

**PG and E**

**FOR INTRA - COMPANY USES**

From Division or Department VICE PRESIDENT -  
GAS OPERATIONS  
To Division or Department  
FILE NO 460  
RE LETTER OF  
SUBJECT Revised Standard Practice 460.21-3  
Investigating Gas Leaks on Customers' Premises

July 26, 1985

REGIONAL MANAGERS  
DIVISION MANAGERS (SACTO VALLEY)

Attached is a copy of revised Standard Practice 460.21-3 "Investigating Leaks on Customers' Premises".

The format has been altered to comply with Standard Practice 203.1, Paragraph 7.

The major change is the inclusion of a policy for "Investigating Gas Leaks on Customers' Sub Metered Multi-Family Complexes" (See Supplement B).

*Howard M. McKinley*  
HOWARD M. MCKINLEY

ADLucot [redacted] :smf

cc: EBLangley, Jr.  
Regional Gas Operations Managers  
Division Gas Superintendents (Sacto Valley)

[redacted]  
District Managers  
Regional Gas Service Supervisors  
Organization Planning and Development

[redacted]

Attachment

PACIFIC GAS AND ELECTRIC COMPANY

STANDARD PRACTICE

STANDARD PRACTICE NUMBER 460.21-3

ISSUING DEPARTMENT GAS OPERATIONS PAGE NO. 1 EFFECTIVE 8/1/85

CORPORATE VICE PRESIDENT REPLACING PAGE NO.        EFFECTIVE 7/1/69

SUBJECT: INVESTIGATING GAS LEAKS ON CUSTOMERS' PREMISES

M.R. 10

POLICY

1. To conduct a thorough investigation for leakage; to eliminate all hazardous leakage; and to inspect and correct faulty adjustments of appliances whenever:
  - 1.1 Leakage or "odor" complaints are reported to us, or
  - 1.2 Leakage is encountered or suspected by our servicemen (or others) in the course of their work.

REFERENCES

2. The following standard practices are referenced in this standard practice:

<u>S.P. NO.</u>	<u>TITLE</u>	<u>M.R.</u>
<u>460.2-1</u>	<u>Patroling Pipelines and Mains</u>	
460.2-2	Physical Inspection: Pipelines, Mains, and Services	
460.21-1	Inspecting and Servicing Plug Type Service Valves by Servicemen.	5
460.21-2	Clock Testing and Soap Testing	9
<u>460.21-3</u>	<u>Investigating Gas Leaks on Customers' Premises</u>	
460.21-4	Periodic Leakage Surveys of Gas Transmission and Distribution Facilities.	
<u>463-8</u>	<u><del>MAOP</del> Pipeline and Main Operations at or over 20% SMYS</u>	
468-4	Determining Gas Pressure on Customer's Premises	8
468-6	Discontinuing Gas Service	12
850-1	Customer Service Policy Gas and Electric	17
851-3	Hazard Notice, Form, 62-3010	2

FAC AND ELECTRIC COMPANY  
STANDARD PRACTICE

*customer  
leak complaint  
investigate and find it  
and all other 3rd party  
until source discovered*

ISSUING DEPARTMENT \_\_\_\_\_ STANDARD PRACTICE NUMBER 460.21-3  
PAGE NO. 2 EFFECTIVE 8/1/85  
CORPORATE OFFICER \_\_\_\_\_ VICE PRESIDENT REPLACING  
GAS OPERATIONS PAGE NO. \_\_\_\_\_ EFFECTIVE 7/1/69

SUBJECT: INVESTIGATING GAS LEAKS ON CUSTOMERS' PREMISES M.R. 10

SUB METERED MULTI-FAMILY COMPLEXES

3. Detailed procedures for investigating gas leaks in sub metered multi-family complexes are in Supplement B of this standard practice.

