

<b>SCG CUSTOMER SERVICE FIELD</b>		<b>Information Bulletin No. CSF200323</b>	
<b>Subject: COVID-19 Protocol and Entered Work Orders</b>			
Publish Date: 03-23-2020	Due Date: 03-24-2020	NOP Code: IBSC0377	
Responsible Person: Steve Lewis		Phone: (562) 400-5231	

**IMPACTED ORGANIZATIONS: SoCalGas Customer Service Field Operations**

**BACKGROUND:**

With the COVID-19 outbreak, the Customer Contact Center (CCC) has developed a process when scheduling or re-scheduling **entry required** field orders. The following screening questions are asked:

1. Do you or anyone in your home have COVID-19 (Coronavirus)?
2. Within the past 14 days, have you or anyone in your home experienced any COVID-19-related symptoms, such as a fever, chills, cough, or shortness of breath?
3. Have you or anyone in your home been exposed to COVID-19 (Coronavirus) within the last 14 days?
  - o Exposure means close contact (less than 6 feet) with an individual who has been confirmed to have COVID-19 or someone who is symptomatic (such as a fever, cough, or shortness of breath) and under investigation for COVID-19.

If the caller responds “Yes” to any of these questions, whether on **Emergency or Same-Day Orders**, the orders are scheduled noting “SELF-QUAR” in the Entry AND Order Instructions, indicating the positive response to the questions.

**Non-emergency orders** are scheduled based on the order completion schedule no sooner than 2-weeks from the day the customer is calling.

**PURPOSE:**

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To provide instruction for CSF Employees guidelines for customer contact and working entry required customer generated orders under the COVID-19 response.

**DEFINITIONS:**

- Self-Quarantined – Confirmed, exposed or voluntarily self-quarantined.
- Social Distancing – Maintain a minimum of six-feet from a customer or isolate into another room with the door closed.

**FIELD ACTION:**

- Upon initiating contact with a customer, step back six feet to avoid the customer's breathing zone (social distancing).
- "SELF-QUAR" is noted on the order if the customer answered "Yes" to any of the screening questions.
- Ask the same three screening questions as stated above on all entered orders:

- 1. Do you or anyone in your home have COVID-19 (Coronavirus)?**
- 2. Within the past 14 days, have you or anyone in your home experienced any COVID-19-related symptoms, such as a fever, chills, cough, or shortness of breath?**
- 3. Have you or anyone in your home been exposed to COVID-19 (Coronavirus)?**  
(Exposure means close contact (less than 6 feet) with an individual who has been confirmed to have COVID-19 or someone who is symptomatic (such as a fever, cough, or shortness of breath) and under investigation for COVID-19.)

➤ If the customer answers "No" to all questions:

- The employee should work the order according to procedure, but, while at a distance of at least six feet, politely ask the customer and other residents to maintain at least a six-foot distance from the employee and remain in a separate room while the employee is on the premises at all times.

➤ If the answer is "No" to questions #1 and #2, but "Yes" to **question #3**, , and the order is safety related (leak/emergency order A1, A2, A3, CO or gas was shut off for company convenience), immediately contact and provide all information to Supervision, and:

- While at a distance of at least six feet, politely ask the customer and other residents to maintain at least a six-foot distance from the employee and remain in a separate room while the employee is on the premises at all times.
- Proceed to complete the order, using and the following Personal Protection Equipment (PPE's) instruction:
  - Nitrile Gloves – **Nitrile gloves are ignitable, so do not wear when working in proximity of open flames, avoid touching surfaces, and put a new pair of nitrile gloves on as soon as you are away from open flames.** For optimal protection, put the gloves on before entering a customer's home and immediately remove and dispose of them after leaving the home using proper glove removal and disposal techniques. Remove and dispose of gloves prior to removing eye protection.
  - Eye Protection – Safety glasses or goggles while inside the customer's home and as appropriate under current work requirements.
  - Surgical masks and N95 respirators are not required at this time.
- After completing the order, the employee should properly dispose of the nitrile gloves and wipe down the safety glasses, tools, and other equipment potentially in contact with

contaminated surfaces. Perform proper hand hygiene and utilize hand sanitizer or wash hands thoroughly with soap and water for at least 20 seconds.

- If the answer is “No” to questions #1 and #2, but “Yes” to question #3 and the order is not safety related:
  - **DO NOT** enter the premises. Keep distance of at least six feet from the customer and other residents.
  - Inform the customer that a supervisor will contact them shortly and excuse yourself from the premises.
  - Perform proper hand hygiene and utilize hand sanitizer or wash hands thoroughly with soap and water for at least 20 seconds and depart from the location.
  
- If the customer answer is “Yes” to **question #1 or #2, regardless** of the response to **question #3**, the employee will **Stop the Job** and contact Supervision. If the order is safety related (leak/emergency order A1, A2, A3, CO or gas was shut off for company convenience), immediately contact and provide all information to Supervision, and:
  - **DO NOT** enter the premises. Keep distance of at least six feet from the customer and other residents.
  - Remain outside and make the premises safe. Follow current evacuation policies as necessary, while maintaining social distancing of at least six feet. Contact the Fire Department when needed per policy.
  - Stay onsite and wait for assistance from a Supervisor.
  - Supervision will arrive onsite and assist Field Employees with the safest course of action for completing the order, including, if necessary, shutting off the gas meter and obtaining assistance from a third-party contractor with additional PPE.
  
- If the customer answers “Yes” to **question #1 or #2, and** the order is not safety related, **Stop the Job**, immediately contact and provide all information to Supervision, and:
  - Inform the customer that a supervisor will contact them shortly and excuse yourself from the premises.
  - Perform proper hand hygiene and utilize hand sanitizer or wash hands thoroughly with soap and water for at least 20 seconds and depart from the location.

<p><b>Note:</b> If the customer is not home and entry/key instructions are left in addition to the “SELF-QUAR,” notation, <b>DO NOT</b> enter the premises and contact Supervision.</p>
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- Document exactly as noted “SELF-QUAR” in the Finish remarks of the electronic order when the response to any of the above questions is “Yes.”

3/24/2020 9:40am

**Reminders:**

- Contact Supervision if at any time you determine you are not able to perform the task safely - “Stop the job.”
- All Field Employees potentially exposed to COVID-19 while in the performance of their duties must report the potential exposure to supervision **immediately** and remain in the company vehicle. **DO NOT** return to base until instructed to do so.
  - Exposure means close contact (less than 6 feet) with an individual who has been confirmed to have COVID-19 or someone who is symptomatic (such as a fever, cough, or shortness of breath) and under investigation for COVID-19.
  - Field employees who are unsure whether they’ve been exposed should contact supervision immediately for further guidance.

If you have any questions or concerns, please contact Steve Lewis, at 562-400-5231, or email at [SLewis2@SoCalGas.com](mailto:SLewis2@SoCalGas.com) .