



## Carbon Monoxide Call Policy Service Operations Policy

### **I. Purpose**

To direct our team when responding to a call regarding a carbon monoxide detector.

### **II. Policy**

Carbon Monoxide detectors can sound alerts for many reasons and should be taken very seriously. Carbon Monoxide (CO) in the home is an odorless, colorless, tasteless gas which is poisonous to people and animals.

Our technicians are not properly equipped to enter a home which is suspected to contain CO. If a carbon monoxide detector is sounding an alert, the home needs to be checked with a properly calibrated gas detector by a trained person. If carbon monoxide is found in the home the source will need to be determined and the poisonous gas ventilated from the home.

The best team to handle this situation is the local fire department in the caller's area. The safest course of action for the customer would be to exit the home to a safe location with fresh air and then call the local fire department for assistance.

If the fire department determines there is heating equipment that is malfunctioning or if there is no question that the heating equipment is causing an issue we will respond right away. Once the fire department ensures the house is clear and safe we can enter to service the equipment.

If the caller is hesitant to call the fire department try to find out more about the situation.

1. Ask the caller if it is a steady alarm sounding or an occasional chirp.
  - Steady alarm sounding most likely indicates a CO problem, recommend customer leave the house immediately and go to a safe place with fresh air. Direct the customer to call their local fire department to request assistance. Explain that we cannot send someone into the home until the air is determined to be safe.
  - Occasional beep-chirp most likely means the meter is expired or that the batteries must be changed. Ask them to try a new battery or to buy a new detector, this would not indicate a problem with their heating equipment. However always to be safe the best action is to have the home checked by the fire dept.

**III. Training:**

This policy will be distributed to our CSR, Retail Sales and our Dispatch teams.

**IV. Policy Violation:**

Employees who violate this policy are subject to disciplinary action up to and including termination from employment.