

ATTACHMENT B – SERVICE AND PROCEDURES TO BE PERFORMED

1. Farm tap customer contacts MidAmerican Energy Company regarding potential leak or other emergency situation.
  - a. MidAmerican Energy Company Gas Dispatch determines need for emergency response assistance from Northern Natural Gas based on response time. MidAmerican Energy Company Gas Dispatch initiates call to Northern Natural Gas
    - i. Using three-way communication, MidAmerican Energy Company Gas Dispatch provides Northern Natural Gas representative:
      1. Address of farm tap
      2. Details provided by customer regarding emergency details
      3. Call back phone number
    - ii. Northern Natural Gas provides
      1. Estimated time of arrival for Northern Natural Gas technician
  - b. Arrival at emergency site
    - i. Northern Natural Gas technician calls back phone number and provides MidAmerican Energy Gas Dispatch:
      1. Northern Natural Gas responder name(s)
      2. Verifies address and at job time
    - ii. MidAmerican Energy Company Gas Dispatch verifies Northern Natural Gas technician is at the correct location and:
      1. Provides the Northern Natural Gas Technician with the event number
      2. Instructs to shut off the farm tap valve to isolate the service
      3. Northern Natural Gas Technician calls MidAmerican Gas Dispatch when valve is off and time is recorded.
      4. Northern Natural Gas Technician stands by until MidAmerican Energy Technician arrives at site.
    - iii. Once the MidAmerican Energy Company Technician arrives he/she will gather appropriate information from the Northern Natural Gas Technician and take over event investigation. The Northern Natural Gas Technician will be released.