

Northern Utilities, Inc., Emergency Response Work Plan

Objective: Implement a work plan that will enable the Company to meet the Emergency Response Standards by addressing and improving 30 minute response during the time periods defined under the standards.

- Normal Hours 30 minute response objective of 87%
- All Hours¹ 30 minute response objective of 80%

Elements of Work Plan:

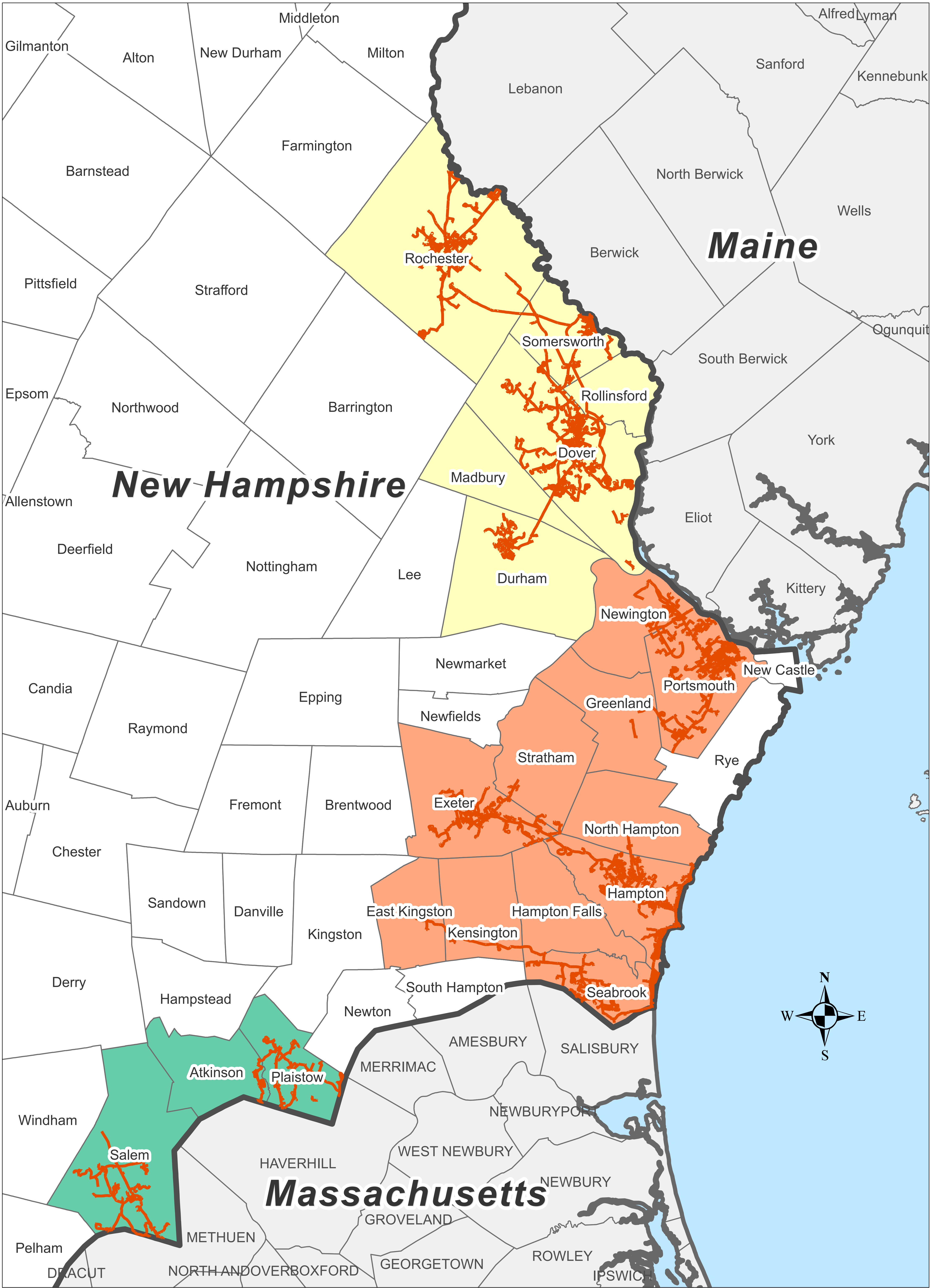
1. New Job Classification: The Company and Local No. 12012-6 of the United Steelworkers (the “Union”) have agreed to create a new department at Northern known as Utility Operations, and to create a new job classification known as “Utility Worker.” The job functions for this position are a hybrid between the traditional Distribution and Service department responsibilities such that day to day work assignments can be aligned with the workload in each department. This position will be assigned on-call duties in either the Distribution or Service departments, and may be assigned shift work.
2. Staffing: The Company has agreed to hire three (3) new Utility Workers immediately, one of which will be a new (incremental) position, and two will replace existing openings in the Distribution and Service departments. This will bring the total staffing in the new Utility Operations department to three (3) people. Staffing in the Distribution and Service departments will be reduced by one person each. The new additional employee, designated as a ‘Utility Worker’, will have responsibility for emergency response as a primary first responder. This position will be added to the ‘After-Hours’ work shift, covering the hours of 3:00 PM to 11:00 PM, Monday through Friday.
3. Residency Requirement: All new employees hired after June 1, 2012 having emergency response on-call assignments (including the three new Utility Workers) will be subject to a permanent residency requirement.
4. Shift Schedules: The ‘After-Hours’ shift schedule will be expanded from three technicians to four, expanding the Company’s emergency response coverage zones during second shift from three to four. For clarity, the Company’s normal shift coverage for various coverage times will be expanded as shown below:

