

Meter Tests

(Customer Service Script)

New Hampshire Gas Script

Whenever speaking with a NHGA customer, the following statements must be made. Please record all customer responses as text message and on the work order (if applicable).

Please be advised that this meter test will be performed free of charge, providing Unitil has not performed a meter test on this location within the past 6 months. If a prior meter test has been performed within the past 6 months, a \$5.00 fee will be assessed. Pending results of the meter test:

- Results OUTSIDE of the state-expected variance = \$5.00 fee returned to customer.
- Results WITHIN the variance = \$5.00 fee is charged and not returned to the customer.

To perform the test, your gas meter will need to be removed and replaced. Therefore, an appointment is required as we will need access to relight your appliances. Appointments are available between 8am and 12 pm or 12pm and 4pm, Monday through Friday. You also have the right to be present or represented by an agent when the meter test is conducted. Do you wish to be present? If yes, please provide a phone number where you can be reached. Depending on the size of your meter, the witness test will either take place at our Portsmouth, NH office located on 325 West Rd or our Fitchburg, MA office located at 285 John Fitch Hwy. A member of our Operations Department will contact you to schedule the test.

Once the test has been completed a letter will be mailed to you within 30 days advising you of the results.