

State of New Hampshire
Public Utilities Commission

Northern Utilities, Inc.
Docket No. DG 11-196

PUC Staff Information Requests – Set 1

Date Received: December 23, 2011 Date of Response: December 30, 2011

Witness: Mel Ciulla

ORIGINAL	
N.H.P.U.C. No.	DG 11-196
Exhibit No.	#16
Witness	Panel 2
DO NOT REMOVE FROM FILE	

Data Request Staff 1-9:

Ref. Ciulla Testimony, p. 3/22, lines 18-21; and p. 8/22, lines 17-18. Please provide copies of the job announcements and corresponding job descriptions for the two referenced positions. How many days did it take to select the final candidates; how many days to fill the positions; how many days to train each of the individuals before they were ready to assume responsibility for emergency response functions?

Response:

Please see Staff 1-9 Attachment 1 for the corresponding job description, and Staff 1-9 Attachment 2 for the job posting (announcement). The hiring history and training is summarized in the table below.

Technician 1		
Type	Date	No. of Days
Job Posting	12/5/2008	0
Date of Offer	3/16/2009	101
Date of Hire	3/30/2009	115
Emergency Response Training	5/2/2009	33
Technician 2		
Type	Date	No. of Days
Job Posting	12/5/2008	0
Date of Offer	4/15/2009	131
Date of Hire	5/4/2009	150
Emergency Response Training	8/8/2009	96

Person Responsible: Mel Ciulla

Date: December 30, 2011



Position Description

Position Title: Service Technician	Reports to: Manager, Gas Operations
Company: Unitil/Northern	Department: Gas Operations
Incumbent:	Date: 11/21/08

Position Purpose

Performs work consistent with training provided and/or skills attained or held.

Principal Accountabilities

Time %	End Results
	Checks for proper operation of vehicle and equipment and that adequate materials are available. Detects and reports improper operation, faulty equipment, defective materials and unusual conditions to supervision.
	Maintains work area and equipment in a clean and orderly condition.
	Installs, sets, removes, changes, transfers, turns on and off meters; services, replaces parts; adjusts and turns on and turns off gas appliances or equipment; investigates, locates and repairs or reports odor and carbon monoxide complaints; diagnoses and corrects utilization problems; installs and tests gas piping and equipment; stands inspection with local inspectors and factory representatives; delivers and recovers appliances.
	Assists in and/or performs all duties within job series; works from schedules, work orders, established regulations, written and/or verbal instruction of the supervisor; develops knowledge of National Fuel Gas Code, Company Standards and the Serviceman's Procedures; executes all forms and reports as required and performs other similar or related duties; performs all duties in a workmanship manner.
	Performs other related duties as assigned in accordance with Agreement.

Challenges

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Decision Making Authority

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Qualifications

- Possess and maintain a valid Maine Service Technician's License with Service, Installation and Commercial Burner Endorsements, or obtain within three years.
- Respond to service calls when on standby as soon as possible, not to exceed 45 minutes from receiving call.
- Possess and retain an unrestricted Vehicle Operator's License.
- Possess and retain DOT physical certificate.
- Have a high school education or equivalent.
- Pass mechanical aptitude test.
- Exercise courtesy and tact in dealing with customers.
- Be in good physical condition.
- Be willing and able to accept shift and emergency assignments, work overtime and standby.
- Work in all types of weather conditions per collective bargaining agreement.
- Pass DOT Drug Screen if not presently working in a covered position.
- Have the ability and aptitude to perform duties independently in a safe and professional manner.
- Have the ability to maintain/keep required records satisfactorily.
- Be consistently punctual, regular in attendance and have a good safety record.
- Have good appearance and habits.
- Be able to work at heights.

Scope/Quantitative Dimensions

Service Technician



Position Description

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Service Technician



Job Posting

Position Title: Service Technician (2 openings)	Reports to: Manager, Gas Operations
Company: Unitil/Northern – Portsmouth DOC	Department: Gas Operations
Starting rate: \$17.29 (Grade 5)	Shift: Second (1:00 p.m. – 9:30 p.m.)

Position Purpose

Performs work consistent with training provided and/or skills attained or held.

Principal Accountabilities

Time %	End Results
	Checks for proper operation of vehicle and equipment and that adequate materials are available. Detects and reports improper operation, faulty equipment, defective materials and unusual conditions to supervision.
	Maintains work area and equipment in a clean and orderly condition.
	Installs, sets, removes, changes, transfers, turns on and off meters; services, replaces parts; adjusts and turns on and turns off gas appliances or equipment; investigates, locates and repairs or reports odor and carbon monoxide complaints; diagnoses and corrects utilization problems; installs and tests gas piping and equipment; stands inspection with local inspectors and factory representatives; delivers and recovers appliances.
	Assists in and/or performs all duties within job series; works from schedules, work orders, established regulations, written and/or verbal instruction of the supervisor; develops knowledge of National Fuel Gas Code, Company Standards and the Serviceman's Procedures; executes all forms and reports as required and performs other similar or related duties; performs all duties in a workmanship manner.
	Performs other related duties as assigned in accordance with Agreement.

Qualifications

- Possess and maintain a valid Maine Service Technician's License with Service, Installation and Commercial Burner Endorsements, or obtain within three years.
- Possess and maintain a valid New Hampshire Service Technician's License, or obtain within three years.
- Respond to service calls when on standby as soon as possible, not to exceed 45 minutes from receiving call.
- Posses and retain an unrestricted Vehicle Operator's License.
- Posses and retain DOT medical examiners certificate.
- Have a high school education or equivalent.
- Pass mechanical aptitude test.
- Exercise courtesy and tact in dealing with customers.
- Be in good physical condition.
- Be willing and able to accept shift and emergency assignments, work overtime and standby.
- Work in all types of weather conditions per collective bargaining agreement.
- Pass DOT Drug Screen if not presently working in a covered position.
- Have the ability and aptitude to perform duties independently in a safe and professional manner.
- Have the ability to maintain/keep required records satisfactorily.
- Be consistently punctual, regular in attendance and have a good safety record.
- Have good appearance and habits.
- Be able to work at heights.

POST: December 5, 2008

REMOVE: December 12, 2008



Job Posting

THIS NOTICE IS POSTED IN ACCORDANCE WITH ARTICLE X OF OUR AGREEMENT WITH LOCAL UNION #12012-6, UNITED STEEL WORKERS OF AMERICA, DATED JUNE 5, 2004.

HOURS:

The normal working hours for this position are in accordance with Article V, Section 13.

WAGE:

Ultimate rate - ***26.99** per hour (until 6/5/09), for a 40 hour week. Overtime rates in accordance with Agreement.

**Starting wage will be in accordance with Article VI, Section 1; Appendix D.*

To apply for this position, please complete and Internal Application Form, which is available with your local HR contact or on the Uninet, and send it to Betsy Shaw on or before December 12, 2008.

Please Note: Internal applicants should scan and e-mail their application to Betsy, then follow up by sending the original form via inter-company mail.

POST: December 5, 2008

REMOVE: December 12, 2008