER SET. LEFT DH.

Office Review?

Review Reason

Reviewer

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
4070			0.25	POUNDS	0
Installed?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76449005				0

Automation

Compliance Construction FCS Mobile Up PCAD

Summary

Job ID **MDUG-20201202-20941** FA ID **5082834951** Service Code **G-EXCH**

Owner [Redacted]

Address [Redacted]

[Attachments: 0](#)

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Work Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Original Meter/ERT Information

Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
3877	YES			1	6613
Number	Correct ERT No.?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
889	YES		0.25 POUNDS		6613

Additional Order Information

Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

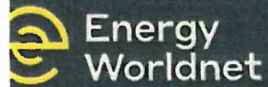
Comments
KI CHANGE -NO SERVICE INTERRUPTION. VERIFIED FLOW AND UP. SOAPED METER SET -NO LEAKS. CYCLED 2CF -VERIFIED INDEX OPP. PAINTED METER SET. LEFT DH.

Office Review?	Review Reason
Reviewer	

Meter/ERT Information

Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
4071			0.25	POUNDS	0
Isent?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76449549	N	N		0

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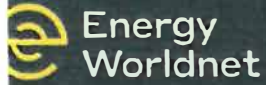


Jesse Urzua
Montana-Dakota Utilities Group (MDU)



Task Code	Task Name	Current Completion Date ⓘ	Expires On	Status	Ce
✓ 192-0101	Characteristics and Hazards of Natural Gas (1:3)	08/03/2020	08/03/2025	✓	
✓ 192-0401.01	Corrosion Monitoring (Atmospheric, External, Internal) (1:3)	03/16/2021	01/25/2026	✓	
✓ 192-0402.01	Coating Maintenance (1:3)	03/16/2021	01/25/2026	✓	
✓ 192-0701.01	Locate, Install, Protect Customer Meters and Regulators - Residential/Small Commercial (1:3)	02/17/2021	11/20/2023	✓	
✓ 192-0701.02	Locate, Install, Protect Customer Meters and Regulators - Large Comm/Ind (1:3)	02/17/2021	01/25/2024	✓	
✓ 192-0702.01	Customer Regulating, Limiting and Relief Devices - Residential/Small Comm (1:3)	02/17/2021	01/26/2024	✓	
✓ 192-0702.02	Customer Regulating, Limiting and Relief Devices - Large Comm/Indust (1:3)	02/17/2021	01/26/2024	✓	
✓ 192-0801.01	Locating Pipeline (1:3)	02/17/2021	08/06/2023	✓	
✓ 192-0802	Protection During Disturbance of Segment Support (1:3)	01/26/2021	01/26/2026	✓	
✓ 192-0803.01	Inspection for Damage (1:3)	02/17/2021	01/25/2026	✓	
✓ 192-0804	Damage Prevention During Excavation (1:3)	01/26/2021	01/26/2024	✓	
✓ 192-1005.02	Mechanical Joints (1:0)	02/11/2021	02/11/2022	✓	
✓ 192-1005.03	Mechanical Joints - Compression Couplings 2" and less (1:0)	02/17/2021	02/11/2022	✓	
✓ 192-1005.07	Joining of Pipe: Threaded Joints (1:0)	02/18/2021	02/17/2022	✓	

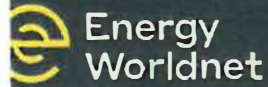
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Montana-Dakota Utilities Group (MDU)



1005.02	Mechanical Joints (1:0)	02/11/2021	02/11/2022	✓
192-1005.03	Mechanical Joints - Compression Couplings 2" and less (1:0)	02/17/2021	02/11/2022	✓
192-1005.07	Joining of Pipe: Threaded Joints (1:0)	02/18/2021	02/17/2022	✓
192-1201.01	Leakage Survey: Distribution and Transmission - Walking (1:3)	02/18/2021	01/27/2024	✓
192-1202.01	Outside Leakage Investigation (1:3)			!
192-1203.01	Inside Leak Investigation (1:3)			!
192-1301.01	Leak/Strength Test - Svc/Main/Trans. Line: Gas pressure <100 psi (1:3)			!
192-1301.04	Leak/Strength Test - Svc/Main/Trans. Line: Soap Test (1:3)			!
192-1401	Abandonment or inactivation of Facilities (1:3)	11/23/2020	11/23/2025	✓
192-1402	Backfilling (1:3)	11/23/2020	11/23/2025	✓
192-1405	Underground Clearances (1:3)	02/17/2021	02/17/2026	✓
192-1408.01	Installation of Plastic Pipe: Direct Burial (1:3)	02/24/2021	01/26/2026	✓
192-1410.01	Cover - Service Lines, Mains, and Transmission Lines (1:3)	11/23/2020	11/23/2025	✓
192-1411.01	Inspection: Compliance with Procedures and Standards (1:3)	02/24/2021	01/26/2026	✓
192-1411.02	Inspection: Inspection of Materials (1:3)	02/24/2021	01/26/2026	✓
192-1413	Line Markers (1:3)	01/26/2021	01/26/2024	✓
192-1414.02	Pipeline Shutdown/Startup/Pressure Change: Squeeze Off Pipe (1:3)			!



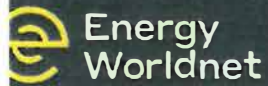
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Montana-Dakota Utilities Group (MDU)



192-1411.02	Inspection: Inspection of Materials (1:3)	02/24/2021	01/26/2026	✓
192-1413	Line Markers (1:3)	01/26/2021	01/26/2024	✓
192-1414.02	Pipeline Shutdown/Startup/Pressure Change: Squeeze Off Pipe (1:3)			!
192-1415	Protection from Hazards (1:3)	11/23/2020	11/23/2025	✓
192-1418.01	Purging: Large Vol, Segment of Main or Trans. Line, Etc. (1:3)			!
192-1418.02	Purging: Small Vol, Short Pipe, Compressor, Etc. (1:3)			!
192-1427.01	Valve Maintenance: Inspection/Partial Operation (1:3)			!
192-1434	Bypass - Regulator Stations & Meter Sets (1:3)			!
192-1435.01	Bypass - Gas Mains and Services (1:3)			!
192-1501.01	Odorization: Mains and Transmission Lines: Periodic Sampling (1:3)			!
192-1803.01	Pressure Regulating Limiting , and Relief Device Operation and Maintenance (1:3)	02/24/2021	01/28/2026	✓
192-2011	Prevention of Accidental Ignition (1:3)	08/04/2020	08/04/2023	✓
192-2014	Service Lines Not In Use and Service Discontinuance (1:3)	11/23/2020	11/23/2025	✓
192-AOC	Abnormal Operating Conditions (1:3)	08/04/2020	08/03/2023	✓
CMV-1001	Commercial Motor Vehicle Safety (1:0)	02/18/2021	Non-Expiring	✓
CUST-8002	FR Clothing (1:0)	02/19/2021	Non-Expiring	✓
CUST-8007	Return to Workless Training (1:0)	02/17/2021	Non-	✓



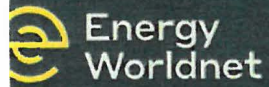
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▼	CUST-8002	FR Clothing (1:0)	02/19/2021	Non-Expiring	✓
▼	CUST-8007	Return to Workplace Training (1:0)	02/17/2021	Non-Expiring	✓
▼	CUST-8009	MDUG CBT - ACE Safety Management System Tier 1 Training (1:0)	02/17/2021	Non-Expiring	✓
▼	ERPT-5002	Emergency Action Plan (OSHA) (1:0)	09/15/2020	09/15/2021	✓
▼	ERPT-5003	Emergency Response and Restoration of Service (1:0)	02/01/2021	02/01/2022	✓
▼	ERPT-5004	IS-100 Basic Incident Command (1:0)	02/23/2021	Non-Expiring	✓
▼	OSHE-6000	New Hire Orientation (1:0)	09/15/2020	Non-Expiring	✓
▼	OSHE-6002	Animal Attack and Dog Awareness (1:0)	09/15/2020	09/15/2022	✓
▼	OSHE-6004	Back Safety and Proper Lifting (1:0)	08/06/2020	08/06/2022	✓
▼	OSHE-6005	Carbon Monoxide Safety (1:0)	08/06/2020	08/06/2023	✓
▼	OSHE-6006	Confined Spaces Awareness (1:0)	08/07/2020	08/06/2021	✓
▼	OSHE-6009	Driver Safety (1:0)	08/07/2020	08/07/2023	✓
▼	OSHE-6010	Decision Driver (1:0)	10/16/2020	Non-Expiring	✓
▼	OSHE-6011	Ergonomics (1:0)	09/15/2020	09/15/2022	✓
▼	OSHE-6012	Trenching, Excavation and Shoring Safety (1:0)	08/10/2020	08/10/2023	✓
▼	OSHE-6015	Hantavirus (1:0)			!
▼	OSHE-6016	Heat Stress (1:0)	11/17/2020	11/17/2022	✓



Jesse Urzua
Montana-Dakota Utilities Group (MDU)



OSHE-6011	Ergonomics (1:0)	09/15/2020	09/15/2022	✓
OSHE-6012	Trenching, Excavation and Shoring Safety (1:0)	08/10/2020	08/10/2023	✓
OSHE-6015	Hantavirus (1:0)			!
OSHE-6016	Heat Stress (1:0)	11/17/2020	11/17/2022	✓
OSHE-6017	Accident and Hazard Reporting (1:0)	01/19/2021	01/19/2022	✓
OSHE-6018	Job Safety Analysis (1:0)	08/10/2020	08/10/2021	✓
OSHE-6019	Ladder Safety (1:0)	01/25/2021	01/25/2024	✓
OSHE-6027	Personal Protective Equipment (1:0)	08/10/2020	08/10/2021	✓
OSHE-6028	Public Awareness (1:0)	02/18/2021	02/18/2024	✓
OSHE-6030	Security Threat Recognition and Reporting (1:0)	08/07/2020	08/07/2021	✓
OSHE-6033	Walking Working Surfaces (1:0)	08/10/2020	08/10/2022	✓
OSHE-6039	Materials of Trade (1:0)	02/19/2021	02/19/2023	✓
OSHE-6041	Control of Hazardous Energy (1:0)	10/21/2020	10/21/2021	✓
OSHE-6042	First Aid/CPR/AED/BB Pathogen (1:0)			!
OSHE-6043	Asbestos Awareness (1:0)	02/18/2021	02/18/2022	✓
OSHE-6045	Fire Protection and Prevention (1:0)	08/18/2020	08/18/2021	✓
OSHE-6046	Hazard Communication (1:0)	08/10/2020	08/10/2022	✓
OSHE-6047.01	Powered Industrial Lift Truck - Class I (1:0)			!
OSHE-6047.04	Powered Industrial Lift Truck - Class IV (1:0)			!
OSHE-6049	Tool Safety (1:0)	08/05/2020	Non-Expiring	✓



Jesse Urzua
Montana-Dakota Utilities Group (MDU)



OSHE-6039	Materials of Trade (1:0)	02/19/2021	02/19/2023	✓
OSHE-6041	Control of Hazardous Energy (1:0)	10/21/2020	10/21/2021	✓
OSHE-6042	First Aid/CPR/AED/BB Pathogen (1:0)			!
OSHE-6043	Asbestos Awareness (1:0)	02/18/2021	02/18/2022	✓
OSHE-6045	Fire Protection and Prevention (1:0)	08/18/2020	08/18/2021	✓
OSHE-6046	Hazard Communication (1:0)	08/10/2020	08/10/2022	✓
OSHE-6047.01	Powered Industrial Lift Truck - Class I (1:0)			!
OSHE-6047.04	Powered Industrial Lift Truck - Class IV (1:0)			!
OSHE-6049	Tool Safety (1:0)	08/05/2020	Non-Expiring	✓
OSHE-6050	Occupational Noise Exposure (1:0)	08/10/2020	08/10/2021	✓
OSHE-6051.01	Introduction to OSHA (1:0)	08/04/2020	Non-Expiring	✓
OSHE-6058	Residential Meter Ergonomics and Safety (1:0)			!
OSHE-6060.02	H2S Awareness (1:0)	08/06/2020	08/06/2021	✓
OSHE-6062	Backhoe Safety - Bystander (1:0)	08/07/2020	08/07/2023	✓
OSHE-6063	Voluntary Respirator Use (1:0)	01/26/2021	Non-Expiring	✓
OSHE-6064	Cold Stress (1:0)	11/17/2020	11/17/2022	✓

Exhibit 2

(Attached)

From: Darrin Ulmer
Sent: Monday, April 26, 2021 5:15 PM
To: Maria Barratt-Riley
Subject: Re: UNQUALIFIED OPERATOR PERFORMING RESIDENTIAL METER EXCHANGES

Maria,

I have looked at the work orders (completed in Nov and Dec 2020) before he became qualified in Feb 2021. I spoke to him again today and he is going to forward photos of texts (from his work phone) and emails as documentation. He is also going to type a statement email. The stress of all this has made him resign (about a week or two ago, before he contacted us) so he no longer is an IGC employee.

