



A Value-Driven Partnership

The Northeast Gas Association (NGA) is partnering with Prometric to provide computerized testing services for NGA and our member companies. Prometric’s state-of-the-art global network and team of testing specialists support the delivery of more than seven million exams each year and the development of millions of test questions. With its core business focused exclusively on testing and advanced security safeguards, we can be assured of maintaining the integrity of the NGA Operator Qualification (OQ) program.

As an NGA member, you can take advantage of a variety of test delivery options as outlined in the table below.

Testing Option	Who is this option available for?	Description/Advantages of this option	High Level Fees Associated with this option
Convenient Prometric Centers: Testing Availability for All Members	This option is available for LDCs, Contractors and Unions	<p>With more than 40 locations throughout the Northeast to service NGA members, Prometric computer-based test centers are conveniently located to deliver OQ exams. These high-security test centers typically operate five to six days a week and are often open eight to 10 hours each day. For your extra convenience, you have a variety of ways to schedule OQ exam appointments for your workforce, too.</p> <ul style="list-style-type: none"> • Minimal investment • Convenient online scheduling 	<p>Test Session Delivery Fees in Prometric Test Centers are \$41.42 for the first hour. Please reference page 6 of this document for test delivery fees greater than 1 hour.</p> <p>There is a \$35 reschedule / cancellation fee within 5-29 days of the appointment date. Less than 2 days of the test date, the full test session fee will be charged.</p> <p>Test seats can be blocked (reserved) for candidates up to 6 months in advance for an additional fee of \$15.00/seat.</p>



			<p>Test seats can be blocked (reserved) for a group of Candidates up to 6 months in advance of the requested test date for an additional fee of \$20 per seat. Changes in personnel assigned to a seat may be made up to 48 hours prior to the appointment for no additional fee.</p>
<p>Special Testing Events: Testing Availability for All NGA Members through “Event Kit” Testing</p>	<p>This option is available for LDCs on their premises as well as Contractors and Unions at a neutral location.</p>	<p>NGA will have a limited number of <i>Testing Event Kits</i> that can create a temporary test center at an LDC’s facility or at a nearby meeting room or conference space. The <i>Testing Event Kit</i> has all the equipment necessary to create a 20-seat testing center that can operate on a weekly basis to help employees stay up to date with their credentialing. NGA members are responsible for securing a space that meets a set of Prometric test center requirements. Prometric is responsible for setting up the equipment, conducting operational readiness and providing proctors who oversee exam delivery and help ensure exam security.</p>	<p>Prometric locally sourced proctor fees per day: \$707.25 – 8 hour day \$1,035.25 – 10 hour day \$1,353 – 12 hour day</p> <p>Prometric non-locally sourced proctor fees per day (plus, proctor travel and expenses related to event kit testing): \$779 – 8 hour day \$1,096.75 – 10 hour day \$1,414.50 – 12 hour day</p> <p>Use of non-locally sourced proctors requires advanced approval by member company.</p> <p>Equipment Rental Option: \$1295 – 1 week rental \$895/week – 2+ consecutive weeks rental</p>



		<ul style="list-style-type: none"> Greater flexibility in candidate scheduling – “walk in” candidates allowed 	<p>Dedicated Equipment Option: NGA will purchase an Event Kit and dedicate this to your company. \$45,000 for a 20-seat event kit. \$37,000 for a 10-seat event kit.</p> <p>\$3,150 fee per event to set up, test, commission and break down test equipment. Equipment shipping will be billed at cost plus 15%.</p>
<p>On-site Test Centers: Testing Availability for LDC Members</p>	<p>This option is available for LDCs only.</p>	<p>Local distribution companies (LDCs) have the opportunity to create a Prometric computer-based test center within their facilities to directly deliver OQ exams to employees and their contractors.</p> <ul style="list-style-type: none"> This option provides the greatest flexibility in scheduling and efficiency Advanced scheduling not required – “walk in” candidates allowed 	<p>Approximately \$58,000 investment for the technology and security equipment for the onsite center.</p> <p>Additional costs for blueprints and building retrofit varies by site.</p> <p>Prometric supplied proctor fees per day: \$707.25 – 8 hour day \$1,035.25 – 10 hour day \$1,353 – 12 hour day</p>

Please Note: NGA applies a 15% administrative fee that is added to all Prometric fees shown above.



Testing at a Prometric Test Center

The Northeast Gas Association (NGA) is partnering with Prometric, a leading global provider of testing and assessment solutions, to provide computerized testing services for NGA and our member companies. Prometric's state-of-the-art global network and team of testing specialists support the delivery of more than seven million exams each year and the development of millions of test questions. With its core business focused exclusively on testing and advanced security safeguards, we can be assured of maintaining the integrity of the NGA Operator Qualification (OQ) program.

