

Order Execution Schedule				Pandemic Level			
BPU Order Category	Order Type	Dispatch Category	In House? (Y/N/P)	Level 1	Level 2	Level 3	Level 4
Category E	Gas Odor Any Appliance/Location	Emergency-Dispatch Immediately	Y				
	Gas Odor Outside		Y				
	Fire or explosion at any Appliance		Y				
	Customer made ill		Y				
	Customer Cannot Shut Off Gas Appliance		Y				
	Carbon Monoxide Alarm		Y				
	"Other" Hazards Including (but not limited to)		Y				
	Blowing Street Leaks		Y				
	Broken/Pulled-Gas Line/Piping		Y				
	House Regulator Vent Blowing		Y				
Asphyxiation	Y						
General area-poor supply or fluctuation	Y						
Category U-1	Medical Emergency	Arrive Within 1.5 hours after receipt of call	Y				
Category U-2	Pilot Out Odor-Any Gas Appliance	Arrive Within 2 Hours after receipt of call	Y				
	Industrial Poor Supply or Low Pressure		Y				
Category U-3	Odor When On-Appliance Is Shut Off	Arrive Within 4 Hours after receipt of call	Y				
	Delayed Ignition-Any Appliance		Y				
	No Gas-Any Appliance (includes piping)		Y				
	Water Leak At Gas Hot Water Heater or Boiler		Y				
	No Heat *		Y				
Category S-1	Restoration Non-Payment	Within 12 Hours of Receipt	Y				
	Any order with one of the following sub priorities:	Same Day-Arrive by 23:59	Y				
	Turn on Meter left Off By PS		Y				
	BPU Executive		Y				
	S/O In Error		Y				
Category S-2	No Hot Water	Same Day If Possible, Otherwise As Soon As Practicable	Y				
	Inoperative Commercial Appliance Affecting Business		Y				
	Inoperable Refrigerator		Y				
	No Air Conditioning, Inoperative Heat Pumps & Mini Splits		Y				

Category CR	Turn On/Turn Off, Read On/Read Off (Active and Inactive)	As Required - Per Administrative Law (14:3-3.2)	Y				
Category CA	New Meter Set Installs Investigate High Bill Noisy Meter or Regulator Gas Appliance Investigations/Adjustments and Repairs Give Instructions To Customers Disconnect/Reconnect Gas Appliances Public Building Inspects Higher Than Normal Inspections Street Lighting Remote Meter Installs/Repairs Replacements-HVAC Equipment Insufficient/Inoperable Commercial Appliance Not Required for Business Insufficient or Adjust-Residential Heat, Hot Water, Refrigeration or Air Conditioning Meter Changes for Cause or Otherwise Inspect Piping Turn-on House Heater Parts Replacement (Only for Heating, A/C and Water Heating) Gas & Electric residential inoperative, adjust and insufficient appliances Other Requests for Service Not Specifically Mentioned	Future Dated	Y Y Y Y Y Y Y N Y Y Y Y Y Y Y Y Y Y Y Y Y P				

***When working conditions permit, otherwise as soon as Practicable**

****S - When Staffing Permits**