

PACIFIC GAS AND ELECTRIC COMPANY

STANDARD PRACTICESTANDARD PRACTICE NO. 460.21-3EXECUTIVE OFFICE OR DIVISION GAS OPERATIONSPAGE NO. 1 EFFECTIVE 7/1/69ISSUING DEPARTMENT GAS UTILIZATION AND GAS DISTRIBUTIONREPLACING
PAGE NO. 1 EFFECTIVE 4/21/68**SUBJECT:**

INVESTIGATING GAS LEAKS ON CUSTOMER'S PREMISES

CUSTOMER SERVICE
MANUAL REFERENCE 10PURPOSE:

1. The purpose of this standard practice is to establish the procedure that shall be followed when investigating gas leaks on customer's premises.

RESCISSIONS:

- *2. Supplement to Standard Practice 460.21-3 issued 8-15-68 by letter E. H. Fisher to Division Managers.

GENERAL:GENERAL

- *3. Servicemen shall conduct a thorough investigation for leakage with every leak tag (Customer Service Tag 62-4059 or Field Service Tag Form 62-3009) or when he suspects leakage or a leak is reported to him by a customer.
- **4. In answering leak complaints, the serviceman should question the customer tactfully and completely in order to try to determine the location of the leakage; e.g., whether at the range, underneath the house, etc.

- *5. If leakage is not found in the customer's houselines and appliances, the serviceman shall look for leakage from other sources. Servicemen must be alert to the fact that gas leakage can occur from four sources:

SOURCES OF
LEAKAGE

- a. Customer's appliances and houselines (procedure under paragraph 6 below);
- b. Company's meter sets (procedure under paragraph 11 below);
- c. Company's mains and services. Indication of leakage from mains and services are (in addition to odor): the presence of dead shrubs and grass, bubbles through wet soil, etc. (procedure under paragraph 12 below); and
- d. Mains and service facilities of other utilities or government agencies in P. G. and E. Company service areas, such as Palo Alto, Southern California Gas Company, etc. (Procedure: Contact supervisor immediately.)

PROCEDURE:

- *6. On all investigations when leakage is suspected from the customer's appliances, the serviceman shall:

LEAKS IN
CUSTOMER'S
APPLIANCES

* Paragraph Revised
** Paragraph Added

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PACIFIC GAS AND ELECTRIC COMPANY
STANDARD PRACTICE

STANDARD PRACTICE NO. 460.21-3

EXECUTIVE OFFICE OR DIVISION GAS OPERATIONS

PAGE NO. 2 EFFECTIVE 7/1/69

ISSUING DEPARTMENT GAS UTILIZATION AND GAS DISTRIBUTION

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- a. Turn off all pilot and burner valves of appliances on the premises except appliance main shutoff valves, and clock-test the meter. Refer to Customer Service Manual Reference 9 (S.P. 460.21-2).
- b. Make a pressure determination.
- c. If clock test indicates leakage, soap test all exposed gas pipe fittings which could be the source of the leak. Flame must not be used for leak testing.
- d. Correct faulty adjustments of all appliances in accordance with Manual Reference 17 (S.P. 850-1), since customers often confuse the odor of combustion products with the odor of leaking gas.
- e. Leakage at appliance valves, controls, exposed houselines, and fittings immediately adjacent to appliances shall be eliminated when this can be accomplished by tightening fittings. If other repairs are required, the serviceman shall comply with the following applicable subheading:

* (1) When the leak is two cubic feet per hour or more, the appliance shall be disconnected with the customer's permission and the houseline plugged or capped. If permission to disconnect is denied, the meter shall be turned off. In either case a Hazard Notice, Form 62-3010, shall be issued and the customer referred to his dealer or plumber. The service operator shall be notified on the next call that the meter was turned off.

APPLIANCE LEAK
IN EXCESS OF
TWO CUBIC FEET

* (2) When the leak is less than two cubic feet per hour and, in the serviceman's opinion, is not hazardous, the gas may be left on and the customer advised that the leak should be repaired as soon as possible. In this case the serviceman must issue a Field Service Tag, Form 62-3009 (showing amount and location of leakage), for a follow-up service call to ascertain that repairs have been made. These follow-up tags shall be turned in to the serviceman's supervisor who is responsible for scheduling follow-up calls. A follow-up call that reveals unrepaired leakage greater than that indicated on the tag will require that the leakage then be considered hazardous and that the serviceman take appropriate action as specified in the following paragraph.