GENERAL

- 4. Any service order using terminology such as; odor, fumes, etc., indicating the possibility of gas leakage, will be considered a gas leak order.
- 5. Full leak investigations are not required on meter location leakage reported by meter readers or leak surveyors (refer to Supplement A, paragraph 20).
- 6. When working leak orders the customer should be questioned tactfully and thoroughly to determine the location of the leakage e.g., at the range under the house, etc.
- 7. When leakage is not found in houselines or appliances, servicemen will investigate for leakage from the following other sources:
  - 7.1 Company's meter sets (see Supplement A, paragraph 20).
  - 7.2 Company's mains and services (see Supplement A, paragraph 21).
  - 7.3 Mains and service facilities of other utilities or cities within the company's service area such as Palo Alto, Southern California Gas Co., etc. (see Supplement A, paragraph 21.4)
  - 7.4 Meters, mains and service facilities of customer owned distribution systems in master metered sub metered multi-family complexes (see Supplement B, paragraph 28 ).

PACIFIC GAS AND ELECTRIC COMPANY

STANDARD PRACTICE

ISSUING STANDARD PRACTICE NUMBER 460.21-3  
DEPARTMENT GAS OPERATIONS PAGE NO. 1 EFFECTIVE 8/1/85  
CORPORATE VICE PRESIDENT REPLACING  
PAGE NO.        EFFECTIVE 7/1/69

SUBJECT: INVESTIGATING GAS LEAKS ON CUSTOMERS' PREMISES

M.R. 10

POLICY

1. To conduct a thorough investigation for leakage; to eliminate all hazardous leakage; and to inspect and correct faulty adjustments of appliances whenever:
  - 1.1 Leakage or "odor" complaints are reported to us, or
  - 1.2 Leakage is encountered or suspected by our servicemen (or others) in the course of their work.

REFERENCES

2. The following standard practices are referenced in this standard practice:

<u>S.P. NO.</u>	<u>TITLE</u>	<u>M.R.</u>
<i>460.2-1</i> 460.2-2	<i>Patrolling Pipelines and Mains</i> Physical Inspection: Pipelines, Mains, and Services	
460.21-1	Inspecting and Servicing Plug Type Service Valves by Servicemen.	5
460.21-2 <i>460.21-3</i>	Clock Testing and Soap Testing <i>Investigating Gas Leaks on Customers' Premises</i>	9
460.21-4	Periodic Leakage Surveys of Gas Transmission and Distribution Facilities.	
<i>463-8</i> 468-4	<del>MAOD</del> <i>Pipeline and Main Operations at or over 20% SMYS</i> Determining Gas Pressure on Customer's Premises	8
468-6	Discontinuing Gas Service	12
850-1	Customer Service Policy Gas and Electric	17
851-3	Hazard Notice, Form, 62-3010	2

PACIFIC GAS AND ELECTRIC COMPANY

STANDARD PRACTICE

ISSUING DEPARTMENT GAS OPERATIONS STANDARD PRACTICE NUMBER 460.21-3  
PAGE NO. 2 EFFECTIVE 8/1/85  
CORPORATE OFFICER VICE PRESIDENT GAS OPERATIONS REPLACING PAGE NO.        EFFECTIVE 7/1/69  
SUBJECT: INVESTIGATING GAS LEAKS ON CUSTOMERS' PREMISES

M.R. 10

SUB METERED MULTI-FAMILY COMPLEXES

- Detailed procedures for investigating gas leaks in sub metered multi-family complexes are in Supplement B of this standard practice.

GENERAL

- Any service order using terminology such as; odor, fumes, etc., indicating the possibility of gas leakage, will be considered a gas leak order.
- Full leak investigations are not required on meter location leakage reported by meter readers or leak surveyors (refer to Supplement A, paragraph 20).
- When working leak orders the customer should be questioned tactfully and thoroughly to determine the location of the leakage e.g., at the range under the house, etc.
- When leakage is not found in houselines or appliances, servicemen will investigate for leakage from the following other sources:
  - Company's meter sets (see Supplement A, paragraph 20).
  - Company's mains and services (see Supplement A, paragraph 21).
  - Mains and service facilities of other utilities or cities within the company's service area such as Palo Alto, Southern California Gas Co., etc. (see Supplement A, paragraph 21.4)
  - Meters, mains and service facilities of customer owned distribution systems in master metered sub metered multi-family complexes (see Supplement B, paragraph 28 ).