Thanks
Darrin

Get [Outlook for iOS](#)

From: Maria Barratt-Riley <maria.barratt-riley@puc.idaho.gov>
Sent: Monday, April 26, 2021 5:03:47 PM
To: Darrin Ulmer <Darrin.Ulmer@puc.idaho.gov>
Subject: RE: UNQUALIFIED OPERATOR PERFORMING RESIDENTIAL METER EXCHANGES

Darrin,

John Hammond has asked if you can take a look at the work orders he sent over, as well as his qualifications (I think he sent those too) and see if you feel he is/isn't qualified to do the work. Also, do you know if Mr. Urzua is still employed with IGC?

Thanks,

Maria

From: Darrin Ulmer <Darrin.Ulmer@puc.idaho.gov>
Sent: Friday, April 23, 2021 10:07 AM
To: Bruce Perkins <Bruce.Perkins@puc.idaho.gov>; Jeff Brooks <jeff.brooks@puc.idaho.gov>; Maria Barratt-Riley <maria.barratt-riley@puc.idaho.gov>
Subject: Fwd: UNQUALIFIED OPERATOR PERFORMING RESIDENTIAL METER EXCHANGES

FYI

Get [Outlook for iOS](#)

From: Jesse Urzua <jesseurzua@gmail.com>
Sent: Friday, April 23, 2021 9:50:54 AM
To: Darrin Ulmer <Darrin.Ulmer@puc.idaho.gov>
Subject: UNQUALIFIED OPERATOR PERFORMING RESIDENTIAL METER EXCHANGES

Dear Mr. Ulmer:

I have enclosed documentation in support of my assertion that I was an unqualified operator that was performing live residential meter exchanges as directed by Lead Service Technician Jason Wixom on behalf of my employer, Intermountain Gas Co., in Pocatello.

Upon receipt of this communication, kindly contact me at your earliest convenience so I can answer your questions and provide specific information for your investigation.

Thank you for your attention to this matter.

Sincerely,

Jesse Urzua

208-284-9708

Exhibit 3

(Attached)

Jesse Urzua
88 Princeton Avenue
Pocatello, ID 83201

RE: TIMELINE AND REPORT OF UNQUALIFIED OPERATOR WORK PERFORMED

I applied online for a Service Technician Apprentice position with Intermountain Gas Company (IGC) at the end of May, 2020. Between June and July, 2020, I was interviewed several times via Microsoft Teams. The IGC interview panel included former Pocatello District Manager Brandon Lance, current Pocatello District Manager James Murphy, and on occasion, Larissa Vossenkemper. At the end of one of the interviews, I asked Mr. Lance if I could be trained to do the job, since I did not have any previous gas industry experience. Mr. Lance assured me that IGC would train me to do the job.

My first day of work at IGC was August 3, 2020. On August 7, 2020, I was asked to meet with Mr. Murphy. He explained to me that IGC Human Resources advised him to coach me about what they believed to be a relationship with Bill McCulloch (IGC Service Technician A). Mr. McCulloch's wife and my wife are sisters. Mr. Murphy made it clear to me that I was not in trouble because I had not violated an IGC policy, but that neither myself nor Mr. McCulloch could be the lead of the Service Technician department. IGC's position on this issue has been challenged by the union that the Service Technicians belong to because the service technician lead is more of a pay scale than an actual position and the service technician lead does not have the authority to hire, fire or discipline employees.

In late November, 2020, I began performing residential meter exchanges by myself. I was not aware that I was not Operator Qualified to be performing such tasks. My training and Operator Qualifications were being overseen by Service Technician lead Jason Wixom. Mr. Wixom directed me on what tasks to perform and which technician to work with. He "signed off" on my apprentice training handbook and also "signed off" on my Operator Qualification performance evaluations. Mr. Wixom, on more than one occasion "signed off" on something which he had not seen me perform. Mr. Wixom provided very little training, if any, and the limited training that he did occasionally offer was haphazard, at best, and did not follow any sort of structure. Mr. Wixom also signed off on several performance evaluations without actually conducting a performance evaluation. In one particular instance, the line locating performance evaluation, Mr. Wixom signed off on the performance evaluation but told me that I needed more training. If that was the case, he should not have signed off on the PE.

On December 11, 2020, I received a text message from Service Technician Lead Jason Wixom. He was concerned about the number of meters that I was exchanging. As a result, I requested -via email- to meet with James Murphy. I met with the Pocatello District Manager James Murphy on December 11, 2020, to discuss my concerns about the lack of training and ongoing criticism from Jason Wixom. Mr. Murphy advised me that Jason Wixom was not a good coach. He also stated that I was doing fine at my job and he advised me to be patient.

Despite my formal meeting with James Murphy, the situation did not improve. I did still did not receive much training from Jason Wixom. Mr. Wixom also continued his verbal criticism of the number of meter exchanges that I was completing. I was really feeling pressured and was concerned about losing my job. As a result, I tried to complete an exchange 25 minutes before a United Way luncheon that IGC was providing for the Pocatello District employees. On this particular meter

exchange (in December 2020), I attempted to exchange a meter that was set on 2 pounds of pressure instead of the ¼ pound pressure that I had previously encountered. I was not aware that IGC set meters on 2 pounds of pressure. The Grunski bag I was using was blown apart by the higher pressure and the property serviced by the meter -a dentist's office- was left without gas. I called Service Technician Dave Thomson, an A level service technician for assistance in resolving the problem. Mr. Thomson turned on all the gas appliances that had lost gas. It is my understanding that either later that day or later that week, Mr. Thomson met with James Murphy and advised him that I had not been trained correctly to exchange meters and should not be performing the work by myself. Mr. Thomson himself shared this information with me at a later date.

Mr. Thomson was one of several Service Technicians that spoke to Mr. Murphy about Jason Wixom's refusal to train me. It is my understanding that John Schwartz, Service Technician A; Brad Sheehan, Service Technician B; Bill McCulloch, Service Technician A,; and Dave Thomson, Service Technician A, all shared concerns about my lack of training with James Murphy. The situation, however, did not improve. I did not receive structured or organized training from Mr. Wixom.

In early 2021, Mr. Wixom advised me that I was not where I needed to be in my training and that I needed to work on Operator Qualifications. I had not been previously made aware that I was falling behind -in any capacity- and had also never received any sort of job performance feedback apart from Mr. Murphy's assertion that I was doing fine at my job (during our December meeting). The focus shifted from me completing residential meter exchanges to completing OQs (computer based training (CBT) and performance evaluations (PE) as quickly as possible. The emphasis was not on learning the material in order to perform the work safely but on completing the OQs as quickly as possible. Mr. Murphy approached me one day and apologized for not overseeing my completion of OQs and explained that he thought Mr. Wixom was doing seeing to that task.

On March 23, 2021, Mr. Wixom called Glen Morgan, Service Technician A, while I was riding in Mr. Morgan's work truck. Mr. Wixom was not aware that I was in the same vehicle as Mr. Morgan and could overhear their conversation clearly. Mr. Wixom asked Mr. Morgan why I was taking so long to get to a particular work order. Mr. Morgan advised Mr. Wixom that we were completing work orders. What Mr. Wixom did not know was that Mr. Morgan was actually training me and part of that training was showing me where IGC gas lines and regulator stations were located in Blackfoot, ID. I overheard Mr. Wixom ask Mr. Morgan to tell him, just between the two of them, what time I had arrived in Blackfoot. The fact that Mr. Wixom was talking about me to a fellow employee was very upsetting. As I previously stated, Mr. Wixom was not a supervisor -he merely pretended to be one. I immediately contacted my union representative, Sherman Schmidt, and he in turn requested a meeting with IGC management. Because Mr. Murphy was on vacation, Mr. Schmidt and I met with IGC Regional Director Doug Hansen and Operations Manager Phillip Colborn. During the meeting I shared my concerns about not receiving training but frequently receiving criticism from Mr. Wixom. I advised Mr. Hansen that the only task Mr. Wixom wanted me completing seemed to be exchanging meters. Mr. Hansen replied that exchanging meters was a good way to get trained.

On March 31, 2021, Mr. Schmidt and I met with Mr. Murphy. We discussed the meeting that Mr. Schmidt and I had with Mr. Hansen and Mr. Colborn. Mr. Murphy stated that he wished I'd come to him more often -as of the time of this statement by Mr. Murphy, I had already met with him once formally about Mr. Wixom, once informally (when Mr. Murphy apologized for Mr. Wixom not overseeing my training and OQs), and several service technicians had also advised him about Mr. Wixom's unwillingness to train me. Between this meeting and my resignation from IGC, I was finally given structured training. I was

assigned to a Service Technician A and worked with that technician for several days in a row and on at least one occasions a complete workweek.

On April, 9, 2021, Mr. Schmidt and I met with Mr. Murphy. Prior to this meeting Mr. Murphy sent me several emails indicating that he was going to put together a training plan and wanted input from me about what work tasks I needed more training on. This was the first time during my tenure with IGC that Mr. Murphy inquired about my training. Based on the conversation we were having, it was clear to me that Mr. Murphy was aware that I had not been trained by Mr. Wixom. I felt the meeting was progressing fine until Mr. Murphy advised me that I my probationary period would be extended from six months to nine months. I was actually pretty shocked by Mr. Murphy's threat of a disciplinary action. I was never counseled, warned, or even spoken to by Mr. Murphy about any issues with my job performance. At the time of this meeting, Mr. Murphy was not even aware of how long I had worked at IGC. I explained to him that I was closer to nine months of service than to six months of service. He was confused but eventually realized that I had been working at IGC for over 8 months. After the meeting with Mr. Murphy ended, I met with Mr. Schmidt to advise him that I was not going to be put back on probation by IGC. I believed the threat of an extended probation was a retaliatory act. The brashness of such an unwarranted retaliation left no doubt in my mind that IGC was committed to terminating me. As such, I decided that I would give my two-week notice on Monday, April 12, 2021. Mr. Schmidt and the Union Business Unit Manager contacted IGC and advised them that the Union disagreed with IGC's threat of an extended probation.

On April 12, 2021, Mr. Murphy contacted myself and Mr. Schmidt and advised us that IGC had rescinded the extended probation disciplinary action. His words did little to overturn the damage done by the unwarranted retaliatory threat. Later that day, I submitted my written notice of resignation, via email, to Mr. Murphy.

On April 13, 2021, Craig Pulley, contacted me. I believe Mr. Pulley is a Human Resources professional with either IGC or Montana Dakota Utilities. Mr. Pulley conducted an exit interview. During the interview, I explained that my resignation was due to the lack of training and because of IGC's threat of an unwarranted disciplinary action. At one point during the conversation, Mr. Pulley stated that exchanging meters was a great training opportunity for me, do to how involved the process was. I specifically asked Mr. Pulley about whether or not I should have been performing residential meter exchanges that I was not qualified to be exchanging. He responded that that was a question for Mr. Murphy.

Jesse Urzua

Summary of Concerns and Timeline 4/13/21

December 2020: Jesse came to me with concerns that Jason was not happy with where he was in his training. I explained to Jesse that he was doing fine and that Covid had made this situation challenging. I told him that I would talk with Jason and explain that to him which I did. I have been trying to coach Jason since I have come into this new role, and this was another opportunity I took to ask Jason to be patient and to help Jesse get where he wanted him to be in training.