Scheduling an Exam: There are three ways for you to schedule employees for testing at a Prometric test center.

1) **Individual Test Sessions:** Conveniently schedule individual test sessions for employees through a customized NGA URL (www.prometric.com/NGA) which provides access to the online NGA scheduling portal. This portal will enable you to select the day and time of your choice for scheduling a test session.

Instructions:

- Access the scheduling portal
- Click "Schedule My Test"
- Acknowledge the non-disclosure agreement
- Review specific program reminders
- Select desired test session duration, location, test date and time
- Enter candidate demographic information – name, NGA Student ID number and enter your (the scheduler's) email address and phone number
- Complete the appointment

A confirmation email with the appointment details will be emailed to the email address entered during scheduling.

Repeat the above process for each desired test session per individual candidate.

When scheduling appointments months in advance, the online scheduling tool may indicate limited availability at specific test centers (e.g. only 2-3 days are available in a week). In most cases, there is availability on additional days, but the schedule simply has not been opened yet. This is common as Prometric works to optimize capacity at their test centers.

Seat Blocking (an optional service): At Client's request, seats will be blocked (reserved) for Candidates up to 6 months in advance for a fee of \$15.00/seat. Seat blocking can be done even if you do not know specifically which Candidate will test at that time. The charge for this service applies only if the seat is utilized by a Candidate. All blocked seats that are not scheduled with an appointment at least 21 days prior to the test date will be released by Prometric.

To block seats, you may contact Prometric's Group Scheduling team and request that reserve blocks be placed in the scheduling system per your request. You will need to complete an Excel spreadsheet template, indicating the number of test sessions you would like to reserve as well as the location, date and time of those reservation blocks. Complete Candidate information for all Candidates must be received at least three (3) weeks in advance of the requested exam date or the seat will be released by Prometric.

You may contact Prometric's Group Scheduling team using the web-form accessed through the following link: <https://fs6.formsite.com/Prometric/BulkRegistration/index.html?4=NGAOQ> . The Prometric Group Scheduling team will coordinate and confirm appointments via follow-up emails.

2) Group (Bulk) Reservation (an optional service): At Client's request, seats will be blocked (reserved) for Candidates up to 6 months in advance for a fee of \$20.00/seat. With this option, changes in candidates assigned to a seat may be made up to 48 hours prior to the test appointment for no additional fee.

If you wish to reserve a test session at a Prometric test center but you don't know specifically which Candidate will test at that time, you may contact Prometric's Group Scheduling team and request that reserve blocks be placed in the scheduling system per your request. You will need to complete an Excel spreadsheet template, indicating the number of test sessions you would like to reserve as well as the location, date and time of those reservation blocks. Each Bulk Registration Request shall be for a minimum of three (3) Candidates.

Client shall provide to Prometric's Group Scheduling Team with complete Candidate information for all Candidates at least 48 hours in advance of the requested exam dates. Changes can be made to personnel assigned to a seat up to 48 hours prior to the test appointment time through the Prometric Group Scheduling team for no additional fee. Changes in personnel assigned to a seat may be made between 24 and 48 hours in advance of the test appointment for an additional fee of \$20. Prometric will use its best efforts to accommodate change requests made less than 24 hours in advance of the exam appointment time but cannot guarantee such requests will be processed (if a request is not processed, there will be no additional charge). Client will be responsible for the full test delivery fee for any seats not released/cancelled 21 days in advance of the requested exam date.

You may contact Prometric's Group Scheduling team using the web-form accessed through the following link: <https://fs6.formsite.com/Prometric/BulkRegistration/index.html?4=NGAOQ> . The Prometric Group Scheduling team will coordinate and confirm appointments via follow-up emails.

Questions on Scheduling at a Prometric Test Center: If you have any questions about the options or process for reserving test sessions, please contact Prometric at 877-370-4096. The hours during which telephone registration service, scheduling and any other services to Scheduler from the Contact Center will be Monday through Friday 8:00 AM to 8:00 PM Eastern Time, excluding holidays observed by Prometric.