**STANDARD PRACTICE**

STANDARD PRACTICE NUMBER 460.21-3

ISSUING DEPARTMENT GAS OPERATIONS PAGE NO. 3 EFFECTIVE 8/1/85

CORPORATE OFFICER VICE PRESIDENT GAS OPERATIONS REPLACING PAGE NO.        EFFECTIVE 7/1/69

SUBJECT: INVESTIGATING GAS LEAKS ON CUSTOMERS' PREMISES

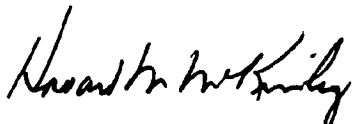
M.R. 10

8. Since customers often confuse the odor of incomplete combustion products (aldehydes) with the odor of leaking gas, servicemen will inspect and correct faulty adjustments of appliances in compliance with S.P. 850-1 (M.R. 17), on all leak investigations.

PROCEDURES

9. Detailed procedures for implementing this standard practice are presented in the attached Supplements A and B.

APPROVED BY



HOWARD M. MC KINLEY  
VICE PRESIDENT - GAS OPERATIONS

Additional copies of this standard practice may be obtained from Gas Operations by calling extension 222-1604.

INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement A  
S.P. 460.21-3  
M.R. 10  
Page 1  
Effective 8/1/85

RESPONSIBILITY:

ACTION

LEAKS IN APPLIANCES AND HOUSELINES

- Serviceman
10. Servicemen Will comply with the following on all investigations when leakages is suspected from appliances and houselines.
    - 10.1 Turn off all pilot and burner valves of appliances except appliance main shut off valves.
    - 10.2 Observe meter test hand. If hand moves, check to make sure all main burners and pilots are shut off.
    - 10.3 Make a pressure determination (refer to S.P. 468-4. MR 8).
    - 10.4 Clock test the meter (refer to S.P. 460.21-2, MR 9).
    - 10.5 When clock test indicates no leakage, soap test all exposed fittings downstream of pilot and burner valves as appliances are relighted.
    - 10.6 When clock test indicates leakage soap test all exposed fittings which could be the source of the leakage (start soap test at the outlet side of the meter). FLAME WILL NOT BE USED FOR LEAK TESTING.
- NOTE: Appliance valves may be turned off when attempting to isolate leakage.
- 10.7 Eliminate leakage at appliance valves, controls, exposed houselines, and fittings immediately adjacent to appliances when this can be done by tightening fittings.
- Comply with the following applicable subheading when appliance/houseline leakage cannot be repaired.

INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement A  
S.P. 460.21-3  
M.R. 10  
Page 2  
Effective 8/1/85

RESPONSIBILITY:

ACTION

11. APPLIANCE LEAKAGE TWO CU.FT./HR. OR MORE

- 11.1 Disconnect the appliance, with the customers' permission, and plug or cap the houseline.
- 11.2 If permission to disconnect is denied, shut off service valve and seal the meter with a solid swivel (refer to S.P. 468-6, MR 12, paragraph 5b).
- 11.3 In either case issue a Hazard Notice, Form 62-3010 and refer customer to their dealer or plumber (refer to S.P. 851-3, MR 2).
- 11.4 Notify the service operator, on the next call, that the gas was shut off and the meter sealed.

12. APPLIANCE LEAKAGE LESS THAN TWO CU.FT./HR.

- 12.1 When in the servicemans' opinion the leakage is not hazardous, the gas may be left on.
- 12.2 Advise the customer that the leak must be repaired.
- 12.3. Issue a Multipurpose Customer Service Order, Form 62-3458 (showing amount and location of leakage), for a follow-up service call to ascertain that repairs have been completed. Advise customer that the follow-up call will be made.
- 12.4 Turn in the follow-up order to the supervisor at the end of the shift.
- 12.5 Supervisor is responsible for scheduling the follow-up call.
- 12.6 When working follow-up calls and clock test indicates leakage still exists, it must then be considered hazardous and the appropriate action specified in the preceding paragraphs taken.