March 23, 2021: Jesse reached out to Sherm to after he had reached a breaking point that happened when Jason called the Tech (Glen Morgan) that was training Jesse and asked Glen when he had arrived on the job. Sherm suggested that they talk with Phil Colborn and Doug Hansen as I (JJ Murphy and Jesse's manager) was on vacation. On 3/31/21 Sherm told me that he suggested that they talk with Phil and Doug because he didn't want the situation to escalate while they waited for me to return from vacation. I have included Doug's notes and Phil's notes of the conversation that they had with Sherm and Jesse on this day.

March 29, 2021: Was able to schedule a meeting with Doug and Phil to discuss the meeting that they had with Jesse and Sherm and then with Jason.

March 30, 2021: Was able to schedule a meeting with Jason. Jason had concerns about Jesse's productivity. Jason stated that there were gaps in his workday that he seemed to always have an excuse for. Jason said that he had asked him to do OQ's one day and he had left without telling him and he didn't know where he went. He said that Jesse is on his personal phone all the time and had even left a training to take a call from his wife. He stated that he had asked Jesse to meet him at the office at 8am and Jesse left from his house at 8am and didn't arrive until 8:40am. Jason also stated that Jesse was acting weird around him and had tried to talk to him with his phone out like Jesse was trying to record the conversation. At that time, I told Jason to work through me on any concerns that he had with any Techs. I told him that Jesse was at that time going to continue training with him until we had the situation figured out. Jesse was already scheduled to train with Dave Thompson, so I let him go with Dave the rest of the week and then I set his training schedule for the next two weeks to ride with other Techs.

March 31, 2021: Was able to schedule a meeting with Jesse and Sherm. Jesse was concerned that Jason was calling out his morality when he questioned Glen about the time that he had gotten there. Jesse said it took a little bit of time to get the orders scheduled like Jason wanted. Jesse said that he has not take lunch or breaks to try and be more productive. Jesse was frustrated because he doesn't feel he is getting the level of training that he thought he should be, and that Jason is always unhappy with his productivity.

Jesse talked about a situation in which Jason was asking Jesse questions about Bill McCulloch and Jesse told him that he didn't know and that he should ask Bill. Jesse mentioned this to Bill and Bill called Jason to ask why he was asking other Techs about him and an argument ensued between Bill and Jason. After that Jason approached Jesse and was upset that he talked to Bill about it. He told Jesse that "he decided Jesse could go get fucked". Also, Jesse stated that Jason constantly trash talks each Tech to other Techs.

Jesse is upset that Jason has provided no clear direction, but at the same time is expecting Jesse to just know what to do. He says that Jason would tell him that he would be training with him, but then would send him with Bill. He says that Jason would tell him to do meter exchanges and then be mad at him for not doing OQ's.

April 9, 2021, I scheduled a meeting with Jesse and Sherm. I had gone through Jesse's training log and OQ's to come up with a plan for him to finish his training with employees other than Jason. I got a feel for what types of orders he still need training on so that we could try to get him to as many of those orders as possible over the next several weeks. I told him that we were going to extend his probationary period out until May 3rd to allow for accelerated training and to get him where he needed to be for a better performance review. Also, I explained that we could not have him train with Bill since they were Brother-In-Laws. Sherm called me later that day and explained that the Union thought that Jesse had fulfilled his responsibility for his probationary period, and they didn't want to extend it. I talked with Amanda and Craig and we agreed not to extend it.

April 12, 2021: I called Sherm and Jesse first thing in the morning to let them know that the probationary period had not been extended and that I was close to being ready to give his performance review. Later that day I received an email notice of Jesse giving his two-week notice and resignation. I asked Jesse if he could come into the office to meet.

Jesse stated that he felt that Jason was out to get him. He said that he had lost sleep and fought with his wife because of the stress over the last several months. He said that he didn't want to be unemployed in this area because there are no good jobs here and that he was moving back to the Boise area. He also said that he didn't make this decision lightly and that it would cost him about \$30,000 to \$40,000 in realtor and moving costs from him moving over here and back. He said that the extension of the probationary period was the last straw and that his wife is in HR and couldn't believe we would do that. Jesse stated that the other newer Techs had told him that they had similar experiences with Jason during training. Jesse stated that he thought that Jason was harassing him and that he didn't know if it was because he was older or because he was "Mexican". He then brought up a story that Jason had told him about the last time that Jason "slapped a guy" and that it was an "older dude". He brought up that it was hard to know exactly what Jason wanted because Jason would tell him stories about Jason goofing off and not working, but then would expect Jesse to do more work than he was capable of.

I apologized to Jesse for not being able to fix this situation before it came to this and asked him why he hadn't kept me informed as this was going on after the last several months. He said he didn't want to be a complainer, and he knew I had a lot going on.



Jason Wixom >



Thu, Nov 12, 8:28 AM

Good morning! Do you want me to grab the one read in Soda Springs and the one read in Montpelier?

Yes please

Copy!

Mon, Nov 16, 7:51 AM

Please head to Blackfoot. I'll get you some orders



Jason Wixom >

Will do!

Thu, Nov 19, 8:05 AM

I'll have a couple of orders sent to you. After you are done work on OQs

Sounds good!

Mon, Nov 30, 8:36 AM

I'm out for a while. The wife has it and I think I do to. Please work on g exchanges and respond to emergencies with other techs when you can. Thanks

Tue, Dec 1, 2:21 PM

Are you working on a



Jason Wixom >

Tue, Dec 1, 2:21 PM

Are you working on g exchanges?

JJ had me go with Bill to Fort Hall where I assisted with a two meter manifold install and am now assisting with locates.

Located in ft hall still?

Locates

Yes.

Ok. Make sure your also working on exchanges when you can. Especially while the weather is holding. If you are assisting



Jason Wixom >

with my computer. I tried to grab the spare but it doesn't have the things I need on it. I'm gonna head out and start doing G exchanges.

Fri, Dec 11, 10:34 AM

Hey just wanted to touch base and see what is going on with orders.? I know there have been a few activities going on around the shop, but as far as I can tell you aren't getting much done and spending way to much time at the shop. Again, I'm on the outside looking in. But You are only averaging 2 to 3 a day on exchanges. Without an area you should easily be able to average 6 if you start from your house and do orders for more than a few hours a day. There are



Jason Wixom >

But You are only averaging 2 to 3 a day on exchanges. Without an area you should easily be able to average 6 if you start from your house and do orders for more than a few hours a day. There are techs completing their daily orders while also doing several exchanges a day. We are not required to go to the shop every morning at 8. It is best to plan your day and start from home at 8. No need to drive in to the office each morning when there is nothing to do there. Just call Kendra and have orders sent. But averaging 2 and 3 orders a day isn't good. We'll talk more Monday.

Mon, Dec 14, 12:39 PM

Exhibit 4

(Attached)

From: Darras, Patrick <Patrick.Darras@mdu.com>
Sent: Tuesday, May 11, 2021 3:42 PM
To: Maria Barratt-Riley
Cc: Blattner, Lori; Darrin Ulmer; John Hammond
Subject: RE: Message from KM_C658

Ms. Barratt-Riley,

I am in receipt of this correspondence and we will provide a written response within 21 days. Should we have questions we will be sure to reach out.

Thank you,

Pat Darras

VP, Engineering & Operations Services
400 North Fourth Street, Bismarck, ND 58501
Ph 701-222-7611



From: Maria Barratt-Riley <maria.barratt-riley@puc.idaho.gov>
Sent: Tuesday, May 11, 2021 4:06 PM
To: Darras, Patrick <Patrick.Darras@mdu.com>
Cc: Blattner, Lori <LORI.BLATTNER@intgas.com>; Darrin Ulmer <Darrin.Ulmer@puc.idaho.gov>; John Hammond <John.Hammond@puc.idaho.gov>; Maria Barratt-Riley <maria.barratt-riley@puc.idaho.gov>
Subject: FW: Message from KM_C658

**** WARNING: EXTERNAL SENDER. NEVER click links or open attachments without positive sender verification of purpose. DO NOT provide your user ID or password on sites or forms linked from this email. ****

Mr. Darras,

The Idaho Public Utilities Commission pipeline program recently received a complaint regarding an unqualified operator performing live residential meter exchanges. Please see the attached memo and claim documentation. We are asking for a written response within 21 days of this correspondence.

Please let me know if you have any questions.

Thank you,

Maria Barratt-Riley
Executive Director
Idaho Public Utilities Commission
208 334-0337



Idaho Public Utilities Commission

PO Box 83720, Boise, ID 83720-0074

Brad Little, Governor

Paul Kjellander, Commissioner
Kristine Raper, Commissioner
Eric Anderson, Commissioner

May 7, 2021

Pat Darras
Intermountain Gas Company
400 N 4th St.
Bismarck, ND 58501

Dear Mr. Darras:

On April 23, 2021 the Commission received a complaint that an unqualified operator (“Operator”) had been performing live residential meter exchanges in Pocatello between November 2020 to mid-April 2021. Enclosed, please find a copy of the complaint and documentation of meter exchanges the Operator worked on between November 2020 and mid-April 2021 lodged informally with the Commission.

The complaint describes an event timeline where the Operator continually reached out to Pocatello District Manager James Murphy, with concerns about the lack of training he was being provided by Service Technician lead Jason Wixom. The complaint includes allegations that Mr. Wixom signed off on training and performance which Mr. Wixom did not personally witness nor conduct an evaluation on the work done by the Operator.

The complaint includes specific work orders, and situations during the timeframe set forth above where Mr. Wixom continued to push for a higher number of meter exchanges to be completed, work the operator claims he was not knowledgeable or qualified to perform. One such event occurred on in December and the lack of operator knowledge resulted in a Gurnski bag being blown apart and a dentist office being left without gas service.

The Commission takes such allegations seriously. Please provide a written response to the allegations contained in the complaint within twenty-one (21) day of the date of this correspondence. This response can be sent either by U.S. Mail to:

Maria Barratt-Riley
Idaho Public Utilities Commission
PO Box 83720
Boise, ID 83720-0074

or by email to: maria.barratt-riley@puc.idaho.gov.

Specifically, such response should, included but not be limited to, address each meter exchange performed by the Operator between November 2020 and mid-April 2021 and whether the Operator was qualified to perform such work.

If you have any questions please feel free to contact me at 208-334-0337.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Maria Barratt-Riley', with a stylized flourish at the end.

Maria Barratt-Riley
Executive Director
Idaho Public Utilities Commission

cc: John Hammond, Deputy Attorney General
Darrin Ulmer, Pipeline Program Manager

Jesse Urzua
88 Princeton Avenue
Pocatello, ID 83201

RE: TIMELINE AND REPORT OF UNQUALIFIED OPERATOR WORK PERFORMED

I applied online for a Service Technician Apprentice position with Intermountain Gas Company (IGC) at the end of May, 2020. Between June and July, 2020, I was interviewed several times via Microsoft Teams. The IGC interview panel included former Pocatello District Manager Brandon Lance, current Pocatello District Manager James Murphy, and on occasion, Larissa Vossenkemper. At the end of one of the interviews, I asked Mr. Lance if I could be trained to do the job, since I did not have any previous gas industry experience. Mr. Lance assured me that IGC would train me to do the job.

My first day of work at IGC was August 3, 2020. On August 7, 2020, I was asked to meet with Mr. Murphy. He explained to me that IGC Human Resources advised him to coach me about what they believed to be a relationship with Bill McCulloch (IGC Service Technician A). Mr. McCulloch's wife and my wife are sisters. Mr. Murphy made it clear to me that I was not in trouble because I had not violated an IGC policy, but that neither myself nor Mr. McCulloch could be the lead of the Service Technician department. IGC's position on this issue has been challenged by the union that the Service Technicians belong to because the service technician lead is more of a pay scale than an actual position and the service technician lead does not have the authority to hire, fire or discipline employees.

