

Industrial RAG Performance Report

Question 1: What are the key steps in the new meter application process?

Answer: According to the provided document, the key steps in the new meter application process are:

STEP 1: Pre-Application Requirements

Before submitting an application, applicants must verify:

- (a) Property ownership or landlord authorization with notarized letter,
- (b) All required building permits are obtained and valid,
- (c) Service address falls within UtilityPro territory (verify at www.utilitypro.com/servicemap),
- (d) Electrical inspection certificate for new construction or major renovations,
- (e) Site accessibility for meter installation personnel and equipment.

STEP 2: Document Submission

Required Documents:

- Completed New Service Application Form (NSA-100)
- Government-issued photo ID (driver's license or passport)
- Proof of property ownership (deed, title) OR lease agreement with landlord authorization
- Site plan showing proposed meter location with dimensions
- Copy of building permit(s) if applicable

Note that the document does not explicitly list a "STEP 3" in the new meter application process.

Sources: [02_New_Meter_Application_Process.pdf](#), [02_New_Meter_Application_Process.pdf](#),
[02_New_Meter_Application_Process.pdf](#), [02_New_Meter_Application_Process.pdf](#),
[02_New_Meter_Application_Process.pdf](#)

Question 2: How can a customer file a billing dispute?

Answer: According to the UtilityPro Services Billing Dispute Resolution Procedure (Document Version 4.0, Page 2), a customer can file a billing dispute by:

1. Contacting UtilityPro via phone at 1-800-555-UTIL
2. Emailing at billing@utilitypro.com
3. Using the online portal
4. Visiting the Customer Service Center in person

Additionally, disputes must be initiated within 90 days of the bill date for full investigation eligibility.

Sources: [03_Billing_Dispute_Resolution_Procedure.pdf](#), [03_Billing_Dispute_Resolution_Procedure.pdf](#),
[03_Billing_Dispute_Resolution_Procedure.pdf](#), [03_Billing_Dispute_Resolution_Procedure.pdf](#),
[03_Billing_Dispute_Resolution_Procedure.pdf](#)

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Question 3: What is the protocol for emergency gas leaks?

Answer: According to the provided context, the protocol for emergency gas leaks includes:

1. Immediate evacuation of everyone from the building.
2. Not using phones, light switches, or creating any spark until safely away.
3. Calling 911 and the Gas Emergency Line at 1-800-555-GASS (24/7) once safely away.
4. Not re-entering the area until authorized by emergency responders.

Additionally, the UtilityPro Emergency Response to Gas Incidents protocol includes:

1. Dispatching nearest available emergency crew to the scene within 30 minutes for confirmed leaks and priority response in under 15 minutes.
2. Notifying local fire department and emergency services with incident details and GPS coordinates.
3. Alerting regional operations manager and safety officer.
4. Initiating the incident command system if it's a major event.
5. Updating real-time response tracking system.

The Emergency Dispatch Response Protocol also includes:

1. Gas detection survey using calibrated combustible gas indicators (CGI) by emergency technicians upon arrival.

It is essential to wait for trained utility or fire department personnel to declare the area safe before re-entering it.

Sources: [01_Customer_FAQ_Guide.pdf](#), [01_Customer_FAQ_Guide.pdf](#), [04_Emergency_Response_Protocol.pdf](#), [04_Emergency_Response_Protocol.pdf](#), [04_Emergency_Response_Protocol.pdf](#)

Question 4: List the available payment plans for financial assistance.

Answer: Based on the provided context, there are three available payment plans for financial assistance:

1. Standard Payment Plan:

- * Down payment: 10% of past-due balance required to establish plan
- * Interest-free installments for full term
- * Automatic disconnection hold during active plan compliance

2. Extended Payment Plan (EPP):

- * Repayment terms: 6, 9, or 12 months based on balance and ability to pay
- * Down payment: 10% of past-due balance required to establish plan
- * Interest-free installments for full term

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* Automatic disconnection hold during active plan compliance

Note that there is no mention of other available payment plans in the provided context.

Sources: [05_Payment_Plans_Financial_Assistance.pdf](#), [05_Payment_Plans_Financial_Assistance.pdf](#),
[01_Customer_FAQ_Guide.pdf](#), [01_Customer_FAQ_Guide.pdf](#), [05_Payment_Plans_Financial_Assistance.pdf](#)

Question 5: What are the most frequently asked questions about customer service hours?

Answer: I don't know based on the provided documents. The context only mentions the general information about starting service at a new address and what is a security deposit, but it does not provide any specific details about customer service hours.