Test Session Delivery Fees at Prometric Test Centers:

Testing Fee Structure:

Seat Time (Hours)	Fee
1.0	\$41.42
1.5	\$47.33
2.0	\$53.25
2.5	\$59.16
3.0	\$65.08
3.5	\$70.99
4.0	\$76.91
4.5	\$82.82
5.0	\$88.73
5.5	\$94.65
6.0	\$100.56
6.5	\$106.48
7.0	\$112.40
7.5	\$118.33
8.0	\$124.24

Cancellation, Rescheduling, Late Arrival, No-Show Fee Structure: For a Candidate who is rescheduled, canceled, arrives late, or does not appear for a scheduled Test during the Cancellation/Reschedule Period set forth below, Prometric shall be entitled to the following Cancellation/Rescheduling Fees:

Category	Cancellation/Reschedule Period	Cancellation/Rescheduling Fee
1	30 or more days before Test date	None
2	5-29 days before scheduled Test date	\$35 per cancellation/reschedule
3	a) less than 2 days before Test date, or b) fails to appear for a scheduled Test, or c) presents himself/herself more than thirty (30) minutes after the scheduled start time for taking the Test and is refused admission	The full Test Delivery Fee for the cancelled/rescheduled Test (to be invoiced by Prometric to Client)
4	<p>Event Kit Cancellation Fee - A cancellation made within 5 business days of the test day will be invoiced for that day as was requested.</p> <p>Onsite Center Cancellation Fee – A cancellation made within 3 business days from the event day originally requested will be invoiced for that day as it was requested.</p>	<p>Event Kit Cancellation Fee- The full rate of the proctor is to be invoiced if event is cancelled within 5 business days for an Event Kit session.</p> <p>Onsite Center Cancellation Fee- The full rate of the proctor to be invoiced if event is cancelled within 3 business days for an Onsite Center.</p>

5	<p>Special Accommodations Cancellation Fee – To avoid an interpreter or reader cancellation fee, the appointment would need to be cancelled 2 full business days prior to the appointment date.</p> <p>*For Example- if the Special Accommodations appointment is scheduled for a Friday, Prometric needs to receive the cancellation by 5pm on Tuesday to avoid cancellation fees.</p>	<p>The full rate of the interpreter/reader if cancelled less than 2 full business days prior to the appointment, which is based on current market rates, \$200 separate room fee, and a \$35 Administrative fee.</p>
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Schedulers must make and confirm all cancellations/changes through the Website or direct contact with the Contact Center. Leaving a message on a recorder or a voice mail is not sufficient to confirm cancellation/change.

Please Note:

1. NGA applies a 15% administrative fee that is added to all Prometric fees shown above.
2. All Prometric fees shall be increased by two percent (2%) per annum, beginning on January 1, 2019.
3. NGA will provide technical support for test sessions during the following days/times:
 - Monday – Friday: 7:00 am – 7:00 pm ET

Prometric Utility Site & Event Kit Site Procedure for Weather Emergencies:

Step 1. Prometric's Test Center Manager contacts Prometric's Incident Management Team and submits a request to close their site in anticipation of severe weather.

Step 2. Prometric's Incident Management Team makes the decision to close a certain market due to the weather between 1:00pm to 8:00pm the day before.

Step 3. Once the site is officially closed the Prometric website is updated with that site closure (<https://www.prometric.com/en-us/pages/siteclosure.aspx>).

Step 4. If a candidate is pre-registered and scheduled in Prometric's database (*not a walk-in registration*) then the email address and phone number used to schedule that appointment will receive an automated phone call and email notification stating that the site is closed from the Candidate Care Team with a phone number to call to reschedule their appointment to a later date.

Step 5. The Candidate Care Team will send an automated email notification and phone call to every individual that is pre-registered to test at the specific Utility Site/Event Kit Site. As long as the company prime contact has been pre-registered, the company prime contact will be provided a phone number by the Candidate Care Team to call to reschedule the appointments for the employees who were not pre-registered, but planned on testing the day of the cancellation.

Step 6. The company prime contact at the Utility Site/Event Kit Site is responsible for notifying all candidates of the cancellation who were scheduled to test that day, whether those candidates were pre-registered or not in Prometric's database.

Prometric Brick & Mortar Procedure for Weather Emergencies

Step 1. Prometric's Test Center Manager contacts Prometric's Incident Management Team and submits a request to close their site in anticipation of severe weather.

Step 2. Prometric's Incident Management Team makes the decision to close a certain market due to the weather between 1:00pm to 8:00pm the day before.

Step 3. Post approval from the Incident Management Team the Prometric website is updated with that site closure (<https://www.prometric.com/en-us/pages/siteclosure.aspx>).

Step 4. The Candidate Care Team will send an email notification to the email address used when scheduling the appointment. The Candidate Care Team will provide a phone number for the candidate to call to reschedule their appointment to a later date.

Step 5. If the email used to schedule the appointment is the company scheduler and not the actual candidate, that person is responsible for notifying all candidates of the cancellation who were scheduled that day.