Supervisor

Serviceman



INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement A  
S.P. 460.21-3  
M.R. 10  
Page 3  
Effective 8/1/85

<u>RESPONSIBILITY :</u>	<u>ACTION</u>
Serviceman	13. <u>HOUSELINE LEAKAGE TWO CU.FT./HR. OR MORE</u>  13.1 Shut off the service valve and seal the meter with two (2) solid swivels (refer to S.P. 468-6, MR 12).  13.2 Issue a Hazard Notice and refer customer to their dealer or plumber. Advise customer to call when leak has been repaired.
	14. <u>HOUSELINE LEAKAGE LESS THAN TWO CU.FT./HR.</u>  14.1 When in the servicemans' opinion the leakage is not hazardous, the gas may be left on.  14.2 Advise the customer that the leakage must be repaired as soon as possible.  14.3 Issue a Multipurpose Customer Service Order (showing amount of leakage), for follow-up service call to ascertain that repairs have been completed. Advise the customer that a follow-up call will be made.  14.4 Turn in the follow-up order to the supervisor at the end of the shift.
Supervisor	14.5 Supervisor is responsible for scheduling the follow-up call.
Serviceman	14.6 When working follow-up calls and clock test indicates leakage still exists, it then must be considered hazardous and the appropriate action, specified in the previous paragraphs taken.
	15. <u>APPLIANCE/HOUSELINE LEAKAGE LESS THAN TWO CU.FT./HR.</u>  15.1 When in the servicemans' opinion it may endanger life or property, the serviceman will take the appropriate action for hazardous leakage specified in the previous paragraphs.

INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement   A    
S.P.   460.21-3    
M.R.     10      
Page     4      
Effective  8/1/85 

RESPONSIBILITY :

ACTION

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REIMBURSEMENT FOR LEAKAGE

Serviceman        16. Possible reimbursement for leakage will not be discussed with the customers. Refer customers to their local business office.

IMPRACTICAL TO SHUTDOWN

Serviceman        17. When leakage on customers premises cannot be located or accounted for to servicemens' satisfaction, and it is impractical to shut down all appliances to make a clock test, they will notify their supervisor or supervisor on call immediately.

Supervisor       17.1 Supervisor will direct the appropriate action he feels is necessary to assure that the customer and premises are not endangered.

TEMPORARY REPAIRS, GAS LEFT ON

Serviceman        18. When business activity or personal health and safety will be seriously affected by turning off the gas or disconnecting and appliance in accordance with this standard practice servicemen will:

      18.1 Make temporary repairs if practicable. If the temporary repair is effective gas may be left on.

      18.2 Advise the customer that permanent repairs must be made as soon as possible or the gas will be turned off or the appliance disconnected.

      18.3 Issue a Multipurpose Customer Service Order (noting temporary repairs) for a follow-up service call to ascertain that repairs have been completed. Advise the customer that the follow-up call will be made.

      18.4 Turn in the follow-up order to the supervisor at the end of the shift.

INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement A  
S.P. 460.21-3  
M.R. 10  
Page 5  
Effective 8/1/85

RESPONSIBILITY :

ACTION

Supervisor 18.5 Supervisor is responsible for scheduling the follow-up call.

ADMITTANCE CANNOT BE GAINED

Serviceman 19. If admittance to the premises cannot be gained for a leak investigation, clock the meter, if accessible, for registration and comply with the following:

19.1 METER CAPACITIES OF 300 CU.FT. OR LESS

19.1.1 If the registration is six (6) cubic feet per hour or more, the service will be shut off and the meter sealed.

Leave a C.G.I. card, Form 62-3531, under the appropriate door.