¹ Achieving the All Hours 30 minute response objective will require improving 30 minute response in both the After-Hours and Weekends/Holidays time periods.

Table 1. Shift Schedules

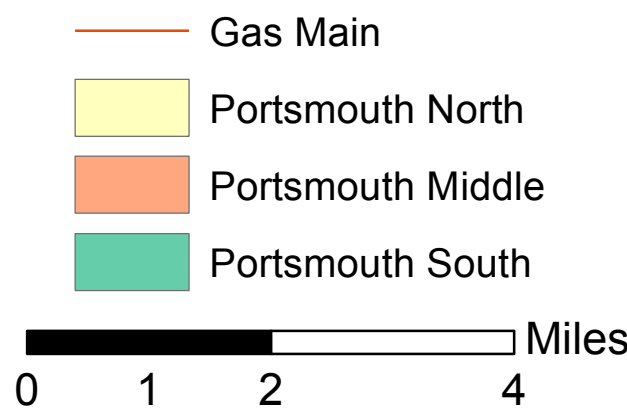
	SUN	MON	TUES	WED	THUR	FRI	SAT
Empl #1	--	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	--
Empl #2	--	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	--
Empl #3	--	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	--
Empl #4	--	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	--
Empl #5	--	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	--
Empl #6	--	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	--
Empl #7	--	--	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-3:30 PM
Empl #8	--	--	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-4 PM	7:30-3:30 PM
Empl #9	--	3-11 PM	3-11 PM	3-11 PM	3-11 PM	3-11 PM	--
Empl #10	--	3-11 PM	3-11 PM	3-11 PM	3-11 PM	3-11 PM	--
Empl #11	--	3-11 PM	3-11 PM	3-11 PM	3-11 PM	3-11 PM	--
Empl #12	--	3-11 PM	3-11 PM	3-11 PM	3-11 PM	3-11 PM	--

