



***DCS Guideline D-G0071***

ISSUING DEPARTMENT: **Gas Distribution**

EFFECTIVE DATE: **2-00**

DCS SPONSOR: **Manager - Gas Distribution**

REVIEW DATE: **2-05**

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**TITLE: Follow-Up Leak Survey Procedures for Inaccessible Locations**

**Purpose** This guideline describes procedures to handle situations where gas facilities to be leak surveyed are inaccessible. These steps will ensure the safety of operating these gas facilities as required by PG&E DCS Standard D-S0350, "Leak Survey and Repair of Gas Transmission and Distribution Facilities."

**Guideline Sponsor** The manager, Gas Distribution department, is responsible for authorizing, approving and revising this guideline.

**Contacts** Gas Distribution department: senior gas engineer [REDACTED]

**Implementation Responsibilities** This guideline is to be implemented by including it as part of the *Gas Distribution Maintenance Manual* and distributing this guideline to all managers with responsibilities for gas distribution system maintenance work (area OM&C managers). The supervisor (i.e., gas distribution or operating supervisor) of the field office's leak surveyors is responsible for implementing the procedures contained in this guideline, as appropriate to each situation.

**General** Detailed procedures are described starting on Page 3. Three attachments accompany this guideline.

<b>Attachment</b>	<b>Title</b>
1	Process to Conduct a Follow-up Leak Survey for Inaccessible Locations
2	CGI Card for Gas leak Survey of Inaccessible Locations
3	Draft Cover Letter

**Recordkeeping** All checklists completed as part of this guideline should be filed in the appropriate leak survey file folder and kept for as long as leak survey records are required at that location.

**Definition of Terms**

**CCMS** - Customer Contact Management System

**CNOT** - a teleprocessing code used to note customer accounts

**CPUC** (California Public Utilities Commission) - the state agency that regulates the rates, and services of, and enforces federal and state gas safety regulations on privately owned utilities such as PG&E

**CSRQ** - a teleprocessing code used to process service requests


**Customer** is the person, group of persons, firm, corporation, institution, municipality or other civic body, in whose name service is rendered, as evidenced by the signature on the application, contract or agreement for that service or, in the absence of a signed instrument, by the receipt and payment of bills regularly issued in that name, regardless of the identity or the actual user of the service.

**Date Issued/Updated**

*Effective:* February 29, 2000

*Review Date:* February 29, 2005

Signed,

  
Manager  
Gas Distribution Department

**Reference Documents**

- 49 CFR 192.706 and 723 *Leak Surveys*
- USP 22 "Safety and Health Program"
- Code of Safe Practices "Basic Safety Requirements," Sections 1, 2, 3, 13 and 15
- DCS Policy 3-7 *Gas and Electric Maintenance and Operation*
- DCS Standard C-S0435 *Establishing and Discontinuing Gas and Electric Service*
- CPUC/PG&E Gas Rule 11 (especially Section H) *Discontinuance and Restoration of Service*
- DCS/GTS Standard S0350/S4111 "Leak Survey and Repair of Gas Transmission and Distribution Facilities"

## Detailed Procedures

### A. General

This guideline's procedures should be used when field employees (normally leak surveyors) discover that a leak survey cannot be made to PG&E's gas facilities because of an access problem and reasonable attempts to contact the customer, residents, or property owners have been unsuccessful in addressing the situation. The procedures are described below and in the following attachments.

Attachment	Title	Description
1	Process to Conduct a Follow-Up Leak Survey for Inaccessible Locations	This form can be used to document each step to contact a customer/property owner regarding an inaccessible gas facility.
2	CGI Card for Gas Leak Survey of Inaccessible Facilities	A "Cannot Get In" (CGI) card that can be left at the door or mailed to customers/property owners to inform them of the need to contact PG&E to schedule the gas leak survey.
3	Customer Letter	This letter can be used to inform a customer that the gas service has been interrupted until the customer schedules a time to have the gas facility leak surveyed.

### B. Procedure

#### Initial Steps

After being unable to access a gas facility that is scheduled for a required leakage survey, the leak surveyor should attempt to make immediate contact with the gas customer(s), resident(s) and property owner(s) of the affected address by leaving a CGI card requesting the customer(s), resident(s), or property owner(s) contact PG&E to address the access situation. In many cases, this action is the only action needed to resolve the situation.

#### Unresolved Situation

If, for whatever reason, the situation is not resolved within a reasonable time frame (30 days), then the leak surveyor or distribution supervisor (or gas operating supervisor) should use the procedures listed in Attachment 1 to begin the process of duly notifying the customer and property owner that PG&E will interrupt the gas service if the situation is not resolved in a timely manner. Attachment 1 suggests a four-week time frame, using three telephone calls or dropping off three CGI cards (or any combination thereof), followed by the registered mailing of the CGI card, and finally, if there is no resolution, interrupting the gas service and leaving a letter of explanation at the customer's door.

The call center must be notified by telephone of this address and situation. Accounts requiring a disconnect after no response from the customer will have "Inaccessible Gas Facilities - Gas Service Disc." noted in the comments section of the CSRQ order. The gas operating supervisor should contact the call center senior service representative to have this CNOT entered.

Field employees can use different variations and steps to encourage the customer to take positive action on this situation.

If, after a service interruption has occurred because of inability to access, the customer calls the supervisor and wants to have the gas service re-established, gas service should be re-established to the gas meter set (if needed) and a leak surveyor should be sent to the address to perform the leakage survey.

