

## 2.22 - PROPANE LEAK RESPONSE

### 1.0 POLICY STATEMENT

It is the policy of SANTA ENERGY to treat all customer odor complaints and gas leak reports as priority service calls and that a service tech or qualified employee is to be dispatched immediately to conduct a leak check. All odor complaints or gas leak reports must be treated as a potential leak until they can be proven otherwise.

**Never assume that the customer may be running out of gas.**

### 2.0 SCOPE

This procedure is to be used by all company personnel when a customer calls to report gas leaks or gas odors in order to provide prompt response and consistent safety information to the customer.

#### 2.1 Policy exception

2.1.1 Any leak or odor complaint calls received from customers serviced by natural gas, the utility company that services this location shall be contacted and be the first to respond.

- 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

### 3.0 PROCEDURE

#### 3.1 Receiving Gas Leak Calls

3.1.1 Most gas leak calls are reported by telephone, sometimes making it difficult to determine the amount and concentration of the possible leak. When receiving a potential leak call, instruct the customer to:

- Evacuate the structure and keep a safe distance from the building.
- Eliminate all sources of ignition. Do not operate any electrical switches (on or off).
- Conduct further communication with the customer outside the structure.
- Once outside the structure and if the service valve for the propane supply can be reached safely, turn off the propane supply. For a metered account, turn off the supply valve before the meter or regulator if the gas odor or possible leak was reported within the unit.
- Once outside the structure, do not allow anyone except SANTA ENERGY employees or fire service personnel to enter the building until it has been deemed safe to do so.

3.1.2 The SANTA ENERGY Propane Odor/Leak Report form shall be filled out by the

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representative receiving odor complaint/gas leak calls. This document shall be maintained in the P3 system and/or customer file.

### 3.2 SANTA ENERGY Employee Responding Procedure

#### 3.2.1 The following procedures are to be followed when responding to Gas Leak/Gas Odor Calls:

- Verify that the customer is out of the building.
- Verify that the container(s) service valve(s) or shut off valve(s) on meter(s) are closed.
- Verify the location of the leak with the customer.
- When first entering the structure, use the Company-issued combustible gas indicator (CGI) to determine you are not entering a hazardous area. If it is unsafe to be in the structure, leave the building and request the fire department to ventilate the home and make it safe for entry.
- Take precautions to prevent any sources of ignition. Keep open flames and electrical sparks clear of the area; do not turn electrical switches on or off. If using a flashlight, make sure it is specifically manufactured for this type of use.
- If the container(s) are out of gas, follow the procedures outlined in **Policy 6.3 - Out-of-Gas Delivery Procedures** manual to restore service.
- If the container(s) are not out of gas, follow the procedures outlined in **Policy 7.6 - Leak Checks** to restore service.
- After completion of a successful leak check, place all appliances back into service and light pilots if necessary.

### 3.3 Other Guidelines

- 3.3.1 Only approved leak check methods may be used. The combustible gas indicator (CGI) can be very useful to locate a leak, however, may not be used to conduct a leak check.
- 3.3.2 If access is denied after a successful leak check, SANTA ENERGY employees shall not instruct customer(s) on how to light appliances. SANTA ENERGY employees may only advise customer(s) to follow the manufacturer's instructions.
- 3.3.3 If an appliance is installed improperly, is malfunctioning, or is in unserviceable condition, the appliance line shut-off valve is to be closed, the appliance disconnected from the gas supply system, and the line capped or plugged and left in a safe condition. The appliance should be tagged out-of-service and a copy of the Orange Hazard Warning Tag shall be stored in the P3 System and/or placed in the customer's file.

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3.3.4 If the source of a leak cannot be located and corrected, the system or applicable sections of piping and/or appliances shall be removed, secured from the gas supply system (i.e.: disconnected, capped or plugged and left in a safe condition) and tagged out-of-service with an appropriate Orange Hazard Warning Tag(s). A copy of the warning tag must be retained and put in the CARGAS/P3 System and/or the customer's file.

### 3.4 Documentation

3.4.1 Once the system is proven to be leak free, record the results on the Company Leakage Testing form or other approved form. The form must be signed by homeowner as well as the technician. Once completed a copy shall be downloaded to CARGAS as an attachment and maintained in the P3 system and/or customer file.

3.4.2 An email should be generated by dispatch as soon as a technician has been notified to respond to a gas leak and after all gas leak reports for follow up with the customer.

3.4.3 In the event the leak (call) cannot be handled through normal technician dispatch procedures OR if the fire department has been dispatched by us (or the customer), notification shall be made in the following order, notify only the first available person on this list:

1. Ed Mackey: (203) 906-0269
2. Adam Hurley: (475) 282-5589
3. Jamie Bachman: (203) 556-3066
4. Stephen Santa: (203) 770-3338

### 3.5 Flip Chart Procedure

**ALL GAS LEAKS/ODOR COMPLAINTS ARE SERIOUS AND TAKE PRIORITY OVER ALL OTHER SERVICE CALLS. THE MORE INFORMATION THE CUSTOMER CAN PROVIDE, THE BETTER PREPARED THE SERVICE TECH WILL BE IN RESPONDING TO THE EMERGENCY.**

**PROPANE ODOR COMPLAINT/LEAK REPORT**

Date \_\_\_\_\_ Time of Call \_\_\_\_\_ Rep \_\_\_\_\_

Customer Name \_\_\_\_\_ Address \_\_\_\_\_

Person Calling \_\_\_\_\_ Cell Phone \_\_\_\_\_ Account Number \_\_\_\_\_ Time Dispatched \_\_\_\_\_

**IS THE ODOR/LEAK INSIDE OR OUTSIDE THE BUILDING?**     **Inside**     **Outside**
**INSIDE GAS LEAKS****IF THE CUSTOMER IS PHONING FROM INSIDE THE BUILDING OF THE ODOR/LEAK, INSTRUCT THE CUSTOMER TO DO THE FOLLOWING:**

- Do Not HANG UP THE PHONE (Hanging up the phone can cause a spark).
- Put out all smoking materials and other open flames.
- Do Not turn ANY electrical switches or appliances ON or OFF, or do anything to cause a spark or flame.
- Get everyone out of the building immediately and leave the doors open.
- Do not re-enter the building until our technician or emergency responders have deemed it safe.
- Turn off the gas supply at the tank if you feel it is safe to do so.
- Instruct customer to call back once outside the building at a safe distance or at a neighbor's.