Event Kit Testing

NGA will have a limited number of *Testing Event Kits* that can create a temporary test center at an LDC's facility or at a nearby meeting room or conference center. The *Testing Event Kit* has all the equipment necessary to create a 20-seat testing center that can operate on a weekly basis to help employees stay up to date with their credentialing. NGA members are responsible for securing a space that meets a set of Prometric test center requirements. Prometric is responsible for setting up the equipment and providing proctors who oversee exam delivery and help ensure exam security.

Event Kit testing may be a viable option for companies who desire to test a large number of employees over a short duration. Event Kit testing allows companies to optimize the number of examinees per day as advance registration of examinees is not required and seats may be filled as soon as a seat becomes available.

Event Kit Equipment and Set Up Costs: Event Kits can be rented on a weekly basis. As an option, NGA will procure Event Kit hardware on behalf of a utility, contractor or union to ensure availability of equipment. Pricing for rental of Event Kits on a weekly basis or procurement on behalf of a specific company is provided below.

- Equipment Rental Option (20 seat Event Kit):
 - \$1295 – 1-week rental
 - \$895/week – 2+ consecutive weeks rental
- Dedicated Equipment Option:
 - \$45,000 for a 20-seat event kit.
 - \$37,000 for a 10-seat event kit.
- \$3,150 fee per event to set up, test, commission and break down test equipment. *
For multi-day Event Testing administration, the set-up fee applies once so long as the equipment remains in place throughout the duration of the multi-day event.
Equipment set up and commissioning takes 6 – 8 hours. Equipment break down and packaging for shipment takes 4 – 6 hours and must be included in Event planning.
- Equipment shipping will be billed at cost plus NGA administrative fee. *

Event Testing Proctor Fees: Prometric will supply two proctors during all test Event Kit test sessions. Fee structure is as follows:

Locally Sourced Event Testing Proctor Fees

Length of Testing Day (Hours)	Fee
8	\$707.25/day
10	\$1,035.25/day
12	\$1353/day

Non-Locally Sourced Event Testing Proctor Fees

Length of Testing Day (Hours)	Fee
8	\$779/day
10	\$1,096/day
12	\$1,414.50/day

***T&E for non-locally sourced event testing proctors shall be incremental to the above pricing**

*Please note that if a test day is cancelled within 5 business days of the test day originally requested, the full rate of the proctor fee plus NGA’s 15% administrative fee will be invoiced. Adjustments to the schedule can be made outside of 5 business days with no cancellation fee.

Please Note:

1. * NGA applies a 15% administrative fee to the Prometric fees indicated above except for the dedicated equipment option.
2. All Prometric fees shall be increased by two percent (2%) per annum, beginning on January 1, 2019.
3. NGA will provide technical support for test sessions during the following days/times:
 - a. Monday – Friday: 7:00 am – 7:00 pm ET

Event Kit Venue Requirements

- Pre-approval of an Event Kit Venue is required by NGA and Prometric.
- Approximately 1,000 square feet with no obstructed views is required to accommodate 20 testing seats (e.g., no pillars or columns preferred) – minimal room dimensions are generally 25 X 30 feet (with reduced seating capacity), though others may be discussed as options. See sample floor plan below.
- Venues that do not meet the minimum space requirements may be reviewed by Prometric for use with a reduced number of seats.
- Lockable at night.
- Rooms should be above ground and not on the basement level.
- High Speed hard wired internet connection in the room. For optimal performance a 10MB download speed is recommended.
- Not near kitchens, dining rooms, construction projects, loud or noisy events.
- Enough electrical power available for 22 laptops, one desktop, 21 LCD monitors, printer, 2 switches, 5 surveillance cameras (at least 8 power outlets per room, with several on each wall and multiple circuits to the room).
- Tables to accommodate 22 computers set up at least 3 feet apart plus 2 additional tables; approximately 23 chairs not including waiting area (12 Tables, 23 chairs).
- Tables should each be 6 feet long by at least 2.5 feet deep.
- Available access to the room for our staff while equipment is locked in the room.
- Accessible by public transportation; adequate public parking
- Waiting area for candidates.
- ADA accessible with restroom access nearby.
- Quiet and free from outside distractions.
- Catering is not needed.
- No pens, candies, water or notepads on tables.
- Water station can be set up directly outside of room.
- Overhead lighting (enough light to be able to read and work).
- Space should have dedicated HVAC with a thermostat located in the space.
- Room should be carpeted.

Event Kit Confirmation Process: It is our expectation that the NGA member selecting the venue for the Event Kit will have already reviewed and determined that the space will meet these requirements. Once that due diligence is complete, please forward the following information to NGA for final review by NGA and Prometric. Please email oq@northeastgas.org

- Name and address of the hotel/conference center.
- A description of the space and photos or a link to that information
- A floor plan with dimensions of the room they are selecting or a link to that information
- An on-site IT contact that works with external groups on a regular basis supporting conferences, trade shows and meeting at this facility.
- Expected dates the facility will be utilized for Event Kit testing.
- Proposed dates for testing, allowing one day for set-up and one day for break-down.