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Despite my formal meeting with James Murphy, the situation did not improve. I did still did not receive much training from Jason Wixom. Mr. Wixom also continued his verbal criticism of the number of meter exchanges that I was completing. I was really feeling pressured and was concerned about losing my job. As a result, I tried to complete an exchange 25 minutes before a United Way luncheon that IGC was providing for the Pocatello District employees. On this particular meter

exchange (in December 2020), I attempted to exchange a meter that was set on 2 pounds of pressure instead of the ¼ pound pressure that I had previously encountered. I was not aware that IGC set meters on 2 pounds of pressure. The Grunski bag I was using was blown apart by the higher pressure and the property serviced by the meter -a dentist's office- was left without gas. I called Service Technician Dave Thomson, an A level service technician for assistance in resolving the problem. Mr. Thompson turned on all the gas appliances that had lost gas. It is my understanding that either later that day or later that week, Mr. Thompson met with James Murphy and advised him that I had not been trained correctly to exchange meters and should not be performing the work by myself. Mr. Thompson himself shared this information with me at a later date.

Mr. Thompson was one of several Service Technicians that spoke to Mr. Murphy about Jason Wixom's refusal to train me. It is my understanding that John Schwartz, Service Technician A; Brad Sheehan, Service Technician B; Bill McCulloch, Service Technician A,; and Dave Thompson, Service Technician A, all shared concerns about my lack of training with James Murphy. The situation, however, did not improve. I did not receive structured or organized training from Mr. Wixom.

In early 2021, Mr. Wixom advised me that I was not where I needed to be in my training and that I needed to work on Operator Qualifications. I had not been previously made aware that I was falling behind -in any capacity- and had also never received any sort of job performance feedback apart from Mr. Murphy's assertion that I was doing fine at my job (during our December meeting). The focus shifted from me completing residential meter exchanges to completing OQs (computer based training (CBT) and performance evaluations (PE) as quickly as possible. The emphasis was not on learning the material in order to perform the work safely but on completing the OQs as quickly as possible. Mr. Murphy approached me one day and apologized for not overseeing my completion of OQs and explained that he thought Mr. Wixom was doing seeing to that task.

On March 23, 2021, Mr. Wixom called Glen Morgan, Service Technician A, while I was riding in Mr. Morgan's work truck. Mr. Wixom was not aware that I was in the same vehicle as Mr. Morgan and could overhear their conversation clearly. Mr. Wixom asked Mr. Morgan why I was taking so long to get to a particular work order. Mr. Morgan advised Mr. Wixom that we were completing work orders. What Mr. Wixom did not know was that Mr. Morgan was actually training me and part of that training was showing me where IGC gas lines and regulator stations were located in Blackfoot, ID. I overheard Mr. Wixom ask Mr. Morgan to tell him, just between the two of them, what time I had arrived in Blackfoot. The fact that Mr. Wixom was talking about me to a fellow employee was very upsetting. As I previously stated, Mr. Wixom was not a supervisor -he merely pretended to be one. I immediately contacted my union representative, Sherman Schmidt, and he in turn requested a meeting with IGC management. Because Mr. Murphy was on vacation, Mr. Schmidt and I met with IGC Regional Director Doug Hansen and Operations Manager Phillip Colborn. During the meeting I shared my concerns about not receiving training but frequently receiving criticism from Mr. Wixom. I advised Mr. Hansen that the only task Mr. Wixom wanted me completing seemed to be exchanging meters. Mr. Hansen replied that exchanging meters was a good way to get trained.

On March 31, 2021, Mr. Schmidt and I met with Mr. Murphy. We discussed the meeting that Mr. Schmidt and I had with Mr. Hansen and Mr. Colborn. Mr. Murphy stated that he wished I'd come to him more often -as of the time of this statement by Mr. Murphy, I had already met with him once formally about Mr. Wixom, once informally (when Mr. Murphy apologized for Mr. Wixom not overseeing my training and OQs), and several service technicians had also advised him about Mr. Wixom's unwillingness to train me. Between this meeting and my resignation from IGC, I was finally given structured training. I was

assigned to a Service Technician A and worked with that technician for several days in a row and on at least one occasions a complete workweek.

On April, 9, 2021, Mr. Schmidt and I met with Mr. Murphy. Prior to this meeting Mr. Murphy sent me several emails indicating that he was going to put together a training plan and wanted input from me about what work tasks I needed more training on. This was the first time during my tenure with IGC that Mr. Murphy inquired about my training. Based on the conversation we were having, it was clear to me that Mr. Murphy was aware that I had not been trained by Mr. Wixom. I felt the meeting was progressing fine until Mr. Murphy advised me that I my probationary period would be extended from six months to nine months. I was actually pretty shocked by Mr. Murphy's threat of a disciplinary action. I was never counseled, warned, or even spoken to by Mr. Murphy about any issues with my job performance. At the time of this meeting, Mr. Murphy was not even aware of how long I had worked at IGC. I explained to him that I was closer to nine months of service than to six months of service. He was confused but eventually realized that I had been working at IGC for over 8 months. After the meeting with Mr. Murphy ended, I met with Mr. Schmidt to advise him that I was not going to be put back on probation by IGC. I believed the threat of an extended probation was a retaliatory act. The brashness of such an unwarranted retaliation left no doubt in my mind that IGC was committed to terminating me. As such, I decided that I would give my two-week notice on Monday, April 12, 2021. Mr. Schmidt and the Union Business Unit Manager contacted IGC and advised them that the Union disagreed with IGC's threat of an extended probation.

On April 12, 2021, Mr. Murphy contacted myself and Mr. Schmidt and advised us that IGC had rescinded the extended probation disciplinary action. His words did little to overturn the damage done by the unwarranted retaliatory threat. Later that day, I submitted my written notice of resignation, via email, to Mr. Murphy.

On April 13, 2021, Craig Pulley, contacted me. I believe Mr. Pulley is a Human Resources professional with either IGC or Montana Dakota Utilities. Mr. Pulley conducted an exit interview. During the interview, I explained that my resignation was due to the lack of training and because of IGC's threat of an unwarranted disciplinary action. At one point during the conversation, Mr. Pulley stated that exchanging meters was a great training opportunity for me, do to how involved the process was. I specifically asked Mr. Pulley about whether or not I should have been performing residential meter exchanges that I was not qualified to be exchanging. He responded that that was a question for Mr. Murphy.

Jesse Urzua

Summary of Concerns and Timeline 4/13/21

December 2020: Jesse came to me with concerns that Jason was not happy with where he was in his training. I explained to Jesse that he was doing fine and that Covid had made this situation challenging. I told him that I would talk with Jason and explain that to him which I did. I have been trying to coach Jason since I have come into this new role, and this was another opportunity I took to ask Jason to be patient and to help Jesse get where he wanted him to be in training.

March 23, 2021: Jesse reached out to Sherm to after he had reached a breaking point that happened when Jason called the Tech (Glen Morgan) that was training Jesse and asked Glen when he had arrived on the job. Sherm suggested that they talk with Phil Colborn and Doug Hansen as I (JJ Murphy and Jesse's manager) was on vacation. On 3/31/21 Sherm told me that he suggested that they talk with Phil and Doug because he didn't want the situation to escalate while they waited for me to return from vacation. I have included Doug's notes and Phil's notes of the conversation that they had with Sherm and Jesse on this day.

March 29, 2021: Was able to schedule a meeting with Doug and Phil to discuss the meeting that they had with Jesse and Sherm and then with Jason.

March 30, 2021: Was able to schedule a meeting with Jason. Jason had concerns about Jesse's productivity. Jason stated that there were gaps in his workday that he seemed to always have an excuse for. Jason said that he had asked him to do OQ's one day and he had left without telling him and he didn't know where he went. He said that Jesse is on his personal phone all the time and had even left a training to take a call from his wife. He stated that he had asked Jesse to meet him at the office at 8am and Jesse left from his house at 8am and didn't arrive until 8:40am. Jason also stated that Jesse was acting weird around him and had tried to talk to him with his phone out like Jesse was trying to record the conversation. At that time, I told Jason to work through me on any concerns that he had with any Techs. I told him that Jesse was at that time going to continue training with him until we had the situation figured out. Jesse was already scheduled to train with Dave Thompson, so I let him go with Dave the rest of the week and then I set his training schedule for the next two weeks to ride with other Techs.

March 31, 2021: Was able to schedule a meeting with Jesse and Sherm. Jesse was concerned that Jason was calling out his morality when he questioned Glen about the time that he had gotten there. Jesse said it took a little bit of time to get the orders scheduled like Jason wanted. Jesse said that he has not take lunch or breaks to try and be more productive. Jesse was frustrated because he doesn't feel he is getting the level of training that he thought he should be, and that Jason is always unhappy with his productivity.

Jesse talked about a situation in which Jason was asking Jesse questions about Bill McCulloch and Jesse told him that he didn't know and that he should ask Bill. Jesse mentioned this to Bill and Bill called Jason to ask why he was asking other Techs about him and an argument ensued between Bill and Jason. After that Jason approached Jesse and was upset that he talked to Bill about it. He told Jesse that "he decided Jesse could go get fucked". Also, Jesse stated that Jason constantly trash talks each Tech to other Techs.

Jesse is upset that Jason has provided no clear direction, but at the same time is expecting Jesse to just know what to do. He says that Jason would tell him that he would be training with him, but then would send him with Bill. He says that Jason would tell him to do meter exchanges and then be mad at him for not doing OQ's.

April 9 2021, I scheduled a meeting with Jesse and Sherm. I had gone through Jesse's training log and OQ's to come up with a plan for him to finish his training with employees other than Jason. I got a feel for what types of orders he still need training on so that we could try to get him to as many of those orders as possible over the next several weeks. I told him that we were going to extend his probationary period out until May 3rd to allow for accelerated training and to get him where he needed to be for a better performance review. Also, I explained that we could not have him train with Bill since they were Brother-In-Laws. Sherm called me later that day and explained that the Union thought that Jesse had fulfilled his responsibility for his probationary period, and they didn't want to extend it. I talked with Amanda and Craig and we agreed not to extend it.

April 12, 2021: I called Sherm and Jesse first thing in the morning to let them know that the probationary period had not been extended and that I was close to being ready to give his performance review. Later that day I received an email notice of Jesse giving his two-week notice and resignation. I asked Jesse if he could come into the office to meet.

Jesse stated that he felt that Jason was out to get him. He said that he had lost sleep and fought with his wife because of the stress over the last several months. He said that he didn't want to be unemployed in this area because there are no good jobs here and that he was moving back to the Boise area. He also said that he didn't make this decision lightly and that it would cost him about \$30,000 to \$40,000 in realtor and moving costs from him moving over here and back. He said that the extension of the probationary period was the last straw and that his wife is in HR and couldn't believe we would do that. Jesse stated that the other newer Techs had told him that they had similar experiences with Jason during training. Jesse stated that he thought that Jason was harassing him and that he didn't know if it was because he was older or because he was "Mexican". He then brought up a story that Jason had told him about the last time that Jason "slapped a guy" and that it was an "older dude". He brought up that it was hard to know exactly what Jason wanted because Jason would tell him stories about Jason goofing off and not working, but then would expect Jesse to do more work than he was capable of.

I apologized to Jesse for not being able to fix this situation before it came to this and asked him why he hadn't kept me informed as this was going on after the last several months. He said he didn't want to be a complainer, and he knew I had a lot going on.