APPLIANCE
LEAKAGE LESS
THAN TWO
CUBIC FEET

* Paragraph Revised
** Paragraph Added

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STANDARD PRACTICE NO. 460.21-3EXECUTIVE OFFICE OR DIVISION GAS OPERATIONSPAGE NO. 3 EFFECTIVE 7/1/69ISSUING DEPARTMENT GAS UTILIZATION AND GAS DISTRIBUTIONREPLACING
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- * (3) When the leak is less than two cubic feet per hour, but in the serviceman's opinion may endanger life or property, the appliance shall be disconnected with the customer's permission and the houseline plugged or capped. If permission to disconnect is denied, the meter shall be turned off. The service operator shall be notified on the next call. In either case, a Hazard Notice shall be issued and the customer referred to his dealer or plumber.
- ** (4) When a Hazard Notice is issued because of appliance leakage, the adhesive-backed copy of the notice shall be attached to the appliance in a conspicuous location at or near the inlet gas connection. The original copy of the notice shall be attached to the serviceman's work or service tag. ISSUING HAZARD NOTICE WHEN APPLIANCES INVOLVED
- f. Where leakage is in a concealed houseline, the serviceman shall comply with the following applicable subheading: HOUSELINE LEAKS
- * (1) When the leak is two cubic feet per hour or more, the meter shall be turned off. Notify the service operator on the next regular call. Hazard Notice shall be issued and the customer referred to his dealer or plumber. HOUSELINE LEAKAGE IN EXCESS OF TWO CUBIC FEET
- * (2) When the leak is less than two cubic feet per hour and in the serviceman's opinion is not hazardous, the gas may be left on and the customer advised that the leak should be located and repaired as soon as possible. In this case, the serviceman must issue a Field Service Tag for a follow-up call. Follow-up procedure shall be identical to that specified in paragraph 6e(2). HOUSELINE LEAKAGE LESS THAN TWO CUBIC FEET
- * (3) When the leak is less than two cubic feet per hour but in the serviceman's opinion may endanger life or property, the meter shall be turned off. Notify the service operator on the next regular call. Hazard Notice shall be issued and the customer referred to his dealer or plumber.
- ** (4) When a Hazard Notice is issued because of houseline leakage, the adhesive-backed copy of the notice shall be left with the customer. The original copy of the notice shall be attached to the serviceman's work or service tag. ISSUING HAZARD NOTICE WHEN HOUSELINE INVOLVED

* Paragraph Revised
** Paragraph Added

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PACIFIC GAS AND ELECTRIC COMPANY
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STANDARD PRACTICE NO. 460.21-3

EXECUTIVE OFFICE OR DIVISION GAS OPERATIONS

PAGE NO. 4 EFFECTIVE 7/1/69

ISSUING DEPARTMENT GAS UTILIZATION AND GAS DISTRIBUTION

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7. The serviceman shall not discuss possible reimbursement for leakage with the customer. Refer the customer to the local business office.

*8. When a leak on a customer's premises cannot be located or accounted for to the serviceman's satisfaction, and it is impracticable to shutdown all appliances to make a clock test, the serviceman shall notify the supervisor or service operator without delay.

IMPRACTICABLE
TO SHUTDOWN
FOR TEST

*9. If business activity or personal health and safety will be seriously affected by turning off a meter or disconnecting an appliance in accordance with provisions of this Standard Practice, the serviceman shall make temporary repairs if practicable. If the temporary repair is effective, the gas may be left on but the serviceman shall advise that the service will be discontinued if permanent repair is not made within the next few days. In this case, the serviceman shall issue a Field Service Tag (noting Temporary Repairs Only) and the necessity for a follow-up call, and complete the tag in accordance with paragraph 13 below. To ascertain that the necessary repairs are completed properly, the supervisor shall promptly schedule a follow-up call.

TEMPORARY
REPAIRS ON
APPLIANCES
AND
HOUSELINES

*10. If the serviceman cannot gain admittance to the premises for a leak investigation, he shall time the meter for registration, and he shall comply with the following applicable subheading:

ADMITTANCE
CANNOT BE
GAINED

*a. For customers having meters with capacities of 300 cfh or less and the registration is 6 cubic feet per hour or more, the meter shall be turned off and the service operator notified without undue delay. A C.G.I. card, Form 62-3531, shall be left. The notation "C.G.I. Left Notice," together with meter number, index reading and the reason for turn-off shall be made on the tag.

b. If the registration is less than 6 cubic feet per hour and the serviceman has no reason to believe that leakage exists, the meter may be left on. A C.G.I. card shall be left. The notation "C.G.I. Left Notice," the meter number, amount of flow and index reading shall be made on the tag. Do not complete the tag.