Prometric Internet Requirements

A hard-wired connection is required. We are unable to use a wireless network. The connection type ideally should be DHCP. If a DHCP connection is not available a Static IP connection may be used instead, however we would need each of the addresses below in that case from your internal or external internet support resource:

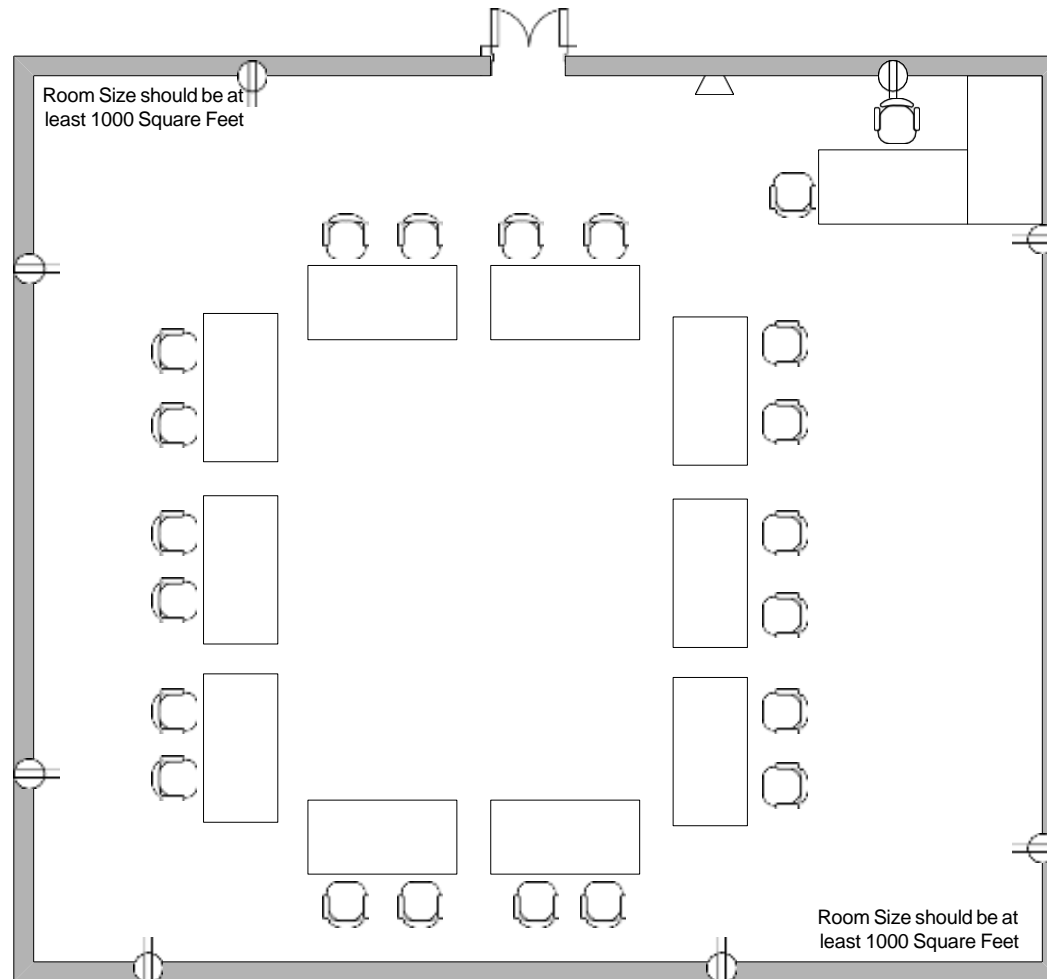
- IP Address
- Subnet Mask
- Gateway Addresses

Our equipment can then be reconfigured to accept and process the Static IP connection.

VPN traffic must be allowed both in and out. No port blocking should be active.

If these connection options aren't available an EVDO cellular card can be used as a backup, however cellular signals are less consistent and are a last resort. Conference space with windows is preferred for this reason, and we prefer not to use basement space, as it may offer little to no cellular signal.

Event Kit Sample Room Layout



On-Site Test Centers

Local distribution companies (LDCs) can create a Prometric computer-based test center within their facilities to directly deliver OQ exams to employees and their contractors. This option has the greatest flexibility and efficiency potential as employees are tested at the LDC location, advance registration of examinees is not required, and seats may be filled as soon as a seat becomes available.