Sources: [01_Customer_FAQ_Guide.pdf](#), [01_Customer_FAQ_Guide.pdf](#), [03_Billing_Dispute_Resolution_Procedure.pdf](#),
[03_Billing_Dispute_Resolution_Procedure.pdf](#), [03_Billing_Dispute_Resolution_Procedure.pdf](#)

Question 6: What documentation is required for a commercial meter installation?

Answer: Based on the provided documents, I don't know the specific documentation required for a commercial meter installation. The document only mentions that for commercial accounts, an account manager introduction is scheduled within 5 business days after successful completion of STEP 8: Final Inspection and Service Activation, but it does not specify what documentation is needed prior to or during the installation process.

Sources: [02_New_Meter_Application_Process.pdf](#), [02_New_Meter_Application_Process.pdf](#),
[02_New_Meter_Application_Process.pdf](#), [02_New_Meter_Application_Process.pdf](#)

Question 7: How long does the billing dispute resolution typically take?

Answer: According to the provided document, the typical duration of a billing dispute resolution process is as follows:

- Tier 1: Initial Review and Response (Days 0-7): Customer receives written explanation of all charges in plain language within 7 days of request.
- Tier 2: Payment Plan Eligibility (Days 0-7): Disputes over \$250 automatically qualify for interest-free payment plans spanning 6-12 months, regardless of investigation outcome.
- Tier 3: Investigation and Case Review (Days 8-26): The billing dispute is investigated, and a case summary is compiled.
- Tier 4: Executive Review (Days 26-45): Director of Customer Operations reviews the complete case file and makes a final determination.

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Therefore, the total duration of the billing dispute resolution process can range from approximately 7 days to 45 days, depending on the complexity of the dispute and the tier it falls under.

Sources: [03_Billing_Dispute_Resolution_Procedure.pdf](#), [03_Billing_Dispute_Resolution_Procedure.pdf](#),
[03_Billing_Dispute_Resolution_Procedure.pdf](#), [03_Billing_Dispute_Resolution_Procedure.pdf](#),
[03_Billing_Dispute_Resolution_Procedure.pdf](#)

Question 8: Who should be contacted first in case of a power line failure?

Answer: According to the provided context on page 3 of the Emergency Response Protocol document (Version 5.2), if you see a downed power line:

1. Call 911 Immediately
2. Report location with nearest address/landmark.
3. Mention if anyone is injured or trapped.
4. Stay on line until instructed to hang up.

Additionally, it's recommended to call UtilityPro Outage Line at 1-800-555-OUT (6888) to report the location and provide details such as pole number if visible, landmarks, and whether the line is on a vehicle or structure.

So, in summary, you should contact 911 first, followed by calling UtilityPro Outage Line.

Sources: [04_Emergency_Response_Protocol.pdf](#), [04_Emergency_Response_Protocol.pdf](#),
[04_Emergency_Response_Protocol.pdf](#), [04_Emergency_Response_Protocol.pdf](#),
[04_Emergency_Response_Protocol.pdf](#)

Question 9: Are there specific eligibility criteria for the Low-Income Assistance Program?

Answer: Based on the provided documents, I don't have information about a "Low-Income Assistance Program" in the context of UtilityPro Services. The document only mentions the UtilityPro Care Fund, which provides one-time emergency grants to customers facing crisis situations such as sudden unemployment or medical special needs.

However, it does mention that applications for the UtilityPro Care Fund are accepted starting November 1st each year and require proof of income for all household members, Social Security numbers, a copy of a recent utility bill, and proof of residence.

Sources: [02_New_Meter_Application_Process.pdf](#), [02_New_Meter_Application_Process.pdf](#),
[05_Payment_Plans_Financial_Assistance.pdf](#), [05_Payment_Plans_Financial_Assistance.pdf](#),
[04_Emergency_Response_Protocol.pdf](#)

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Question 10: What is the procedure for updating customer contact information?

Answer: I don't know based on the provided documents. There is no mention of a procedure for updating customer contact information in the Billing Dispute Resolution Procedure document.

Sources: [*03_Billing_Dispute_Resolution_Procedure.pdf*](#), [*03_Billing_Dispute_Resolution_Procedure.pdf*](#),
[*02_New_Meter_Application_Process.pdf*](#), [*02_New_Meter_Application_Process.pdf*](#),
[*03_Billing_Dispute_Resolution_Procedure.pdf*](#)