



**ULC**

ENERGY SERVICES

# METER EXCHANGE SERVICES

REMOVE THE BURDEN OF MANDATED METER EXCHANGE PROGRAMS AND REDUCE COSTS USING OUR TURN-KEY TECHNICAL SERVICE.



METER EXCHANGE SERVICES



# METER EXCHANGE PROGRAM

State regulatory agencies mandate that utility companies periodically test and exchange gas and electric meters, putting a **heavy burden on utility resources**. ULC Energy Services can provide you with a complete “turn-key” solution that helps reduce this burden and **lower operating costs** of meter exchange programs.

All of our services are performed by highly experienced technicians who are operator qualified by Con Edison Company of NY and the Northeast Gas Association to perform all aspects of meter exchanges including relights, integrity tests, leak investigations and bypass CNG.

ULC Energy Services provide the greatest level of safety, customer support, accuracy, quality and technical experience while meeting your goals every day.

### QUALITY ASSURANCE AND SUPERVISION

In order to ensure the highest quality workmanship and customer satisfaction, our supervisors conduct daily quality assessments and safety meetings. Our call center also performs daily QA follow-up calls and sends prepaid QA cards to customers. Monthly QA and safety meetings with all supervisors, technicians and call center personnel are conducted by ULC management.

### VALUE IN EVERY STEP

ULC provides value in every step of the meter exchange process – from the point when we receive the meter list, to our direct communication with your customers, to the execution of the work by our highly experienced technicians, to our dedication of safety and QA follow ups, and in our automated reporting methods.



**DATA MANAGEMENT**  
We develop custom software that is tailored to the requirements of your program.



**DEDICATED CALL CENTER**  
Our bilingual call center schedules appointments, routes our team and manages data.

**OUR TEAM**  
Our team consists of operator-qualified technicians whose training is constantly being updated.

**GIVE OUR TEAM A CALL AT 631-667-9200 TO DISCUSS YOUR METER EXCHANGE PROGRAM.**



**ADMINISTRATIVE SERVICES:**

ULC provides utility companies with a complete call center including a dedicated call center manager and bilingual call center staff. Our meter program call center provides:

- Custom Meter Program Management Software Developed by ULC
- Appointment Scheduling and Automated Appointment Confirmation
- Daily QA Follow-Up Calls and Prepaid QA Cards Mailed to Customers
- Customer Contact Tracking
- Real-Time Dispatching and Communication with Meter Crews
- Completed Work Reporting
- Annual PSC reporting for Non-Responsive Customers
- Flat File Data Transfer
- Multiple Dedicated Phone Lines to Accommodate High Volume Calls
- Weekend Office Staff
- Weekly Itemized Billing

**STORM RECOVERY SERVICES:**

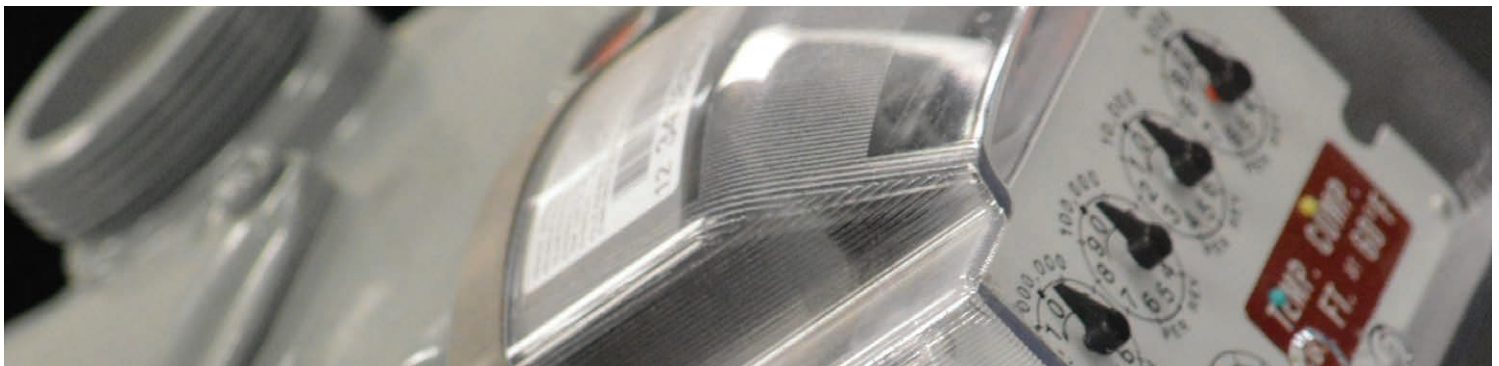
After storms and flooding, our team is available to assist with the wide range of critical tasks needed to restore service to your customers:

- Mains and Service Dewatering
- Regulator Replacement
- Turn-ons
- Turn-offs
- Relights
- Vent Replacements
- Waterproof Regulator Vent Installation

**TECHNICAL SERVICES:**

Our team is trained to provide a complete meter exchange service for gas and electric utility customers. Technicians are capable of safely performing the following services:

- AMR Meter Program Exchanges
- AMR and Smart Grid meter installations
- Standard Annual Meter Exchange Programs
- Gas Conversion Meter Installations
- New Business Meters
- Integrity Testing
- Turn-Ons
- Emergency Outage Response
- CNG Bypasses
- Leak Investigation
- Regulator Replacement
- Storm Recovery Services
- Continuous Bird Dogging
- No Access Reporting
- Integrated Completed Work Reporting and Invoicing
- Appliance Relights
- RICs – Report of Irregular Condition Investigations
- Gas Service Turn-Ons
- Vault Inspections
- BOPAs – Building of Public Assembly Inspections
- High Pressure Regulator Inspections
- Main Valve Inspections



**GIVE OUR TEAM A CALL AT 631-667-9200 TO DISCUSS YOUR METER EXCHANGE PROGRAM.**





**ULC**

ENERGY SERVICES



**DATA MANAGEMENT:**

ULC Energy Services develops, operates and manages a turn key custom meter program management software tailored to the requirements of your meter program. This software generates a file of completed work information that instantly updates new meter exchange data directly to your company's CIS server.

Using this software, we ensure the accurate and efficient transfer of data and eliminate your cost of manual data entry of work completed by ULC.

**SAFETY:**

ULC's first priority is the safety of your customers, our personnel and the general public. To that end, we have developed our own set of rigorous safety procedures which are continually monitored and improved.

PIPELINE ROBOTICS | ENERGY RESEARCH & DEVELOPMENT | UTILITY FIELD SERVICES

On a daily basis, energy and utility companies face infrastructure, technical and operational challenges that range from government mandates to public concern and budget restrictions. At ULC Robotics we help develop and deploy technology which assists our clients in overcoming these issues, allowing them to get more done with less resources.

Our team develops advanced robotic tools and cameras capable of entering live pressurized gas mains to perform inspection and repair. We can analyze and redesign standard processes in order to decrease the time and costs associated with planning and performing routine work. The results we produce enable utility companies to reduce disruption to the public by minimizing excavation and simplifying the engineering process. ULC Robotics can even supply a supplemental workforce to tackle technical services; such as meter exchanges and inspections.

**GIVE OUR TEAM A CALL AT 631-667-9200 TO DISCUSS YOUR METER EXCHANGE PROGRAM.**