The LDC will need to build a test center which is compliant with Prometric specifications and enter into an on-site operating agreement with Prometric. Approximately \$58,000 investment for security equipment for the on-site center will be required plus additional costs for blueprint development and building retrofit (varies by site).

On-site Test Center site specifications are outlined in Exhibit 1 attached.

On-Site Test Center Fees:

Prometric will supply two proctors during all test sessions. Fee structure is as follows:

Length of Testing Day (Hours)	Fee
8	\$707.25/day
10	\$1035.25/day
12	\$1353/day

Prometric will perform an annual security audit of all on-site test centers. Prometric’s fee for this annual service is \$3,000.00.

Scheduling Proctors for On-Site Test Centers:

- a) The utility sites will be assigned a test center number and will be set up in Prometric site scheduling application (USR).
- b) Utility/Contractor/Union Facility sites shall submit their opening hours at least seven (7) business days in advance of their testing date. The schedules will be determined by the Utility/Contractor/Union Facility and forwarded to “test hour management” and opened in Prometric’s system.
- c) Site hours will be entered in Prometric’s existing staff scheduling application. Proctors will enter their availability in the “WheniWork” application. Assignment of hours, oversight and coordination will be provided by a Delivery Services point of contact.
- d) The minimum period to schedule a proctor for a testing session is five (5) days. All requests made with less than five (5) days’ notice will not be guaranteed. If a proctor is scheduled with less than five (5) days’ notice, a fee of \$265 per session will apply.
- e) Please note that if a test day is cancelled within 3 business days of the test day originally requested, the full rate of the proctor fee including NGA’s 15% administrative fee will be invoiced. Adjustments to the schedule can be made outside of 3 business days with no cancellation fee.

Please Note:

1. NGA applies a 15% administrative fee that is added to all Prometric fees shown above.
2. All Prometric fees shall be increased by two percent (2%) per annum, beginning on January 1, 2019.
3. NGA will provide technical support for test sessions during the following days/times:
 - a. Monday – Friday: 7:00 am – 7:00 pm ET

Testing Accommodations

Prometric will manage all special accommodations in Prometric Test Centers, for Event Kit testing and at On-site test centers.

- ADA –test reader, signer, amanuensis, etc. Cost based on market rates
- English as a second language (ESL) Cost based on market rates
- Separate Room (Prometric Center Only) \$200 per event
- Accommodations Administrative Fee \$35 per request
- Travel and Expense apply. This may include reasonable meals, lodging and mileage and requires prior approval of Client Member. Mileage expense will comply with IRS standard rates.
- Please note a 30-minute special accommodations setup fee is applied to each special accommodation that is scheduled.
- Please note that an additional 30-minute travel fee will be added on to the duration of time booked for all reader sessions.
- Please note when scheduling an interpreter or reader session, there is a minimum 2-hour charge if the scheduler schedules an appointment under 2 hours.
- In order to avoid Testing Accommodations cancellation fees, the appointment would need to be cancelled two full business days prior to the test appointment. Please note that the 30-minute setup fee would be apart of the special accommodations cancellation fee if cancelled less than 2 full business days prior to the test appointment.

Process to Schedule a Testing Accommodations Request:

If a candidate requires testing accommodations (reader or translator), the scheduler for the company requesting services can conveniently schedule this type of session through a customized URL (<https://fs6.formsite.com/Prometric/clients/index.html>) which provides access to the NGA scheduling portal for translator or reader sessions only. When you launch this URL, you will be presented with an easy-to-use form; all you will need to do is provide the requested information and under the “Request Type” drop down, please click “Testing Accommodation Inquiry” and continue to fill in the requested information and hit submit. This will automatically create a case for your request and will route the request directly to the appropriate group at Prometric.

Please Note:

1. NGA applies a 15% administrative fee that is added to all Prometric fees shown above.
2. All Prometric fees shall be increased by two percent (2%) per annum, beginning on January 1, 2019.
3. NGA will provide technical support for test sessions during the following days/times:
 - a. Monday – Friday: 7:00 am – 7:00 pm ET

What to Expect on Test Day**Prometric Test Center Security – Reminders for Test Takers**

In our global test center network, security is of equal importance. Test center procedures, from checking test taker IDs and locker storage, to launching exams at computer workstations and test center administrators walking through the testing room, are strictly managed to enforce the highest standards of security. It is our goal that every test taker, anywhere in the world, has similar and fair experience, and this requires that our security standards be rigid, that our processes and procedures be well documented and standardized and that our staff be certified and professionally trained.

Prometric takes our role of providing a secure test environment seriously. During the check-in process, we inspect any and all eyeglasses, jewelry and other accessories to look for camera devices that could be used to capture exam content.