On the service order, make the notation, "C.G.I. Left Notice", together with the meter number index reading, amount of registration, and the reason for the shutoff.

Notify the service operator, as soon as possible, that the gas was shut off and why.

19.1.2 If the registration is less than six (6) cubic feet per hour, the gas may be left on.

Leave a C.G.I. card under the appropriate door.

On the service order make the notation "C.G.I. Left Notice", along with the meter number, index reading, and the amount of registration. Do not complete the order.

INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement A  
S.P. 460.21-3  
M.R. 10  
Page 6  
Effective 8/1/85

<u>RESPONSIBILITY</u>	<u>ACTION</u>
	<b>19.2 <u>METER CAPACITIES IN EXCESS OF 300 CU.FT./HR.</u></b>
Serviceman	19.2.1 If the registration, which cannot be reasonably accounted for, is six (6) cubic feet per hour or more, notify the supervisor or the supervisor on call without delay.
Supervisor	Supervisor will direct the appropriate action he feels is necessary to assure that the customer and the premises are not endangered.
	<b>19.3 <u>NO ACCESS TO METER</u></b>
Serviceman	19.3.1 If there is no indication of leakage, such as odor, leave a C.G.I card under the appropriate door.  If leakage is suspected notify the supervisor or supervisor on call without undue delay.
Supervisor	Supervisor will direct the appropriate action he feels is necessary to assure that the customer and premises are not endangered.
	<b><u>METER SET LEAKAGE</u></b>
Serviceman	20. Meter set leakage will be eliminated if possible.  20.1 If complete repairs cannot be made follow the procedures in paragraphs 21.1.3 and 21.1.4.  20.2 For service valve leakage refer to S.P. 460.21-1, MR 5.
	<b><u>MAIN AND SERVICE LEAKAGE</u></b>
	21. Indication of main and service leakage are the presence of dead shrubs and grass, bubbles through wet soil, odor (not always detectable), etc.

INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement   A    
S.P.   460.21-3    
M.R.       10        
Page       7        
Effective   8/1/85  

<u>RESPONSIBILITY :</u>	<u>ACTION</u>
Serviceman	After following the procedures in paragraphs 10 through 18.5 and the odor of gas persists, or there is doubt that the source of leakage or odor has been located, servicemen will:  <u>21.1 TESTS WITH COMBUSTIBLE GAS INDICATOR</u>  21.1.1 Obtain a combustible gas indicator and check for the presence of gas at building ventilation openings, water meter boxes, gas meter locations, gas services, sewer vents (if practical to do so), and at other locations or;
Supervisor	21.1.2 Contact the supervisor or supervisor on call who will direct a test with a combustible indicator at the specified locations.
Serviceman	21.1.3 Leaks, when located and not hazardous, will be referred for further action by issuing a Multipurpose Customer Service Order.  21.1.4 If the leak is hazardous, or could become hazardous, stand by and have the supervisor or supervisor on call notified immediately (if possible always make temporary repairs).
Supervisor	21.1.5 Supervisor will direct the appropriate action he feels is necessary to assure that the customer and premises are not endangered.
Serviceman	21.1.6 When a leak order is referred to a crew for investigation, complete the service order indicating to whom it was referred.

INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement   A    
S.P.   460.21-3    
M.R.     10      
Page     8      
Effective  8/1/85 