Automation

Welcome ISDNT1\jess

Compliance Construction FCS Mobile Up PCAD

ACTIVITY

POCATELLO Tech URZUAJ Day 11/30/2020

HOLD	DISPATCHED	RECEIVED	ACCEPTED	ENROUTE	ONSITE	REPORTING	CLEARED
0	0	1	0	0	0	0	5
0	0	0	0	0	0	0	232

AD Job ID	FA ID	Service Code	Address	City	Status	Status Date	Appointment	Estimated Minutes	Actual Minutes	Reports
20201130-20681	1894493878	G EXCH	[REDACTED]	POCATELLO	RECEIVED	11-30-2020 09:17 US/Mountain		45		
20201130-20693	J638397669	G EXCH	[REDACTED]	POCATELLO	CLEARED	11-30-2020 12:15 US/Mountain		45	35	GAS_METER IGC_ONLY
20201130-20702	0283164557	G EXCH	[REDACTED]	POCATELLO	CLEARED	11-30-2020 13:49 US/Mountain		45	56	GAS_METER IGC_ONLY
20201130-20736	1274883624	G EXCH	[REDACTED]	POCATELLO	CLEARED	11-30-2020 15:00 US/Mountain		45	36	GAS_METER IGC_ONLY
20201130-20685	6511282859	G EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 10:21 US/Mountain		45	68	GAS_METER IGC_ONLY
20201130-20726	9317668120	G EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 11:36 US/Mountain		45	35	GAS_METER IGC_ONLY

Status	Start	Origin	Type	Address
TY	00:13	CADREMOVE		
TY	00:13		READY	
AVAILABLE	07:48	CADAGLN?	TRAINING	
	00:15	CADREMOVE	READY	

Type here to search



AUTOMATION Welcome ISDNT1

Summary

ID: MDUG-20201130-20693 FA ID: 3838397889 Service Code: G-EXCH

[Redacted]

Attachments: 0

[Print/Friend](#)

Header

Meter Action	CGI	CGI Reason	Material or Billable Work?
EXCHANGE METER			

Meter/ERT Information

Correct Mtr No?	Corrected Mtr No	Disconnect Location	Drive Rate	Index Read
YES			1	3749
Correct ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
YES		0.25 POUNDS		3749

Order Information

Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Reight?	Lock Up-Found	Lock Up Left
		GOOD	YES	NO	7.8	7.8

I meter -code 3. used grunski, didn't interrupt verified flow and lock up. soaped -no leaks. left

Office Review? Review Reason
Reviewer

Meter/ERT Information

Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
	1	0.25	POUNDS	0
ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
76448534	N	N	1	0

here to search



FIELD AUTOMATION

Welcome, ISDNT1\jesse.urzua

Home | Compliance | Construction | ECS | Mobile Up | PCAD

Order Summary

PCAD Job ID: **MDUG-20201130-20702** FA ID: **0283164557** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED] [Attachments: 0](#) [Order Friendly Format](#)

Action Taken

Completed	Meter Action	CC	CC Reason	Material or Billable Work?
<input checked="" type="checkbox"/>	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr No.	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
482193965	YES			1	4129
ERT Number	Correct ERT No.	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
92711242	YES		0.25 POUNDS		4129

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Re-light	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	0	0

Comments

grunski change, no service interruption. verified flow and lock up. verified ert/index opp. soaped -no leaks. painted meter.

Office Review? Reviewer: [REDACTED]

Review Reason: [REDACTED]

New Meter/ERT Information

Meter Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
482693478		4	0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
YES	76448535	N	N		0

FIELD AUTOMATION

Welcome ISDN11yessa urrua

Home | COMPANIES | COMPANIES | **FC** | Mobile Up | PCAD

Order Summary

PCAD Job ID: **MDUG-20201130-20685** EA ID: **6511282859** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED] [View Details](#) [Print/View Journal](#)

Action Taken

Completed	Meter Action	EA	EA Reason	Material or B/Bable Work?
<input checked="" type="checkbox"/>	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr No?	Correct ERT No?	Disconnect Location	Drive Rate	Index Read
482189075	YES			1	3852
ERT Number	Correct ERT No?	Delivery Pressure	Drive Rate Found	ERT Read	
52890029	YES	0.25 POUNDS		3852	

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Orderable Priceable	Company Relay?	Link Up Found	Link Up Left
	Y	GOOD	YES	NO	70	70

Comments:
 Secured customer's permission to proceed with change out. Brunst hot change - no service interruption, verified flow and lock up, swapped meter set - no leaks, cycled 3 cf and verified art/index app.

Office Review? Review Reason:

New Meter/ERT Information

Meter Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
482683322	Y	0	0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Flow Rate	ERT Read
YES	78451863	N	N		0

FIELD AUTOMATION

Welcome ISONTI Jesse Urzua

Home Compliance Configuration FCS Field Up PCAD

Order Summary

PCAD Job ID: **MDUG-20201130-20726** FAID: **0317068120** Service Code: **G-EXCH**
 Customer: [REDACTED]
 Address: [REDACTED] [Add Home #](#) [Print Invoice / Receipt](#)

Action Taken

Completed	Meter Action	CGI	482 Reason	Material or Billable Work
<input checked="" type="checkbox"/>	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr No?	Corrected Mtr No	Discrepancy	Drive Rate	Index Read
882192583	YES			1	4900
ERT Number	Correct ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
92711310	YES		0.25 POUNDS	1	4900

Additional Order Information

Date Work Performed	Bypassed Meter Set	Pipe Condition	Odorant Perceptible	Company Reight	Lock Up Found	Lock Up Left
	<input checked="" type="checkbox"/>	GOOD	YES	NO	74	74

Comments

granite hot change - no interruption of service. verified flow and lock-up. soaped meter set - no leaks. cycled icf - verified ert/index app. painted meter set.

Officer Review?

Review Reason

New Meter/ERT information

Meter Number	Meter Status	Number of Units	Delivery Pressure	Pressure DEM	Index Read
48708120	1	1	0.25	FOUND	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Excess Rate	ERT Read
Y	78451407	N	N	0	0

FIELD AUTOMATION

Welcome ISDNT1\jesse.uzrua

Home | Compliance | Compliance View | 100% | 11/24/2020 | PCAD

Order Summary

PCAD Job ID: **MDUG-20201130-20685** FA ID: **0511262850** Service Code: **G-EXCH**
 Customer: [REDACTED]
 Address: [REDACTED] [Add Address](#) [Print Friendly Form](#)

Action Taken

Completed	Meter Action	CU	CU Reason	Material or Billable Work?
	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr No?	Corrected Mtr No	Disconnect Location	Drive Rate	Index Read
482189075	YES			1	3852
ERT Number	Correct ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
62688079	YES		0.25 POUNDS		3852

Additional Order Information

Date Work Performed	Bypassed Meter Set	Pipe Condition	Odorant Perceptible	Company Relays?	Lock Up Found	Lock Up Left
	NO	GOOD	YES	NO	78	78

Comments:
 secured customer's permission to proceed with change out. Drumski hot change - no service interruption, verified flow and lock up, soaped meter set - no leaks, cycled 3 cf and verified ert/index app.

Officer Review	Review Reason
Reviewer:	

New Meter/ERT Information

Meter Number	Meter Status	Number of Elms	Delivery Pressure	Pressure (PSIA)	Index Read
482093322		1	0.25	14.5025	0
ERT Number	ERT Number	Temp. Compensated	Press. Compensated	Drive Rate	ERT Read
YES	78451883	1	0		0

FIELD AUTOMATION

Welcome ISDNT1\jesse.urzua

Home Compliance Construction ICS Mobile Up PCAD

TECH ACTIVITY

Office: **POCATELLO** Tech: **URZUAJ** 12/2/2020 Query

	HOLD	DISPATCHED	RECEIVED	ACCEPTED	ENROUTE	ONSITE	REPORTING	CLEARED
Count	0	0	0	0	0	0	0	5
Minutes	0	0	0	0	0	0	0	220

PCAD Job ID	FA ID	Service Code	Address	City	Status	Status Date	Appointment	Estimated Minutes	Actual Minutes	Reports
MDUG-20201130-20685	6511282859	EXCH	[REDACTED]	POCATELLO	CLEARED	12/02/2020 10:21 US/Mountain		35	08	GAS METER IGC ONLY
MDUG-20201130-20725	9317669120	EXCH	[REDACTED]	POCATELLO	LEARED	12/02/2020 11:36 US/Mountain		35	35	GAS METER IGC ONLY
MDUG-20201202-20919	6936146106	EXCH	[REDACTED]	POCATELLO	LEARED	12/02/2020 14:25 US/Mountain		45	46	GAS METER IGC ONLY
MDUG-20201202-20938	185401	EXCH	[REDACTED]	POCATELLO	FARED	12/02/2020 1:49 US/Mountain		35	74	GAS METER IGC ONLY
MDUG-20201202-20941	451	EXCH	[REDACTED]	POCATELLO	FARED	12/02/2020 15:57 US/Mountain		35	7	GAS METER IGC ONLY

Export To CSV

Status	Start	Origin	Type	Address
OFF-DUTY	00:16	CATHAMOVE	READY	
NON AVAIL ABLE	09:0	CADAGEN	SH 3P	
FARED	1:2	ADAGEN	READY	
OFF-DUTY	19:4			

FIELD AUTOMATION

Welcome ISDNT1jesse.urzua

Home Compliance Construction TCS Mobile App PCAD

Order Summary

Order ID: **MDUG-20201130-20736**
 SA ID: **1274883624**
 Service Code: **G-EXCH**
 Customer: [REDACTED]
 Address: [REDACTED]
[Attachments](#)
[Print Friendly Format](#)

Action Taken

Completed	Meter Action	ERT Reason	Material or Billable Work?
	EXCHANGE METER		

Existing Meter/ERT Information

Meter Number	Correct Mtr No?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
482448374	YES			1	8207
ERT Number	Correct ERT No?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
92711180	YES		0.25 POUNDS		8207

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Percentile	Company Height	Lock Up Found	Lock Up Fee
		GOOD	YES	NO	7.9	7.9

Comments
 grunski exchange -no service interruption. verified flow and lock-up. cycled 2 cf-verified ert/index opp. soaped meter set -no leaks. painted meter.

Office Review
 Reviewer: [REDACTED]
 Review Reason: [REDACTED]

New Meter/ERT Information

Meter Number	Meter Status	Number of Dial	Delivery Pressure	Pressure UOM	Index Read
482693479		1	0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
YES	78451535	Y	N		0

FIELD AUTOMATION

Welcome ISDNT1 Jesse Urzua

Home Compliance Construction EIS Mobile Up PCAD

Order Summary

PI AD Job ID: **MDUG-20201202-20941** FA ID: **5082834951** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED]

[Attachments: 0](#)

[Printer friendly format](#)

Action Taken

Completed	Meter Action	CGI	Last Reason	Material or Billable Work?
	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr No?	Corrected Mtr No	Discernment Location	Drive Rate	Index Read
482193877	YES			1	6613
ERT Number	Correct ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
92854889	YES		0.25 POUNDS		6613

Additional Order Information

Rate Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Reight?	Lock Up Found	Lock Up Left
		GOOD	YES	NO	7.8	7.8

Comments

GRUNSKI CHANGE -NO SERVICE INTERRUPTION. VERIFIED FLOW AND LOCK UP. SOAPED METER SET -NO LEAKS. CYCLED 2CF -VERIFIED ERT/INDEX OPP. PAINTED METER SET. LEFT DM.

Office Review?

Review Reason

Review:

New Meter/ERT Information

Meter Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UEM	Index Read
482894071		4	0.25 POUNDS	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
	76449549	N	N		0

FIELD AUTOMATION

Welcome ISDNT1\jessie.urzua

Home Compliance Construction ICS Mobile Up PCAD

Order Summary

PCAD Job ID: **MDUG-20201202-20919** FA ID: **6936146106** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED]

[Attachments: 0](#)

[Printed History Journal](#)

Action Taken

Completed	Meter Action	GGI	Call Reason	Material or Billable Work?
	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr Flg?	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
482320713	YES			2	3586
ERT Number	Correct ERT No?	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
92283298	YES		0.25 POUNDS		3586

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

grunski hot change -no service interruption. verified flow and lock-up. soaped meter set -no leaks. cycled 2cf - verified ert/index opp. painted meter set.

Office Review?

