

Williams · Bradbury

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IDAHO PUBLIC
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March 21, 2016

Ms. Jean Jewell
Commission Secretary
Idaho Public Utilities Commission
472 W. Washington
Boise, ID 83702

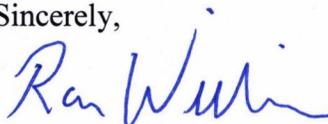
Re: INT-G-16-01

Dear Ms. Jewell:

Please find enclosed an original and seven copies of the Reply Comments of Intermountain Gas Company for filing in the above referenced case.

Thank you for your assistance in this matter. Please feel free to give me a call should you have any questions.

Sincerely,



Ronald L. Williams

RLW/jr
Enclosures

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Attorneys for Respondent Intermountain Gas Company

BEFORE THE IDAHO PUBLIC UTILITES COMMISSION

ERIC CONRAD,)	Case No. INT-G-16-01
)	
Complainant,)	REPLY COMMENTS OF
)	INTERMOUNTAIN GAS
vs.)	COMPANY
)	
INTERMOUNTAIN GAS COMPANY,)	
)	
Respondent.)	
_____)	

COMES NOW Intermountain Gas Company (“IGC”, “Intermountain” or the “Company”), in response to the Comments of the Commission Staff filed in the above referenced case, states as follows:

INTRODUCTION

1. Mr. Conrad filed a formal complaint with the Idaho Public Utilities Commission (“Commission”) against Intermountain requesting reimbursement of costs he incurred relating to the purchase and installation of a gas meter cover in the amount of \$370, and for \$1,010.82 in construction loan interest charges related to Mr. Conrad’s construction of a new home. Mr. Conrad also requested a review by the Commission Staff of the Company’s procedures and manuals, and the public dissemination of those procedures or manuals, related to gas meter covers.

2. On March 7, 2016, Commission Staff filed comments agreeing with the Company's stated concerns regarding gas meter safety, while also recommending three changes to Intermountain's procedures and manuals: (1) that IGC establish specific criteria for meter placement and technical specifications for meter protection; (2) that IGC make such information more readily available to the public and especially the construction industry, and (3) that IGC take additional steps to see that the meter protection criteria is applied more consistently across the Company's different service territories.

3. Intermountain appreciates Mr. Conrad's efforts in highlighting an area where the Company believes it can improve both its written and published materials regarding meter protection and safety, and to improve the methods by which the Company works with the local building community. Local builders are one of the major avenues for bringing new customers to Intermountain and IGC appreciates this enhanced opportunity to work more closely with those new customer conduits.

4. Intermountain also greatly appreciates the time, effort and research Commission Staff has dedicated to this important safety issue, and in highlighting the need for additional specifications and clarification in some of Intermountain's written manuals and procedures related to meter protection and safety, and the need for web-based information regarding meter protection.

**INTERMOUNTAIN CONCURS IN THE
COMMENTS OF COMMISSION STAFF**

5. Intermountain agrees to implement Staff's recommendation that it will draft more specific criteria for determining the need for additional meter protection, meter covers, and technical specifications for meter covers.

6. Intermountain agrees to implement Staff's recommendation that the specific criteria and technical specifications for meter protection structures and meter covers be made available to the general public on the Company's web site.

7. Intermountain agrees with Staff's recommendation that it will expand and enhance its effort and programs to advise customers, builders and contractors within its service territory of its criteria and technical specifications for meter protection and meter covers.

8. Intermountain agrees with Staff's recommendation that the Company's Procedures Manual will be revised to more clearly delineate the conditions under which meter protection and meter covers will be provided by the Company without charge, and when such meter protection and meter covers are to be provided by the customer, at the customer's expense.

9. Intermountain agrees to implement Staff's recommendation to review and reconcile any existing inconsistencies that may exist between IGC's Procedures Manual and its employee training materials.

10. Intermountain agrees to review and, if necessary, to take steps to ensure consistent application of its meter protection and meter cover criteria across its service territory.

11. Intermountain agrees to work with Staff in implementing paragraphs 5 through 10 above.

Dated this 21 day of March, 2016.

Respectfully submitted, -



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Attorneys for Intermountain Gas Company

CERTIFICATE OF DELIVERY

I hereby certify that on this ___ day of March, 2016, I caused to be served a true and correct copy of the Reply Comments of Intermountain Gas Company upon the following individuals in the manner indicated below:

Hand Delivery: (original & 7 copies)

Jean Jewell
Commission Secretary
Idaho Public Utilities Commission
472 W. Washington Street
Boise, ID 83720

Mail and Electronic Delivery:

Eric W. Conrad
Complainant
ericwconrad@gmail.com

2277 Hendricks Circle
Rexburg, ID 83440

(Alternative mailing address)
1030 S. 2nd E.
Rexburg, ID 83440



Ronald L. Williams