<u>RESPONSIBILITY :</u>	<u>ACTION</u>
	<b>21.2 <u>AREA ODORS</u></b>
Serviceman	21.2.1 When requested to investigate odors that permeate an area, attempt to determine the source of the odor e.g.; mains, services, garden sprays, lumber preservatives, excessive gas odorant, etc. and notify the supervisor or supervisor on call immediately.
	<b>21.3 <u>FURTHER INVESTIGATION DIRECTED BY SUPERVISOR</u></b>
Supervisor	21.3.1 When the procedures specified in paragraphs 21.1 through 21.2.1 do not reveal leakage;  Arrange for such further investigation as determined to be necessary. Some examples are bar leak survey, excavations, and cutting and testing of services (refer to S.P. 460.21-4).  Reports of odor which can reasonably be indentified as garden sprays, lumber preservatives, excess gas odorant, etc., can be filed without further action.
Crew Foreman	21.3.2 When assigned to investigate leaks, referred from servicemen, the crew foreman will be responsible for initiating and completing a leak Survey Inspection and Repair Report, Form 62-3771 summarizing findings and action taken (refer to S.P. 460.2-2).
	<b>21.4 <u>MAINS AND SERVICE LEAKAGE, OTHER UTILITIES</u></b>
Serviceman	21.4.1 When servicemen determine that leakage is originating from mains or services of another utility or city they will notify the supervisor or supervisor on call.

INVESTIGATING GAS LEAKS ON  
CUSTOMERS PREMISES

Supplement   A    
S.P.   460.21-3    
M.R.     10      
Page     9      
Effective  8/1/85 

RESPONSIBILITY:

ACTION

Supervisor

21.4.2 Supervisor is responsible for notifying the affected utility or city.

INFORMATION TO BE RECORDED ON SERVICE ORDER

Serviceman

22. The following information will be recorded on the service order whenever a leak investigation is performed.

22.1 Meter number and index reading.

22.2 Gas pressure.

22.3. Leakage;

22.3.1 The amount of leakage before disconnecting a leaking appliance or discontinuing service. Omit the determination if immediate gas shutoff was essential for safety.

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

22.3.3 The amount of leakage before permanent repairs are made and gas is left on.

22.4 Location of the leak(s).

22.5 The name of person completing the service order.

INVESTIGATING GAS LEAKS ON CUSTOMERS'  
SUB METERED MULTI-FAMILY COMPLEXES

Supplement B  
S.P. 460.21-3  
M.R. 10  
Page 1  
Effective 8/1/85

RESPONSIBILITY:

ACTION

LEAKS IN APPLIANCES AND HOUSELINES

23. TEST DIAL ON SUB METER

Serviceman

23.1 When leakage is suspected in houselines or appliances and the sub meter has a usable test dial and is piped with standard meter connectors (swivels), follow the procedures in Supplement A, paragraphs 10, 17, and 18.

23.2 If the meter will not slow flow follow the procedures in paragraph 24

23.3 When gas must be shut off because of hazardous gas leakage notify the customer and;

23.3.1 Install blind swivels or,

23.3.2 Disconnect mobile home flex-connector and cap or plug both lines or,

23.3.3 Shut off valve to sub meter and install a service valve locking device.

NOTE: If the inlet pressure to the sub meters' regulator is extremely high or low, the pressure at the outlet of the master meter shall be checked.

24. NO TEST DIAL ON SUB METER

Serviceman

24.1 If the sub meter has standard connectors (swivels) temporarily substitute a PG&E meter and follow the procedures in paragraph 23.

24.2 If the sub meter does not have standard connectors, shut off service valve to sub meter and install a PG&E meter, temporarily, at the inlet of the mobile homes' flex-connector and follow the procedures in paragraph 23.



INVESTIGATING GAS LEAKS ON CUSTOMERS'  
SUB METERED MULTI-FAMILY COMPLEXES

Supplement B  
S.P. 460.21-3  
M.R. 10  
Page 2  
Effective 8/1/85

RESPONSIBILITY: ACTION

NOTE: Supply gas to the temporary meter from a Grunsky Quick Change Device at a pressure of 7.0"wc.

REIMBRUSEMENT FOR LEAKAGE

- Serviceman 25. Possible reimbursement for leakage will not be discussed with the tenant.
- 25.1 Refer tenants to the manager or owner of the multi-family complex.

ADMITTANCE CANNOT BE GAINED

- Serviceman 26. If admittance to the premises cannot be gained for a leak investigation and there is a;
- 26.1 TEST DIAL ON SUB METER
- 26.1.1 Follow the procedures in Supplement A, paragraph 19.
- 26.2 NO TEST DIAL ON SUB METER
- 26.2.1 Shut the gas to the premises off as specified in Supplement B, paragraph 23.