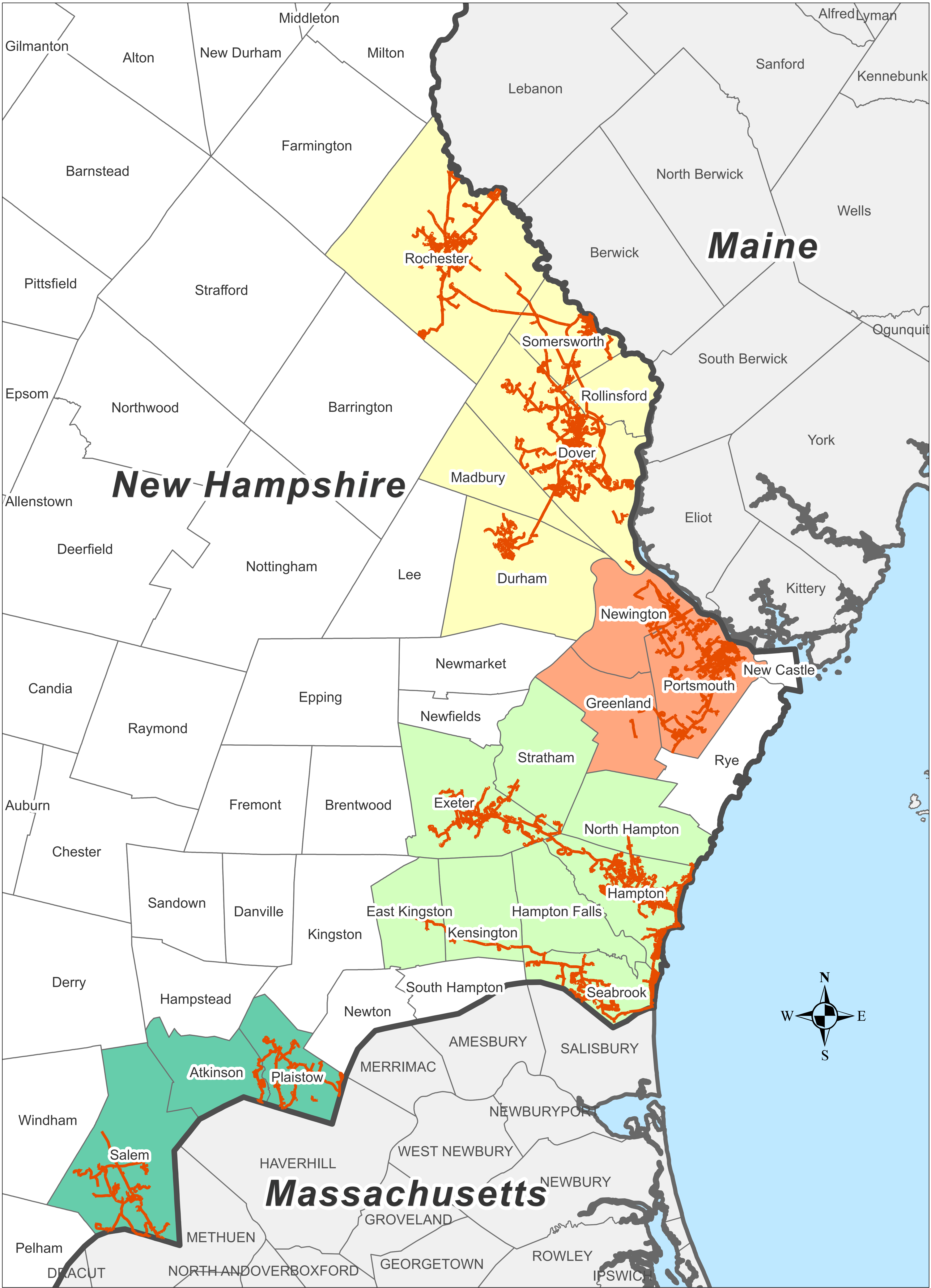
5. Coverage Areas: During hours when employees are working, work assignments will be distributed so as to optimize coverage of first responders throughout the territory. When two employees are working, assignments will be split into 'north' and 'south' coverage areas. When three employees are working, assignments will be split into 'north', 'south' and 'middle' coverage areas. When four or more employees are working, assignments will be split into at least four different coverage areas. Maps showing the different coverage areas are attached.
6. On-call Employees: The Company will continue to rely on on-call employees for emergency response during time periods outside of the shifts identified in Table 1, when employees are not working.
7. On-call Coverage: The Company will establish three (3) on-call coverage areas (north, central & south) for the Service department for emergency response purposes, to be staffed with employees from the Service and Utility departments. The Company will continue two (2) on-call coverage areas (north & south) for the Distribution Department, staffed with employees from the Distribution and Utility departments.
8. Assigning Calls to On-call Employees: During hours when the Company is relying on on-call employees to respond to emergencies involving a report of a gas leak or gas odor, the Company will have the latitude to assign the call to any of the five (5) on-call employees, and will assign calls to the on-call employee whose primary residence is closest to the location of the gas odor call.



New Hampshire Territory

3-Area Coverage





New Hampshire Territory

4-Area Coverage