You will be required to remove your eyeglasses for close visual inspection. These inspections will take a few seconds and will be done at check-in and again upon return from breaks before you enter the testing room to ensure you do not violate any security protocol.

Jewelry outside of wedding and engagement rings is prohibited. Please do not wear other jewelry to the test center. Hair accessories and ties are subject to inspection. Please refrain from using ornate clips, combs, barrettes, headbands, tie clips, cuff links and other hair accessories as you may be prohibited from wearing them into the testing room and asked to store them in your locker. Violation of security protocol may result in the confiscation of prohibited devices and termination of your exam.

Prometric is committed to being forthcoming and transparent about what you can expect on the day of your exam in order to help minimize anxiety. We understand that the more an individual knows about what to expect, the more confident and comfortable they will be on exam day; and the better they will perform! Please direct all employees and contractors to view the following video about “What to Expect on Test Day” prior to their appointment date. Please note that Prometric will not be collecting fingerprints or photos but NGA will require a valid government issued photo ID and will also require a photo within the ITS OnBoard system in order to test.

Planning for Test Day:

NGA Help Desk Support: NGA Help Desk Support is available Monday – Friday, 7 AM – 7 PM. It is strongly recommended that testing is scheduled within these time frames. The hours of operation of some Prometric test centers may extend beyond the NGA Help Desk support hours. Testing may be conducted during these incremental hours, but NGA support will not be available. NGA Help Desk Support is not available on Sundays and holidays.

Candidate Test Session Time Runs Out: Individual exams are not timed, but an estimated average time for each exam is noted on the candidate’s assignment page. If an exam is open and the appointment time expires, the exam result will reflect as a failure. If this occurs, the exam may be reset after confirming the invalid failure with the NGA/ITS Help Desk. Please note the entire exam will have to be taken again as no answers will be saved.

Scheduling Online: To schedule online, you must provide a valid e-mail address. This may be your personal email or that of a scheduler within your company. Prometric will send you an e-mail confirming your appointment.

Training Restriction: Formal instructor-led or online training taken within 48 hours of testing for that task is prohibited. ITS OnBoard system will lock out an exam if online training is accessed within this 48-hour window.

Re-testing on a Failed Exam: An exam will not be available within the OnBoard system for re-testing after failure of that exam for 48 hours.

Payment: No payment is due during registration or at the testing center. Billing will be handled through Northeast Gas Association monthly for all Prometric activity.

Photo ID: You will be required to present one valid, government-issued photo ID with a signature (e.g., driver's license or passport). If you are testing outside of your country of citizenship, you must present a valid passport. If you are testing within your country of citizenship, you must present either a valid passport, driver's license, national ID or military ID. The identification document must be in English characters and contain your photograph and signature.

Photo within the ITS OnBoard System: You will be required to have a photo within the OnBoard system prior to testing. Examinees will not be allowed to test without a clear photo in the OnBoard system. This requirement is in addition to the Photo ID requirement above.

ITS OnBoard Username and Password: Candidates will be required to login to the ITS OnBoard system to test. Candidates will be allowed to bring one sheet of paper which contains their ITS user ID, password and a list of exams to the testing center. This information **MUST** be transferred to Prometric appropriate paper prior to entering the testing room.

Personal Effects: All other personal items must be locked in a locker for test security purposes, so please limit what you bring to the testing center.

What Time to Arrive at the Testing Center: Plan to arrive 30 minutes before the scheduled appointment to allow time for check-in procedures. If you are 30 minutes late on arriving, you will not be allowed to test and will forfeit your exam fee.

Reschedule/Cancel Policy: If you wish to change your exam date or time, you must do so by 30 or more days prior to your appointment to avoid a reschedule/cancellation fee. A cancellation/rescheduling fee of \$35 applies with less than 30 days' notice. The full test delivery fee applies with less than 2 days' notice, if the candidate fails to appear or is more than 30 minutes late for the appointment. To cancel or reschedule, use the Reschedule/Cancel option on the Prometric web site or by contacting Prometric's automated voice response system at 877-370-4096; the Web is available 24 hours a day, 7 days a week.

Biometrics: Prometric staff will not be collecting fingerprints or taking photos of examinees. This is not required by the NGA Program.