Review Reason

Reviewer

New Meter/ERT Information

Meter Number	Meter Status	Number of Days	Delivery Pressure	Pressure Unit	Index Read
482693324		1	0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
YES	76451545	N	N		0

FIELD AUTOMATION

Welcome ISDNT1 Jesse.urzua

Home Compliance Construction TCS Mobile Up PCAD

Order Summary

PI (Alt) Job ID:
 FA ID:
 Service Code:

Customer:

Address:

[Attachments: 0](#)

[Printer friendly format](#)

Action Taken

Completed
 Meter Action
 EGI
 Field Reaches
 Material or Billing Work

Existing Meter/ERT Information

Meter Number	Correct Mtr No	Corrected Mtr No	Disconnect Location	Drive Rate	Index Read
<input type="text" value="482193873"/>	<input type="text" value="E"/>	<input type="text"/>		<input type="text" value=""/>	<input type="text" value="6088"/>
ERT Number	Correct ERT No	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
<input type="text" value="92854883"/>	<input type="text" value="YES"/>	<input type="text"/>	<input type="text" value="0.25 POUNDS"/>	<input type="text"/>	<input type="text" value="6088"/>

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Relight	Lock Up Found	Lock Up Let
<input type="text"/>	<input type="text"/>	<input type="text" value="GOOD"/>	<input type="text" value="YES"/>	<input type="text" value="NO"/>	<input type="text" value="7.8"/>	<input type="text" value="7.8"/>

Comments

GRUNSKI HOT CHANGE -NO SERVICE INTERRUPTION. VERIFIED FLOW AND LOCK-UP. SOAPED METER SET -NO LEAKS. CYCLED 3CF - VERIFIED ERT/INDEX OPP. PAINTED METER SET. LEFT DW.

Office Review

Reviewer:

Review Reason:

New Meter/ERT Information

Meter Part No	Meter Serial	Number of Drains	Delivery Pressure	Pressure (RTM)	Index Read
<input type="text" value="482694070"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.25"/>	<input type="text" value="POUNDS"/>	<input type="text" value="0"/>
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
<input type="text"/>	<input type="text" value="76449005"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>

FIELD AUTOMATION

Welcome ISDNT1jesse.urzua

- Home
- Compliance
- Construction
- FCS
- Mobile Up
- PCAD

Order Summary

PCAD Job ID: **MDUG-20201130-20685** FA ID: **6511282859** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED] [Attachments: 0](#) [Print Friendly Form](#)

Action Taken

Completed	Meter Action	CGI	Exit Reason	Material or Billable Work?
	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr No.	Corrected Mtr No.	Disconnect Location	Drive Rate	Index Read
482189075	YES			1	3852
ERT Number	Correct ERT No.	Corrected ERT No.	Delivery Pressure	Drive Rate Found	ERT Read
92698029	YES		0.25 POUNDS		3852

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Detectable	Company Reight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

secured customer's permission to proceed with change out. Grunski hot change -no service interruption. verified flow and lock up. soaped meter set -no leaks. cycled 3 cf and verified ert/index opp.

Office Review?

Reviewer: [REDACTED]

Review Reason: [REDACTED]

New Meter/ERT Information

Meter Number	Meter Status	Number of Dies	Is Heavy Pressure	Pressure Error	Index Read
482893322		1	NO	PERMITS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Posn
YES	76451683	NO	NO		0

FIELD AUTOMATION

Welcome ISDNT1 | jesse.urzua

Home Compliance Construction ICS Mobile App PCAD

Order Summary

PCAD Job ID: **MDUG-20201130-20726** FA ID: **9317668120** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED] [Attachments: 0](#) [Order Friendly Format](#)

Action Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mir No?	Corrected Mir No	Disconnect Location	Drive Rate	Index Read
482192583	YES			1	4909
ERT Number	Correct ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
92711310	YES		0.25 POUNDS		4909

Additional Order Information

Date Wire Permitted	Bypassable Meter Set	Pipe Condition	Odorant Percentage	Company Relight?	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.4	7.4

Comments

grunski hot change -no interruption of service. verified flow and lock-up. soaped meter set -no leaks. cycled icf - verified ert/index opp. painted meter set.

Office Review: [REDACTED]

Renewer: [REDACTED]

Review Reason: [REDACTED]

New Meter/ERT Information

Meter Number	Meter Make	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
482893329		4	0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
YES	76451407	N	N		0

FIELD AUTOMATION

Welcome ISDNT1 Jesse urzua

Home | Cost Center | Contractor | TCS | Mobile Up | CAD

Order Summary

PCAD Job ID: **MDUG-20201202-20919** FA ID: **0930146106** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED] [Attachments: 0](#) [Print | Inventory | Journal](#)

Action Taken

Completed	Meter Action	CG	ERT Reason	Material or Billable Work#
	EXCHANGE METER			

Existing Meter/ERT Information

Name Number	Correct Mtr No?	Corrected Mtr No	Disconnect Location	Drive Rate	Index Read
482320713	YES			2	3566
ERT Number	Correct ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
92283298	YES		0.25 POUNDS		3566

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Permissible	Company Reight?	Lock Up-Found	Lock Up-Left
	Y	GOOD	YES	NO	7.8	7.8

Comments

grunski hot change -no service interruption. verified flow and lock-up. soaped meter set -no leaks. cycled 2cf - verified ert/index opp. painted meter set.

Office Review? Review Reason

Reviewer: [REDACTED]

New Meter/ERT Information

Meter Register	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
482683324			0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
YES	78451545		N	1	0

FIELD AUTOMATION

Welcome ISDNT\jesse.uzua

Home Compliance Construction FCS Mobile Up PCAD

Order Summary

PCAD Job ID: **MDUG-20201202-20941** FA ID: **5082834951** Service Ende: **G-EXCH**
 Customer: [REDACTED]
 Address: [REDACTED] [Attachments](#) [Printer-friendly format](#)

Action Taken

Completed	MPE Action	CGI	FGI Reason	Material or Billable Work?
	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr No?	Corrected Mtr No	Disconnect Location	Drive Rate	Index Read
482193877	YES			1	6613
ERT Number	Correct ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
02654889	YES		0.25 POUNDS	1	6613

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Oxidant Perceptible	Company Reight?	Lock Up-Found	Lock Up-Left
	Y	GOOD	YES	NO	7.0	7.8

Comments

GRUNSKI CHANGE -NO SERVICE INTERRUPTION. VERIFIED FLOW AND LOCK UP. SOAPED METER SET -NO LEAKS. CYCLED 2CF -VERIFIED ERT/INDEX OPP. PAINTED METER SET. LEFT DM.

Office Review?

Reviewer

Review Reason

[REDACTED]

New Meter/ERT information

Meter Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
482694071		4	0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
YES	78449549	Y	N		0

Task Code	Task Name	Current Completion Date	Expires On	Status	Certificate
192-0101	Characteristics and Hazards of Natural Gas (1:3)	08/03/2020	08/03/2025	✓	
192-0401.01	Corrosion Monitoring (Atmospheric, External, Internal) (1:3)	03/16/2021	01/25/2028	✓	
192-0402.01	Coating Maintenance (1:3)	03/16/2021	01/25/2028	✓	
192-0701.01	Locate, Install, Protect Customer Meters and Regulators - Residential/Small Commercial (1:3)	02/17/2021	11/20/2023	✓	
192-0701.02	Locate, Install, Protect Customer Meters and Regulators - Large Comm/Ind (1:3)	02/17/2021	01/25/2024	✓	
192-0702.01	Customer Regulating, Limiting and Relief Devices - Residential/Small Comm (1:3)	02/17/2021	01/26/2024	✓	
192-0702.02	Customer Regulating, Limiting and Relief Devices - Large Comm/Indust (1:3)	02/17/2021	01/26/2024	✓	
192-0801.01	Locating Pipeline (1:3)	02/17/2021	08/08/2023	✓	
192-0802	Protection During Disturbance of Segment Support (1:3)	01/26/2021	01/26/2026	✓	
192-0803.01	Inspection for Damage (1:3)	02/17/2021	01/25/2026	✓	
192-0804	Damage Prevention During Excavation (1:3)	01/26/2021	01/26/2024	✓	
192-1005.02	Mechanical Joints (1:0)	02/11/2021	02/11/2022	✓	
192-1005.03	Mechanical Joints - Compression Couplings 2" and less (1:0)	02/17/2021	02/11/2022	✓	
192-1005.07	Joining of Pipe: Threaded Joints (1:0)	02/18/2021	02/17/2022	✓	

FIELD AUTOMATION

Welcome ISDNT1 Jesse Urzua

Home Compliance Construction EIS Mobile-UI PCAD

Order Summary

PCAD Job ID: **MDUG-20201202-20919** FA ID: **0938146106** Service Code: **G-EXCH**

Customer: [REDACTED]

Address: [REDACTED] [Attachments: 0](#) [Order Ready Journal](#)

Action Taken

Completed	Meter Action	CGI	CGI Reason	Material or Billable Work?
<input checked="" type="checkbox"/>	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Correct Mtr No?	Corrected Mtr No	Disconnect Location	Draw Rate	Index Read
482320713	YES			2	3566
ERT Number	Correct ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
82283298	YES		0.25 POUNDS		3566

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Odorant Perceptible	Company Weight	Lock Up-Found	Lock Up-Left
		GOOD	YES	NO	7.8	7.8

Comments

grunski hot change -no service interruption. verified flow and lock-up. soaped meter set -no leaks. cycled 2cf - verified ert/index opp. painted meter set.

Office Review? Review Reason

Reviewer

New Meter/ERT Information

Meter Number	Meter Make	Number of Dials	Delivery Pressure	Pressure Unit	Index Read
482893324			0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Pres. Compensated	Drive Pat.	ERT Read
YES	78451545	N	N		0

1005.02	Mechanical Joints (1:0)	02/11/2021	02/11/2022	✓
192-1005.03	Mechanical Joints - Compression Couplings 2" and less (1:0)	02/17/2021	02/11/2022	✓
192-1005.07	Joining of Pipe: Threaded Joints (1:0)	02/18/2021	02/17/2022	✓
192-1201.01	Leakage Survey: Distribution and Transmission - Walking (1:3)	02/18/2021	01/27/2024	✓
192-1202.01	Outside Leakage Investigation (1:3)			!
192-1203.01	Inside Leak Investigation (1:3)			!
192-1301.01	Leak/Strength Test - Svc/Main/Trans. Line: Gas pressure <100 psi (1:3)			!
192-1301.04	Leak/Strength Test - Svc/Main/Trans. Line: Soap Test (1:3)			!
192-1401	Abandonment or Inactivation of Facilities (1:3)	11/23/2020	11/23/2025	✓
192-1402	Backfilling (1:3)	11/23/2020	11/23/2025	✓
192-1405	Underground Clearances (1:3)	02/17/2021	02/17/2028	✓
192-1408.01	Installation of Plastic Pipe: Direct Burial (1:3)	02/24/2021	01/26/2028	✓
192-1410.01	Cover - Service Lines, Mains, and Transmission Lines (1:3)	11/23/2020	11/23/2025	✓
192-1411.01	Inspection: Compliance with Procedures and Standards (1:3)	02/24/2021	01/26/2028	✓
192-1411.02	Inspection: Inspection of Materials (1:3)	02/24/2021	01/26/2028	✓
192-1413	Line Markers (1:3)	01/26/2021	01/26/2024	✓
192-.....	Pipeline Shutdown/Startup/Pressure Change: Squeeze Off Pipe (1:3)			!

