
**SCHEDULE S
SERVICE SOLUTIONS DEALER APPOINTMENT SERVICE
PROGRAM**

AVAILABLE:

To Residential Customers in all territory served by the Company under the Tariff of which this Schedule is a part.

DESCRIPTION:

The Company will notify Customers that inquire about this service that the Company will perform inspection and adjustment of Customer-owned appliances and facilities for safe and efficient operation as a part of the Company's normally scheduled services. The Service Solutions program enables the Company to provide Customer assistance beyond the inspection and adjustment service described in **Rule 19** by referring a Qualified Dealer, as defined in this **Schedule S**, upon request to set up a service call. Service Solutions is available to Customers twenty-four hours (24) per day, seven (7) days per week.

The service offered under this Schedule is not tied to normal gas utility service and applies to the repair, replacement, and/or tune-up of equipment, including but not limited to all heating equipment, gas line and appliances. All program costs and revenues will be accounted for as a non-utility activity.

Customer Responsibility. For the purposes of this **Schedule S**, Customer is any person that receives service under this Schedule. The Customer must indicate an interest in participating in the program, through a Company initiated contact, by being transferred from a Company Customer Service Representative or by directly calling the Service Solutions contact telephone number to request the service. The Customer is under no obligation to enlist the services of the Qualified Dealer. However, should the Customer retain the Qualified Dealer to perform the necessary service, Customer shall be responsible to pay such Qualified Dealer directly for their services.

Company Responsibility. Upon Customer request, the Company shall contact a Qualified Dealer to arrange for the dealer to directly contact the Customer regarding the requested service. The Company will select the Qualified Dealer to be contacted, unless Customer requests a specific Qualified Dealer. The Company will use a rotation system to ensure that Customer referrals are fairly distributed among Qualified Dealers.

Dealer Responsibility. The Qualified Dealer shall be responsible to contact the referred Customer within one hour of receipt of the Company's referral to schedule the service call. The Qualified Dealer will schedule the service call within one week of the date of the referral, or at such other time as is agreed to between the Qualified Dealer and the Customer. If the Customer determines their situation needs urgent attention and the equipment repairs are on a furnaces or water heating equipment, the

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DESCRIPTION (continued):

Qualified Dealer will schedule the service call within twenty-four (24) hours of the time of the referral. Where a Customer requests an after-hours appointment (before 8:00 a.m. or after 5:00 p.m. Monday through Friday, or on a holiday or a weekend) the Dealer may charge the Customer a premium trip charge and/or bill the Customer for service performed at the Dealer's overtime hourly rate.

CUSTOMER NOTIFICATION:

The Company will publish information about this program on its website and, from time to time, in Customer newsletters and/or bill messages. The Company will also have available a printed brochure that describes the details of the program available to hand out to Customers.

The Company will maintain a current list of participating Qualified Dealers on the Company's website. Customers are not obligated to use the Company's service to schedule a service call appointment, but may directly contact any Qualified Dealer on the list. However, Customers that choose to directly contact a Qualified Dealer may not receive the same service call price or service response turnaround that they would receive if they used this service through the Company.

QUALIFIED DEALER:

The Company will have discretion as to the number of dealers that will be allowed to participate as a Qualified Dealer under this program at any given time. The Company will have discretion to disqualify or refuse participation to any dealer that does not meet the Company's established criteria for a Qualified Dealer. In order to qualify as a Qualified Dealer under this program, the dealer must:

- (a) Be a licensed contractor in business in their specialty in Oregon or Washington for a minimum of ten (10) years;
- (b) Provide proof of an active Construction Contractors Board (CCB) license and bond as required by the state, with no unresolved Customer complaints;
- (c) Operate in a commercially zoned storefront with branded signage where office/sales staff are available throughout normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday (applies to HVAC dealers only);

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(continued)

QUALIFIED DEALER (continued):

- (d) Have a minimum percentage, as defined in the annual service agreement, of service technicians and equipment installers certified under North American Technical Excellence (NATE) – applies to HVAC dealers only;
- (e) Have a minimum percentage, as defined in the annual service agreement, of their technicians certified by National Fireplace Institute – applies to Hearth product dealers only;
- (f) Have a local telephone exchange (or a toll-free telephone number) with 24-hour service manned by a live receptionist or answering service that is able to contact a dealer representative who can call a Customer within one hour any time of the day or night. HVAC and Water Heaters dealers only;
- (g) Have working business systems, i.e. fax, computer, website and e-mail, to communicate with the Company and its Customers;
- (h) Have a dedicated service department;
- (i) Have branded vehicles driven by their service technicians on all Customer jobs;
- (j) Agree to comply with the terms and conditions of this **Schedule S**, and;
- (k) Agree to comply with all other terms and conditions set forth in the Certified Dealer Agreement entered into between the Company and the dealer.

In order to retain status as a Qualified Dealer under this **Schedule S**, the dealer must:

- (a) Meet all of the qualifying criteria stated above and in the annual service agreement on an ongoing basis;
- (b) Maintain good Customer satisfaction ratings based on a Company initiated survey of participating Customers, and have no Customer issues that remain unresolved for longer than one month; and
- (c) Attend training as required in the annual service agreement.

DEALER REFERRAL FEE:

Each year all participating Qualified Dealers agree to pay an annual participation fee, billed quarterly. The amount charged is determined by equitably dividing the cost of the Program by the historic opportunities for receiving service referrals throughout the service territory.

GENERAL TERMS:

Service under this Schedule is governed by the terms of this Schedule, the General Rules and Regulations contained in this Tariff, any other schedules that by their terms or by the terms of this Schedule apply to service under this Schedule, and by all rules and regulations prescribed by regulatory authorities, as amended from time to time.

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