EXHIBIT A

Queens

of Test Stations

15

Site Build Out Estimate – Prometric Test Center			
Descriptions	Quantity	Cost per unit	Total
Server	1	\$8,514	\$8,514
Server Cage (12U)	1	\$463	\$463
Server Caster Wheels	1	\$100	\$100
Server Shelf	1	\$75	\$75
Server UPS	1	\$424	\$424
Server PDU	1	\$103	\$103
PRECISION 3240 COMPACT INTEL CORE I5-105	19	\$626	\$11,894
SABRENT AU MMSA SOUND CARD #AU-MMSA	1	\$8	\$8
Secugen	1	\$69	\$69
Printer (HP)	1	\$291	\$291
Printer (E-mail)	1	\$195	\$195
Site Router	1	\$632	\$632
Site Router License	1	\$1250	\$1250
Site Switch	1	\$150	\$150
Site Backup Comms			
Monitors	20	\$166	\$3320
Patch Cables	-	\$1080	\$1080
Surveillance – March NVR	1	\$8552	\$8552
Surveillance – IP Cameras	1	\$2156	\$2156
POE Switch 24 Port	1	\$614	\$614
Licenses	-	\$5,595	\$5,595
Vendor Shipping to Prometric	-	\$1,787	\$1,787
Subtotal Hardware			\$47,272
Cabling			
Per Network Connection Work Stations	16	\$347	\$5,552
Per Network Connection Surveillance	13	\$373	\$4,849
Subtotal Cabling			\$10,401
Labor			
Labor (on site – smart hands)	40 hours	\$124	\$4,960
Labor (remote – Prometric)	40 hours	\$74	\$2,960
Subtotal Labor			\$7,920
Initial Operating Supplies	-	\$596	\$596
Space Planning	-	\$1,489	\$1,489
Build-out Project Management	-	\$2,481	\$2,481
Shipping for Equipment	-	\$1,489	\$1489
Total Site Equipment & Labor			\$71,648

Note: Prices list in this Exhibit A are subject to change based on market demand. Additionally, local labor rates may be different from the rates estimated above.

Aspect of Testing Location	What Prometric will Supply	What the site (Utility/Contractor/Union) needs to provide
Check-in area	<ul style="list-style-type: none"> • Admin station specifications for NGA. procurement <i>(details provided separately)</i> • Metal detector wand. 	<ul style="list-style-type: none"> • All computer equipment per specification. • Must be a quiet dedicated space adjacent to the testing room. • Must have a workspace to accommodate check-in activities. • Must have a lockable door to ensure no unauthorized entry when testing is not taking place • Must have a door between the check-in area & testing room. Door requires a window.
Test room	<ul style="list-style-type: none"> • Candidate testing station specifications for site procurement <i>(details provided separately)</i> 	<ul style="list-style-type: none"> • All computer equipment per specification. • Have desks with a minimum width of 36", with a preferred width of 48" and a minimum depth of 24". • Have a minimum of 5 feet between the centers of the workstations, unless privacy panels are used between the test stations; then a 3-foot minimum is acceptable. • Cannot be used for any other purpose on a testing day. • Cannot have any materials on the wall. • Window coverings that limit outside light entering the test room and prevent anyone outside to see into the test room.

		<ul style="list-style-type: none"> • Lighting should provide sufficient light to allow for a comfortable testing environment. • Temperature in the testing room must be maintained between 71 degrees Fahrenheit and 76 degrees Fahrenheit at all times.
Staffing	<ul style="list-style-type: none"> • Two Prometric-trained and-certified proctors for each test room during testing hours • As required operational or technical support staff both remotely and on-site. 	<ul style="list-style-type: none"> • Ensure proctors have access to the testing area at least 1 hour in advance of the start of scheduled testing & 1 hour after the last scheduled exams and potentially after hours in case of technical issues. • Ensure proctors have access to rest rooms and a room to eat lunch during break. • Ensure any required technical support staff has access to all areas outside of testing hours as requested.
Surveillance Equipment for check-in area & test room	<ul style="list-style-type: none"> • NVR system (NVR & cameras) specifications for site procurement (<i>details provided separately</i>). • Installation of NVR system once the site procures. 	<ul style="list-style-type: none"> • Purchase NVR equipment per specs. • Provide Prometric contractor access to install cameras in ceiling of covered areas (also will need to be able to drop network lines for each workstation). • Location for the surveillance monitor near the administrative computer in the check-in area.
Secure Server Storage	<ul style="list-style-type: none"> • Purchase server storage per specification (details provided separately). 	<ul style="list-style-type: none"> • Provide Prometric access to install the server & server cage.

		<ul style="list-style-type: none"> Secure area in close proximity to the testing room with no access by anyone other than Prometric authorized personnel.
Project Management	<ul style="list-style-type: none"> Overall Project Manager Technical Project Manager (remote) Site Build-out project manager (remote) 	<ul style="list-style-type: none"> Specified point of contact for each location that will provide all information requested by Prometric project managers.

This is a sample test center layout. Test center layouts are subject to change due to the unique nature of each floor plan