**c. For customers having meters with capacity in excess of 300 cfh and the flow rate (which cannot be reasonably accounted for) is observed to be over 6 cubic feet per hour, the serviceman shall notify the supervisor or service operator without delay.

* Paragraph Revised
** Paragraph Added

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- *11. Meter set assembly leakage shall be permanently eliminated by the serviceman if possible. If complete repairs cannot be made, the service operator shall be notified by the serviceman as specified below in paragraph 12c. LEAKS AT METER SET ASSEMBLY
- **12. Where the odor of gas persists (or there is doubt that the source of leakage has been located following procedures under paragraphs 6 and 11 above), the serviceman shall: MAIN AND SERVICE LEAKS
- **a. Obtain a combustible gas indicator and check for the presence of gas at building ventilation openings, water meter boxes, at gas meter locations, along gas services, at sewer vents (if reasonable to do), and at other locations, or; TESTS WITH COMBUSTIBLE GAS INDICATOR
- **b. Contact his supervisor (or the supervisor on call) who shall direct a test with a combustible gas indicator at the locations as described above in paragraph 12a.
- c. Main and service leakage, when located and if not hazardous, shall be referred to the service operator by issuing a Field Service Tag. If the leak is hazardous or could be hazardous, stand by and have the service operator notified immediately. In any case, temporary repairs shall be made if possible. HAZARDOUS MAIN AND SERVICE LEAKAGE
- **d. If a leak complaint is referred by a serviceman to a crew for further investigation, he will complete his service tag as detailed in paragraph 13 below, indicating to whom the leak has been referred for further investigation.
- **e. Where the checks outlined in paragraphs 6, 11 and 12 above do not reveal any leakage, the supervisor will arrange for such further investigation as he determines to be necessary. Some examples are: bar leak surveys, excavations, cutting and testing of services, etc. Reports of odors which the supervisor can reasonably identify as garden sprays, lumber preservatives, excess gas odorant (in non-hazardous mixtures), etc., may be filed without further action. FURTHER INVESTIGATION DIRECTED BY SUPERVISOR
- **f. The Crew Foreman will be responsible for initiating, completing, signing, and dating a Field Service Tag and also the "Leak, Pipe and Coating Inspection Report," Form 62-6225 (see S.P. 460.2-2, Physical Inspection - Pipelines, Mains and Services), summarizing findings and action taken.

* Paragraph Revised
** Paragraph Added

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EXECUTIVE OFFICE OR DIVISION GAS OPERATIONS

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**g. The completed Field Service Tag will be filed in the Customer Service Tag file and leak repair orders will be referred to the district engineer or supervisor-in-charge for filing in the appropriate file.

*13. The following information shall be recorded by the serviceman on the Customer Service Tag, Form 62-4059, or Field Service Tag, Form 62-3009, whenever a leak investigation is made:

INFORMATION TO
BE RECORDED ON
CUSTOMER
SERVICE TAG
OR FIELD
SERVICE TAG

a. Meter number and index reading.

*b. Gas Pressure.

c. Leakage.

(1) The amount of leakage before disconnecting the leaking appliance or discontinuing service. Omit the determination if immediate gas shutoff is essential for safety reasons.

(2) The amount of leakage before and after temporary repair of a leak when gas is left on.

(3) The amount of leakage when a leak is not hazardous and gas is left on.

*d. Location of the leak, and the date and time it was observed.

*e. How, when, and by whom the leak was repaired.

**f. The name of the person who completes the tag.

APPROVED BY: E. H. FISHER
Vice President - Gas Operations

DISTRIBUTION: Division Managers
Division Gas Superintendents
District Managers
District Gas Superintendent or Foreman
Department of Procedure and Organization
Customer Service Standard Practice Manual Holders

Additional copies of this Standard Practice may be obtained from Gas Operations, 245 Market Street, San Francisco (PG&E ext. 9-1604).

* Paragraph Revised
** Paragraph Added

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