**ASK THE FOLLOWING QUESTIONS ONCE THE CUSTOMER IS OUTSIDE THE BUILDING AT A SAFE DISTANCE:**

	<b>YES</b>	<b>NO</b>
Do you hear gas escaping?	<input type="checkbox"/>	<input type="checkbox"/>
Do you smell gas throughout the building?	<input type="checkbox"/>	<input type="checkbox"/>
Has a line been damaged?	<input type="checkbox"/>	<input type="checkbox"/>
Has an appliance been moved or disconnected?	<input type="checkbox"/>	<input type="checkbox"/>
Do you smell gas all of the time? If yes, how long? _____	<input type="checkbox"/>	<input type="checkbox"/>

**OUTSIDE GAS LEAKS****INSTRUCT THE CUSTOMER TO:**

- Put out all smoking materials and other open flames.
- Do Not turn any light switches or appliances ON or OFF, or do anything to cause a spark or flame.
- Get everyone out of the building immediately and remain a safe distance from the area of the leak.
- Shut off the gas supply at the tank if the leak is not at the tank and you feel it is safe to do so.

**ASK THE FOLLOWING QUESTIONS ONCE THE CUSTOMER IS OUTSIDE THE BUILDING AT A SAFE DISTANCE:**

	<b>YES</b>	<b>NO</b>
Do you hear gas escaping?	<input type="checkbox"/>	<input type="checkbox"/>
Is gas escaping from the tank?	<input type="checkbox"/>	<input type="checkbox"/>
Has any construction work or grading been done in the area?	<input type="checkbox"/>	<input type="checkbox"/>
Is the odor strong in the area?	<input type="checkbox"/>	<input type="checkbox"/>
Is there any gas odor in the building?	<input type="checkbox"/>	<input type="checkbox"/>
Is the leak in the yard?	<input type="checkbox"/>	<input type="checkbox"/>
How long have you smelled gas? _____		

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## 2.23 - CARBON MONOXIDE RESPONSE

### 1.0 POLICY STATEMENT

It is the policy of SANTA ENERGY to treat all Carbon Monoxide (“CO”) calls as emergency calls that require immediate attention. SANTA ENERGY employees, however, are not to be the first responders of CO calls. Local Fire Departments that have the proper equipment and training to survey for the presence of CO must be the first to respond.

- 1.1 In addition to the CO response policy, it is the policy of SANTA ENERGY that we do not offer for sale, install or offer guidance to install any carbon monoxide detectors. We should recommend that the customer have a detector(s) in their home, however, we are not to recommend any brand of detector. The customer or contractor must follow the manufacturer’s instructions for installation and maintenance.

### 2.0 PROCEDURE

- 2.1 If a customer calls and indicates that they are experiencing a carbon monoxide problem, the employee taking the call is to:
  - a. Get name and location of the customer.
  - b. Time of the call and name of the person calling.
  - c. Instruct the customer to do the following:
    1. If phoning from inside the building where the CO is suspected, instruct the customer to exit the building, but DO NOT HANG UP THE TELEPHONE before leaving.
    2. Do not turn light switches on or off.
    3. Leave doors and windows open.
    4. Once outside the structure, do not re-enter.
    5. Turn off the gas supply if it is safe to do so. **(Propane Customers Only)**
    6. Keep all people out of the building until Emergency Personnel arrive.
    7. Contact the appropriate local Fire Department since this is an emergency situation.
- 2.2 Our technicians may be called to make repairs to equipment if emergency responders determine CO is present. SANTA ENERGY employees must not enter the home until the Fire Department, emergency responder, gas utility service technician or HVAC contractor has cleared the home.
- 2.3 If we are made aware from the caller that injuries or death have occurred as a result of CO, Company Management must be informed of the incident immediately.

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## CARBON MONOXIDE RESPONSE FORM

ALL CARBON MONOXIDE (CO) CALLS

CUSTOMER INFORMATION: Retrieve the following information	
Customer Name:	Location:
Time of Call:	Company Representative:
INSTRUCT THE CUSTOMER TO DO THE FOLLOWING:	
<input type="checkbox"/> If phoning from inside the building where the CO is suspected, instruct the customer to exit the building, but DO NOT HANG UP THE TELEPHONE before leaving.	
<input type="checkbox"/> Do not turn light switches on or off.	
<input type="checkbox"/> Leave doors and windows open.	
<input type="checkbox"/> Once outside the structure, do not re-enter.	
<input type="checkbox"/> Turn off the gas supply if it is safe to do so. (Propane Customers Only)	
<input type="checkbox"/> Keep all people out of the building until Emergency Personnel arrive.	
<input type="checkbox"/> Instruct customer to call 911.	

**NOTE: SANTA ENERGY techs are not to be the first responders. Carbon Monoxide (CO)** is an odorless, toxic, colorless, flammable gas that is deadly. **Symptoms** of carbon monoxide are flu-like symptoms, headache, nausea, dizziness, fatigue, irregular breathing or eye irritation. Over time, CO poisoning may result in confusion, disorientation, physical collapse and death.

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