FIELD AUTOMATION

Welcome ISDNT1\jesse.urrua

Home Compliance Construction TCS Mobile Up PCAD

TECH ACTIVITY

Office: **POCATELLO** Tech: **URZUAJ** Day: **12/3/2020**

	HOLD	DISPATCHED	RECEIVED	ACCEPTED	ENROUTE	ONSITE	REPORTING	CLEARED
Count	0	0	0	0	0	0	0	5
Minutes	0	0	0	0	0	0	0	220

PCAD JobID	FA ID	Service Code	Address	City	Status	Status Date	Appointment	Estimated Minutes	Actual Minutes	Reports
MDUG-20201130-20665	6511282859	G EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 10:21 US/Mountain		45	68	GAS METER KGC ONLY
MDUG-20201130-20726	9317668120	G EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 11:36 US/Mountain		15	15	GAS METER KGC ONLY
MDUG-20201202-20919	6936146106	G EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 14:25 US/Mountain		45	36	GAS METER KGC ONLY
MDUG-20201202-20938	1187540487	G EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 15:49 US/Mountain		45	73	GAS METER KGC ONLY
MDUG-20201202-20941	5082834951	G EXCH	[REDACTED]	POCATELLO	CLEARED	12-02-2020 15:57 US/Mountain		45	7	GAS METER KGC ONLY

Status	Start	Origin	Type	Address
OFF DUTY	08:16	CADREMOVE	READY	
FROM AVAIL ABSE	09:02	LADAGENT	SHOP	
CLEARER	08:28	LADAGENT	READY	
OFF DUTY	08:46			

192-1411.02	Inspection: Inspection of Materials (1:3)	02/24/2021	01/26/2026	✓
192-1413	Line Markers (1:3)	01/26/2021	01/26/2024	✓
192-1414.02	Pipeline Shutdown/Startup/Pressure Change: Squeeze Off Pipe (1:3)			!
192-1415	Protection from Hazards (1:3)	11/23/2020	11/23/2025	✓
192-1418.01	Purging: Large Vol, Segment of Main or Trans. Line, Etc. (1:3)			!
192-1418.02	Purging: Small Vol, Short Pipe, Compressor, Etc. (1:3)			!
192-1427.01	Valve Maintenance: Inspection/Partial Operation (1:3)			!
192-1434	Bypass - Regulator Stations & Meter Sets (1:3)			!
192-1435.01	Bypass - Gas Mains and Services (1:3)			!
192-1501.01	Odorization: Mains and Transmission Lines: Periodic Sampling (1:3)			!
192-1803.01	Pressure Regulating Limiting , and Relief Device Operation and Maintenance (1:3)	02/24/2021	01/26/2026	✓
192-2011	Prevention of Accidental Ignition (1:3)	08/04/2020	09/04/2023	✓
192-2014	Service Lines Not in Use and Service Discontinuance (1:3)	11/23/2020	11/23/2025	✓
192-AOC	Abnormal Operating Conditions (1:3)	08/04/2020	08/03/2023	✓
CMV-1001	Commercial Motor Vehicle Safety (1:0)	02/19/2021	Non-Expiring	✓
CUST-8002	FR Clothing (1:0)	02/19/2021	Non-Expiring	✓
CUST-8003	Return to Workline Training (1:0)	02/19/2021	Non-Expiring	✓

CMV-1001	Commercial Motor Vehicle Safety (1:0)	02/18/2021	Non-Expiring	✓
CUST-8002	FR Clothing (1:0)	02/19/2021	Non-Expiring	✓
CUST-8007	Return to Workplace Training (1:0)	02/17/2021	Non-Expiring	✓
CUST-9009	MOUG CBT - ACE Safety Management System Tier 1 Training (1:0)	02/17/2021	Non-Expiring	✓
ERPT-5002	Emergency Action Plan (OSHA) (1:0)	09/15/2020	09/15/2021	✓
ERPT-5003	Emergency Response and Restoration of Service (1:0)	02/01/2021	02/01/2022	✓
ERPT-5004	IS-100 Basic Incident Command (1:0)	02/23/2021	Non-Expiring	✓
OSHE-8000	New Hire Orientation (1:0)	09/15/2020	Non-Expiring	✓
OSHE-8002	Animal Attack and Dog Awareness (1:0)	09/15/2020	09/15/2022	✓
OSHE-8004	Back Safety and Proper Lifting (1:0)	08/08/2020	08/08/2022	✓
OSHE-8005	Carbon Monoxide Safety (1:0)	08/08/2020	08/08/2023	✓
OSHE-8006	Confined Spaces Awareness (1:0)	08/07/2020	08/08/2021	✓
OSHE-8009	Driver Safety (1:0)	08/07/2020	08/07/2023	✓
OSHE-8010	Decision Driver (1:0)	10/18/2020	Non-Expiring	✓
OSHE-8011	Ergonomics (1:0)	09/15/2020	09/15/2022	✓
OSHE-8012	Trenching, Excavation and Shoring Safety (1:0)	08/10/2020	08/10/2023	✓
OSHE-6015	Hantavirus (1:0)			! ↑
OSHE-6018	Heat Stress (1:0)	11/17/2020	11/17/2022	✓

OSHE-6011	Ergonomics (1:0)	09/15/2020	09/15/2022	
OSHE-6012	Trenching, Excavation and Shoring Safety (1:0)	08/10/2020	08/10/2023	
OSHE-6015	Hantavirus (1:0)			
OSHE-6016	Heat Stress (1:0)	11/17/2020	11/17/2022	
OSHE-6017	Accident and Hazard Reporting (1:0)	01/19/2021	01/19/2022	
OSHE-6018	Job Safety Analysis (1:0)	08/10/2020	08/10/2021	
OSHE-6019	Ladder Safety (1:0)	01/25/2021	01/25/2024	
OSHE-6027	Personal Protective Equipment (1:0)	08/10/2020	08/10/2021	
OSHE-6028	Public Awareness (1:0)	02/18/2021	02/18/2024	
OSHE-6030	Security Threat Recognition and Reporting (1:0)	08/07/2020	08/07/2021	
OSHE-6033	Walking Working Surfaces (1:0)	08/10/2020	08/10/2022	
OSHE-6039	Materials of Trade (1:0)	02/18/2021	02/18/2023	
OSHE-6041	Control of Hazardous Energy (1:0)	10/21/2020	10/21/2021	
OSHE-6042	First Aid/CPR/AED/BB Pathogen (1:0)			
OSHE-6043	Asbestos Awareness (1:0)	02/18/2021	02/18/2022	
OSHE-6045	Fire Protection and Prevention (1:0)	08/18/2020	08/18/2021	
OSHE-6046	Hazard Communication (1:0)	08/10/2020	08/10/2022	
OSHE-6047.01	Powered Industrial Lift Truck - Class I (1:0)			
OSHE-6047.04	Powered Industrial Lift Truck - Class IV (1:0)			
OSHE-6049	Tool Safety (1:0)	08/05/2020	Non-Expiring	

FIELD AUTOMATION

Welcome ISDNT1\jesse.urzua

Home Compliance Configuration ICS Mobile Up PCAD

Order Summary

PCAD Job ID: **MDUG-20201202-20938** FA ID: **3182540483** Service Code: **G-EXCH**

Customer: [REDACTED]
 Address: [REDACTED]

[Attachments: 0](#)

[Print Friendly Format](#)

Action Taken

Completed	Meter Action	CGI	Unit Reason	Material or Replace Work?
	EXCHANGE METER			

Existing Meter/ERT Information

Meter Number	Convert Mtr No?	Corrected Mtr No	Disconnect Location	Drive Rate	Index Read
482193873	YES			1	0088
ERT Number	Convert ERT No?	Corrected ERT No	Delivery Pressure	Drive Rate Found	ERT Read
92854883	YES		0.25 POUNDS		0088

Additional Order Information

Date Work Performed	Bypassable Meter Set	Pipe Condition	Utility Perceptible	Company Relight?	Lock Up-Found	Lock Up-Left
	Y	GOOD	YES	NO	7.8	7.8

Comments

GRUNSKI HOT CHANGE -NO SERVICE INTERRUPTION. VERIFIED FLOW AND LOCK-UP. SOAPED METER SET -NO LEAKS. CYCLED 3CF - VERIFIED ERT/INDEX OPP. PAINTED METER SET. LEFT DM.

Office Review?

Reviewer

Review Reason

[REDACTED]

New Meter/ERT Information

Meter Number	Meter Status	Number of Dials	Delivery Pressure	Pressure UOM	Index Read
482694070			0.25	POUNDS	0
ERT Present?	ERT Number	Temp Compensated	Press Compensated	Drive Rate	ERT Read
YES	76449005	N	N		0

OSHE-8038	Materials of Trade (1:0)	02/18/2021	02/18/2023	✓
OSHE-8041	Control of Hazardous Energy (1:0)	10/21/2020	10/21/2021	✓
OSHE-8042	First Aid/CPR/AED/BB Pathogen (1:0)			!
OSHE-8043	Asbestos Awareness (1:0)	02/18/2021	02/18/2022	✓
OSHE-8045	Fire Protection and Prevention (1:0)	08/18/2020	08/18/2021	✓
OSHE-8046	Hazard Communication (1:0)	08/10/2020	08/10/2022	✓
OSHE-6047.01	Powered Industrial Lift Truck - Class I (1:0)			!
OSHE-6047.04	Powered Industrial Lift Truck - Class IV (1:0)			!
OSHE-8048	Tool Safety (1:0)	08/05/2020	Non-Expiring	✓
OSHE-8050	Occupational Noise Exposure (1:0)	08/10/2020	08/10/2021	✓
OSHE-8051.01	Introduction to OSHA (1:0)	08/04/2020	Non-Expiring	✓
OSHE-8058	Residential Meter Ergonomics and Safety (1:0)			!
OSHE-6060.02	H2S Awareness (1:0)	08/06/2020	08/06/2021	✓
OSHE-8062	Backhoe Safety - Bystander (1:0)	08/07/2020	08/07/2023	✓
OSHE-8063	Voluntary Respirator Use (1:0)	01/26/2021	Non-Expiring	✓
OSHE-8064	Cold Stress (1:0)	11/17/2020	11/17/2022	✓

Exhibit 5

(Attached)

INTERMOUNTAIN GAS COMPANY
555 SOUTH COLE ROAD • P.O. BOX 7608 • BOISE, IDAHO 83707
(208) 377-6000 • FAX: 377-6097

May 28, 2021

Ms. Maria Barratt-Riley, Executive Director
Idaho Public Utility Commission
PO Box 83720
Boise, ID 83720-0074

Subject: Response to Complaint to Commission of an Unqualified Operator Performing Meter Exchanges

Dear Ms. Barratt-Riley:

This letter is intended to address a complaint received by the Idaho Public Utilities Commission (“IPUC”) on April 23, 2021 that an unqualified technician of Intermountain Gas Company (“IGC”) performed live residential meter exchanges in Pocatello between November 2020 to mid-April 2021. Specifically, we are addressing the qualifications of the technician to perform live meter exchanges and each meter exchange that was performed by this technician during the aforementioned timeframe.

IGC has reviewed IGC’s apprentice training and qualification program. IGC reviewed training records and work completion records for technician Jesse Urzua. IGC has determined that, while Mr. Urzua completed training, it is possible he was not fully qualified and/or operating with another qualified individual under span of control during ninety-seven meter exchanges. A list of these meter exchange addresses has been included with this letter.

IGC is committed to ensuring the safe operation of its natural gas system and has implemented a plan to remedy any potential issues stemming from Mr. Urzua’s allegations. The company will visit each location where Mr. Urzua performed work to verify his work was complete and the associated equipment is operating in a safe condition. This is considered a high priority and is expected to be completed no later than July 2, 2021.

Additionally, IGC will review Operator Qualification records of all apprentices that have had the potential to complete covered tasks without fully completed qualifications or the assistance of another qualified individual since August 1, 2020. If it is determined that work was completed by apprentice employees without proper qualifications or without assistance of another qualified individual operating under span of control, the company will visit these locations to verify work was complete and the associated equipment is operating in a safe condition.

Lastly, IGC Managers and Supervisors who supervise Service Technicians will receive supplemental training related to OPS 800 – Operator Qualification Plan. This training will highlight the importance of reviewing employee records and ensuring that initial qualifications are recorded prior to an employee being assigned any covered tasks.

IGC takes these allegations seriously and is committed to operating a safe and reliable natural gas system. Please feel free to contact Josh Sanders at (701) 222-7773 with your questions or comments.

Respectfully Submitted,



Pat Darras
Vice President, Engineering & Operations Services Intermountain
Gas Company

Exhibit 6
(Attached)

From: Maria Barratt-Riley
Sent: Monday, August 2, 2021 9:56 AM
To: Darras, Patrick <Patrick.Darras@mdu.com>
Cc: Lori Blattner (Lori.Blattner@intgas.com) <Lori.Blattner@intgas.com>; Darrin Ulmer <Darrin.Ulmer@puc.idaho.gov>; John Hammond <John.Hammond@puc.idaho.gov>
Subject: RE: Request for additional information

From: Maria Barratt-Riley
Sent: Monday, August 2, 2021 9:54 AM
To: Darras, Patrick <Patrick.Darras@mdu.com>
Cc: Lori Blattner (Lori.Blattner@intgas.com) <Lori.Blattner@intgas.com>; Darrin Ulmer <Darrin.Ulmer@puc.idaho.gov>; John Hammond <John.Hammond@puc.idaho.gov>
Subject: Request for additional information

Mr. Darras,

Please see the attached memo requesting additional information on IGC's response on May 28, 2021 to the Commission's unqualified operator complaint. Please let me know if you have any questions or concerns about any of the additional information requested. We are asking for a written response within 21 days of this correspondence.

