



Gas Leak Call Procedure  
Service Operations Policy

**I. Purpose**

To ensure an appropriate response to all gas leak calls 24/7.

**II. Policy**

If a customer calls and reports a leak or odor of gas:

First ask for a phone number and customer name so we can call back in the event the call gets dropped. Be sure you obtain a cell phone number if the customer must leave their home.

After obtaining a phone number you should soft transfer the call immediately to service dispatch (x2004). **Gas leak calls will never be blind forwarded or placed into voicemail.**

**When any emergency call is sent into dispatch, CSR taking the call should make sure someone can go into dispatch and assist with routine calls and technician issues while the dispatcher handles the emergency. This can be an available CSR or Service Manager who is familiar with dispatch operations.**

**“Soft” Transfer Instructions**

1. **Explain Why** – Explain to the caller why you need to transfer the call.
2. **Wait for an Answer (soft transfer)** – Do not blindly transfer the call as soon as you hear the other phone ring. **Wait for the other person to answer** and explain to them the reason for the transferred call.
3. **Complete the Transfer** – At this point you can complete the transfer by connecting the caller and the other person or department.

The employee who takes the initial call and employee who handles/dispatches the call will make “notes” about the call, in Cargas.

**Dispatch will handle the following:**

Determine if this is a Propane customer, or a customer with Natural Gas. All Natural Gas calls will be turned over to the utility:

- Eversource (Yankee Gas) 877-944-5325
- Southern Connecticut Gas Co (Avangrid/UI) 800-513-8898
- CNG (Avangrid/UI) 866-924-5325
- Norwich Public Utilities 860-887-7207

Assist the caller with contacting their gas utility and determine if they are sending an appropriate response.

Use the following guide to determine the basic information regarding the leak and immediately dispatch service personnel accordingly.

Determine where the Odor is (inside or outside)

1. **Odor outside:** instruct the customer:
  - a. Do not make any calls from the house.
  - b. Do not operate (turn on or off) any electrical switches.
  - c. Shut the tank off if they are able.
  - d. Get a safe distance from the house and call back from a cell phone or neighbor's phone.
  
2. **Odor inside:** instruct the customer:
  - a. Leave the house – Go directly outside, tell anyone else to leave also.
  - b. If they are on a house phone tell them not to hang up the phone after the call but just set it down and leave. Hanging up the phone could cause a spark.
  - c. Do not operate (turn on or off) any electrical switches.
  - d. Shut the tank off if they are able.
  - e. Get a safe distance from the house and call back from a cell phone or neighbor's phone.

The closest person qualified to turn off a propane tank will then be dispatched immediately. Notify Propane Team. Send Safety Incident Email. A qualified propane tech will be needed to conduct pressure testing of the piping system and a leak check of the tank, tank valves and regulators. This must be documented on the P3 Leak Check form. This form must be signed by the homeowner as well as the technician and once completed it must be uploaded to P3 and Cargas either through the tablet or by office staff.

If a leak is found the leak must be repaired before placing the system back in service. If the technician is not qualified to make the repairs, or does not have the parts, the tank must be locked off and the regulator removed.

3. **On Call:** On call employees, will respond immediately to the report of a gas odor. Based on the circumstances, there may or may not be a charge for us to respond to, or test for an odor of gas. If it is a leased tank and the issue is with our equipment (tank and regulator), there would be no charge for response and repair. If it is a customer owned tank, there would be a charge to respond and repair.
4. In the event that the customer has explained that there is a very strong odor, hears or visually identifies a leak, **we will call the fire department.**

An email should be generated to [SafetyIncident@SantaEnergy.com](mailto:SafetyIncident@SantaEnergy.com) after all gas leak reports so that there will be follow up with the customer/account.

With every gas leak call the propane manager should be notified immediately. If he is not available leave a voicemail and a text, then attempt to contact another person on this emergency list:

- i. **Ed Mackey: (203) 906-0269**
- ii. **Adam Hurley: (475) 282-5589**
- iii. **CJ Capozziello: (203) 383-0028**
- iv. **Stephen Santa: (203) 770-3338**
- v. **Jamie Bachman: (203) 556-3066**

### **III. Distribution:**

This policy should be reviewed by all CSR's, dispatch personnel, dispatch manager, and the contacts on the emergency call notification list.