If any leaks are found, consider repairing the leak immediately because of the accessibility situation. Once the leak survey has been made, the distribution supervisor or gas operating supervisor should contact the local gas service or OM&C department to turn on the customer's service.

If the customer contacts the call center to inform PG&E that the inaccessibility situation has been resolved and wants to have gas service re-established, the call center should issue an OM&C Help Ticket to the appropriate OM&C yard. The OM&C Help Ticket should be routed immediately to the local gas distribution/operating supervisor for the follow-up action described above. The call center should document the caller's inquiry and advise the customers that someone will be in contact with them. If the customer's request is urgent, contact the gas operating supervisor using the list found in CCMS contacts.



# Attachment 1

## Process to Conduct a Follow-Up Leak Survey for Inaccessible Locations

Customer Name: \_\_\_\_\_

Customer Phone Number: (Home) \_\_\_\_\_ (Work) \_\_\_\_\_

Customer Address: \_\_\_\_\_

Property Owner Name and Address: \_\_\_\_\_

Time Frame (Week)	Designated Area Person (Initial or sign when complete)	Record Date, Time Completed	Process (Each step assumes no positive customer response)
1			1. First call or CGI (Attachment 2) to the customer during normal business hours.
2			2. Second call or CGI to the customer during normal business hours (different day and time).
2			3. Third call or CGI to customer during an evening or on a Saturday.
3			4. Send the CGI card by registered mail and regular mail to the residents, the PG&E customer of record and the property owner.
4			5. Knock on the door, turn off and lock service. If needed, arrange for a crew to interrupt gas service at the service tee. Inform the call center of the address and situation. Have the call center record in the TP CNOT screen "Inaccessible Gas Facilities - Gas Service Disc." Leave a CGI card and letter (Attachment 3) with attachments at the door.

Comments:

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**Notes:**

1. Use this process for non-responsive PG&E customers/property owners who have failed to respond to reasonable attempts to reach them in order to gain access to the gas facilities that need to be leak surveyed.
2. To ensure this document's validity, initial, date and sign each completed step.
3. Not all steps are required to be completed for this to be a valid record.

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**Attachment 2  
CGI Card for Gas Leak Survey of Inaccessible Facilities**

**Notice of Need to Leak Survey PG&E Gas Facilities**

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

PG&E Representative \_\_\_\_\_ Telephone: \_\_\_\_\_

Inspection Date: \_\_\_\_\_ Time: \_\_\_\_\_

Comments: \_\_\_\_\_

**Notice of Potentially Unsafe Condition**

As part of PG&E's gas system maintenance program, we were unable to access the gas facilities at the above address to perform a federally required gas leak survey. Federal regulations (49 CFR 192.723) require that all gas facilities be inspected for leaks on a regular schedule. If we are unable to perform a gas leak survey on these facilities soon, a potentially unsafe condition could develop that would be undetected.

**Corrective Action Must Be Taken Immediately**

The property owner/gas customer of the above address needs to contact PG&E immediately to address this situation. PG&E must be allowed to access and leak survey the gas facilities at the above address by \_\_\_\_\_. Contact PG&E's representative (phone number above) to make arrangements for this gas leak survey. PG&E will inspect its gas facilities at the above address to ensure that the gas facilities are operating properly.

**Consequences for Ignoring This Notice**

If we are unable to leak survey the gas facilities by the date indicated above, your gas service will be disconnected until PG&E has been contacted and the gas facilities have been leak surveyed. In addition, you may incur a cost to have your gas service re-established. The California Public Utilities Commission (CPUC) has directed PG&E to take prompt, effective action upon the discovery of any potentially unsafe situation involving the gas system. PG&E's intent is to ensure your safety and your neighbors' safety and comply with all laws and regulations applicable to safe, reliable gas service.

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**Attachment 3  
Draft Customer Letter**

Date

Customer Name  
Address

**Re: Notice of Need to Leak Survey PG&E Gas Facilities –  
Interruption of Your Gas Service Has Occurred.**

**Dear <<Firstname>> <<Lastname>>,**

The purpose of this letter is to inform you that PG&E interrupted your gas service on     date    , because you have not responded to our repeated requests to gain access to PG&E's gas facilities at the above address to perform a federally required gas facility leak survey.

Please call us at xxx-xxxx or 1-800-743-5000 to inform us when you will be able to allow PG&E access to these gas facilities so we can perform the required inspections and re-establish your gas service. The attached sheet documents our attempts to inform you that this inspection work needed to be done to avoid a gas service interruption.

Since the inspection has not been completed and because there was no response to previous attempts to contact you, we have had to interrupt your gas service. PG&E's intent is to ensure your safety and your neighbors' safety and to comply with all laws and regulations applicable to safe, reliable gas service.

CPUC Rule 11, Paragraph H, states:

***“PG&E may deny or terminate service to the customer immediately and without notice when:  
a) PG&E determines that the premises' gas lines, or other natural gas equipment, or the use of either, is unsafe, or endangers PG&E's service facilities;”***

CPUC Rule 11, Paragraph M, states:

***“5. In addition, PG&E may charge and collect any unusual costs incidental to the termination or restoration of service which have resulted from the customer's action or negligence.”***

This CPUC rule is attached for your review.

In addition, you will be responsible for all costs to re-establish gas service to you. If you have any questions on this notice, please call me at xxx-xxxx. We look forward to serving you.

Sincerely,

**Name  
Supervisor of Gas Survey**

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