



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:	
<p><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.</p> <p><input type="checkbox"/> Do not turn light switches on or off.</p> <p><input type="checkbox"/> Leave doors and windows open.</p> <p><input type="checkbox"/> Once outside the structure, do not re-enter.</p> <p><input type="checkbox"/> Turn off the gas supply if it is safe to do so. (Propane Customers Only)</p> <p><input type="checkbox"/> Keep all people out of the building until Emergency Personnel arrive.</p> <p><input type="checkbox"/> Instruct customer to call 911.</p> <p><input type="checkbox"/> Following any Carbon Monoxide call, after appropriate response has been dispatched, an email should be generated to Safetyincident@SANTAENERGY.COM. Be sure to note if there are any reported injuries or deaths as a result of the CO event.</p>	