Thank you,

Maria Barratt-Riley
Executive Director
Idaho Public Utilities Commission
208 334-0337



Idaho Public Utilities Commission

PO Box 83720, Boise, ID 83720-0074

Brad Little, Governor

Paul Kjellander, Commissioner
Kristine Raper, Commissioner
Eric Anderson, Commissioner

July 29, 2021

Pat Darras
Intermountain Gas Company
400 N 4th St.
Bismarck, ND 58501

Dear Mr. Darras:

Thank you for your response letter regarding the unqualified operator (“Operator”) complaint. Based on your response, I am requesting additional details on the following:

1. Copies of the initial work orders, including who signed off on the review of work performed.
2. Copies of IGC follow up inspections of all meter exchanges and any other work performed by Mr. Urzua, any findings, and status of those inspections. You indicated 100% completion by July 2, 2021, has this been completed?
3. How or why did you select the time of August 1, 2020 as the starting date for review of Operator Qualification records? What were the results of this review? If anything was found, who signed off on those work orders? Status of any potential findings.
4. Please provide a copy of, or access to the supplemental training provided to managers and supervisors who supervise Service Technicians. Have all managers/supervisors completed this training? Has this training resulted in any new findings of not fully qualified technicians performing any work independently? If so, please provide a complete list of addresses and any followup inspection reports IGC has completed since the finding.

I want to stress the Commission takes this situation very seriously. The lack of training and internal oversight for new employees is a major failing of IGC to promote public safety. Whereas, the former employee tried to bring the situation to light with his supervisors and then up the chain of command to no avail, we are quite concerned that IGC put in place a mechanism for future new employees claims are taken seriously. I welcome any additional comments you may have regarding any process changes IGC has put in place to help with this situation.

Please provide the requested information within twenty-one (21) day of the date of this correspondence. This response can be sent either by U.S. Mail to:

Maria Barratt-Riley
Idaho Public Utilities Commission
PO Box 83720
Boise, ID 83720-0074

or by email to: maria.barratt-riley@puc.idaho.gov.

If you have any questions please feel free to contact me at 208-334-0337.

Sincerely,

A handwritten signature in blue ink, appearing to read 'M. Barratt-Riley', is positioned above the typed name.

Maria Barratt-Riley
Executive Director
Idaho Public Utilities Commission

cc: John Hammond, Deputy Attorney General
Darrin Ulmer, Pipeline Program Manager

Exhibit 7
(Attached)

From: Watkins, Greg <GREG.WATKINS@mdu.com>
Sent: Tuesday, August 31, 2021 4:43 PM
To: Maria Barratt-Riley
Cc: Darras, Patrick; Sanders, Josh; Schoepp, Michael; Blattner, Lori
Subject: IGC Response to Request for Additional Information dated 7/29/2021
Attachments: CONFIDENTIAL Attachment 1 - Apprentice Service Technician PCAD Order Review.xlsx; CONFIDENTIAL Attachment 2 - Urzua Meter Exchange Review.xlsx; Confidentiality Letter re Informal Complaint.pdf; 2021-07-29 IPUC Concern of Complaint - IGC Follow-Up Response.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Maria,

Attached is the Intermountain Gas Company response to Request for Additional Details RE: Complaint to Commission of an Unqualified Operator Performing Meter Exchanges. We truly appreciate you meeting this afternoon to discuss the response and the path going forward.

Also attached are the requested and referenced documents that are marked confidential due to customer addresses and employee names.

Respectfully,

Greg Watkins
Manager, Policy and Procedure
555 South Cole Road | Boise, ID 83709
Email: greg.watkins@mdu.com
Direct: 208-377-6032
Cell: 208-890-2300



GIVENS PURSLEY LLP

Attorneys and Counselors at Law

601 W. Bannock Street
PO Box 2720
Boise, ID 83701
Telephone: 208-388-1200
Facsimile: 208-388-1300
www.givenspursley.com

Preston N. Carter
prestoncarter@givenspursley.com
208-388-1222

Gary G. Allen
Charle S. Baser
Christopher J. Beeson
Jason J. Blakley
Cint R. Bolinder
Jeff W. Bower
Preston N. Carter
Jeremy C. Chou
Michael C. Creamer
Amber N. Dina
Bradley J. Dixon
Thomas E. Dvorak
Debra Kristensen Grasham
Donald Z. Gray
Brian J. Holleran
Kersti H. Kennedy

Elizabeth A. Koeckerlitz
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Kimberly D. Maloney
Kenneth R. McClure
Alex P. McLaughlin
Melodie A. McQuade
Christopher H. Meyer
L. Edward Miller
Judson B. Montgomery
Deborah E. Nelson
W. Hugh O'Riordan, LL.M.
Samuel F. Parry

Randall A. Peterman
Blake W. Ringer
Michael O. Roe
Cameron D. Warr
Robert B. White
Michael V. Woodhouse

William C. Cole (Of Counsel)

Kenneth L. Pursley (1940-2015)
James A. McClure (1924-2011)
Raymond D. Givens (1917-2008)

August 31, 2021

Via hand delivery and email

Ms. Maria Barratt-Riley
Idaho Public Utilities Commission
P.O. Box 83720
Boise, ID 83720-0074

Re: Intermountain Gas Company
Informal Complaint

Dear Ms. Barratt-Riley:

Accompanying this letter is Intermountain Gas Company's response to the Commission Staff's requests regarding the informal complaint filed by Mr. Urzua. The attachments to the response contain information such as customer names and addresses. This information is confidential, as indicated by entitling the files "CONFIDENTIAL."

Pursuant to Idaho PUC Rules of Procedure, IDAPA31.01.01.067, 31.01.01.233, and 31.02.01.005.07, the enclosed information is confidential, proprietary and trade secret information of Intermountain and is protected by law from public inspection, examination or copying, pursuant to Idaho Code Sections 74-106, 107, and 48-801 et seq. Intermountain therefore requests that the enclosed information be protected from inspection, examination or copying by any person other than the Commissioners and PUC Staff. In accordance with IPUC Rule 67.02.a, the enclosed information is marked "Confidential – Trade Secrets" and submitted on yellow paper. Electronically conveyed data is identified as confidential by the use of CONFIDENTIAL in the file name.

Thank you for your cooperation. If you should have comments or questions regarding this request, please contact Lori A. Blattner (208-377-6015) or me (208-388-1222).

Sincerely,



Preston N. Carter
Givens Pursley LLP
Attorney for Intermountain Gas Company

EXECUTIVE OFFICES

INTERMOUNTAIN GAS COMPANY

555 SOUTH COLE ROAD • P.O. BOX 7608 • BOISE, IDAHO 83707 • (208) 377-6000 • FAX: 377-6097

August 31, 2021

Idaho Public Utility Commission
Attn: Maria Barratt-Riley, Executive Director
PO Box 83720
Boise, ID 83720-0074

Subject: Response to Request for Additional Details RE: Complaint to Commission of an Unqualified Operator Performing Meter Exchanges

Dear Ms. Barratt-Riley:

On behalf of Intermountain Gas Company (IGC), this letter is intended to provide additional information relating to the complaint received by the Idaho Public Utilities Commission (IPUC) on April 23, 2021, that an unqualified technician had been performing live residential meter exchanges in Pocatello from November 2020 to mid-April 2021. Specifically, IGC is responding to the IPUC request for additional details dated July 29, 2021.

Jesse Urzua completed 912 work orders while employed for IGC as an Apprentice Service Technician, as shown in Attachment 1.¹ Mr. Urzua was not operator qualified for covered tasks required to complete 124 of these work orders. As a matter of course, IGC does not review completed work orders for non-emergency tasks completed by Service Technicians.

As stated in IGC's previous response letter, operator qualified Service Technicians reviewed the 97 meter exchanges completed by Mr. Urzua while not under span-of-control. This review was completed by June 21, 2021, as shown in Attachment 2. Below is a list of items identified and mitigated during the review. Please note, the identified items did not jeopardize public safety and, as such, would not have required immediate action.

- A non-hazardous leak on a meter set fitting was found at two locations.
- Two regulators were found with lock-up pressure as found above the 8.25 inches water column (w.c.) Company standard. One found at 11.2 inches w.c., and the other found at 10.3 inches w.c.
- One regulator was found with delivery pressure found at 6.5 inches w.c., which is below the 6.75 inches w.c. minimum.
- One meter set was identified as in a bind.
- A non-hazardous leak on the service stop was found at one location.

Because Mr. Urzua was hired on August 1, 2020, that date was selected as the starting date of the Apprentice Service Technician Operator Qualification review. From August 3, 2020 through June 23, 2021, 15,940 work orders were completed by Apprentice Service Technicians, as shown in Attachment 1. In addition to the meter exchanges completed by Mr. Urzua, the Apprentice Service Technicians were not operator qualified for covered tasks required for 1,847 of the work orders. The Safety Management Systems (SMS) and Quality Assurance (QA) department is in the process of reviewing these 1,847 work orders to determine required follow up actions based on the type of work completed and risk. The SMS/QA department is also reviewing the operator qualification process for Apprentice Service Technicians for gaps and improvement opportunities. This review will be completed by September 24, 2021.

¹ All attachments contain customer addresses and are filed confidentially under Commission Rules.

Exhibit 7

(Attachment 1 to Exhibit 7 is CONFIDENTIAL)

Exhibit 7

(Attachment 2 to Exhibit 7 is CONFIDENTIAL)

Exhibit 8

(Attached)

EXECUTIVE OFFICES

INTERMOUNTAIN GAS COMPANY

555 SOUTH COLE ROAD • P.O. BOX 7608 • BOISE, IDAHO 83707 • (208) 377-6000 • FAX: 377-6097

October 21, 2021

Idaho Public Utility Commission
Attn: Maria Barratt-Riley, Executive Director
PO Box 83720
Boise, ID 83720-0074

Subject: Follow-up Response to the August 31, 2021 Response to Request for Additional Details RE: Complaint to Commission of an Unqualified Operator Performing Meter Exchanges

Dear Ms. Barratt-Riley:

In the August 31, 2021 letter titled Response to Request for Additional Details RE: Complaint to Commission of an Unqualified Operator Performing Meter Exchanges, Intermountain Gas Company (IGC) stated, "*the Policy & Procedure Department has created a supplemental OPS 800 training for directors and managers. The training is being reviewed and will be revised based on the SMS/QA findings at which time the training and will be implemented before October 22, 2021.*"

The ACE Review Recommendations, provided via email on October 11, 2021, includes several recommendations that require IGC to delay the implementation of the *OPS 800 – Operator Qualification Plan* training for directors and managers. (See Attachment A).

To allow the incorporation of the ACE recommendations, the revised deadline to conduct training with supervisors of personnel who perform covered tasks is June 30, 2022. As previously stated to the IPUC, the Vice President of Field Operations, Director of Safety & Technical Training, and Director of Ops Policy & Procedures met with Field Operations Directors and Managers on August 3, 2021 to review *OPS 800 – Operator Qualification Plan* and to ensure management is verifying employee Operator Qualification statuses as complete in Energy WorldNet prior to performing Covered Tasks. Since then, IGC has adhered to the requirements set forth in that meeting and by OPS 800.

Implementing the ACE recommendations and improving our operator qualification program is a high priority. As such, IGC will assign deadlines for each recommendation. The progress and due dates of the recommendations will be tracked by the Safety Management Systems and Quality Assurance department.

Please contact Josh Sanders at (701) 222-7773 with any additional questions or comments.

Respectfully Submitted,



Pat Darras
Vice President, Engineering & Operations Services
Intermountain Gas Company

Exhibit 8

(Attachment to Exhibit 8 is CONFIDENTIAL)