METER SET LEAKAGE

- Serviceman 27. Meter set leakage will be eliminated when this can be accomplished by tightening fittings
- 27.1 If leakage cannot be eliminated, temporary repairs will be made when practical. If the temporary repair is effective, or in the servicemans' opinion the leakage is not hazardous, the gas may be left on.
- 27.1.1 Advise the tenant/manager/owner that leakage must be repaired as soon as possible and that a follow up order will be issued.

INVESTIGATING GAS LEAKS ON CUSTOMERS'  
SUB METERED MULTI-FAMILY COMPLEXES

Supplement B  
S.P. 460.21-3  
M.R. 10  
Page 3  
Effective 8/1/85

RESPONSIBILITY:

ACTION

- Serviceman
- 27.1.2 Issue a Multipurpose Customer Service Order for a follow-up call. Turn in the follow-up order to the supervisor at the end of shift.
- 27.2 If the temporary repair is ineffective, or not practical, and in the servicemans' opinion the leakage is hazardous, or when working a follow-up call and leakage has not been repaired the gas will be shut off. Follow the procedures in Supplement B, paragraph 23.

CUSTOMER OWNED MAINS AND SERVICES

- Serviceman
28. Where the odor of gas persists (or there is doubt that the source of leakage or odor has been located) after following the preceding procedures in Supplement B, servicemen will;
- 28.1 TESTS WITH COMBUSTIBLE LEAK INDICATOR
- 28.1.1 Obtain a combustible gas indicator and check for the presence of gas at building ventilation openings, water meter boxes, gas meter locations, along gas services, at sewer vents (if practical to do so), and at other locations, or;
- Serviceman/  
Supervisor
- 28.1.2 Contact the supervisor (or supervisor on call) who will direct a test with a combustible gas indicator or hydrogen flame ionization unit at the specified places.

NON HAZARDOUS LEAKAGE

Leakage from buried houselines, when located and not hazardous, will be referred to the manager/owner.

INVESTIGATING GAS LEAKS ON CUSTOMERS'  
SUB METERED MULTI-FAMILY COMPLEXES

Supplement B  
S.P. 460.21-3  
M.R. 10  
Page 4  
Effective 8/1/85

RESPONSIBILITY:

ACTION

Serviceman/  
Supervisor

HAZARDOUS LEAKAGE

If the leakage from a buried  
housetline is hazardous notify the  
manager/owner and take action to  
eliminate the hazard. Such action  
may include (but is not limited to)  
one or more of the following:

- (1) Evacuate premises.
- (2) Vent the leakage.
- (3) Remove sources of leakage.
- (4) If burning, prevent spread of  
fire but not necessarily  
extinguish burning gas.
- (5) Shutdown of facilities including  
turning off gas to the complex.
- (6) Restrict public access to the  
area.
- (7) Reroute traffic, block  
railroads.

AREA ODORS

Serviceman

When servicemen are requested to  
investigate odors that permeate an  
area; they will attempt to determine  
the source of the odor, e.g.; mains,  
service, garden sprays, lumber  
preservatives, excess gas odorant,  
etc. and notify the supervisor (or  
supervisor on call) with out undue  
delay.

INVESTIGATING GAS LEAKS ON CUSTOMERS'  
SUB METERED MULTI-FAMILY COMPLEXES

Supplement B  
S.P. 460.21-3  
M.R. 10  
Page 5  
Effective 8/1/85

RESPONSIBILITY:

ACTION

MAINS AND SERVICE LEAKAGE, OTHER UTILITIES

Serviceman/  
Supervisor

When servicemen determine that leakage is originating from mains and services of another utility or city, they will notify the supervisor (or supervisor on call) who will be responsible for notifying the affected utility or city.

INFORMATION TO BE RECORDED ON THE SERVICE ORDER

Serviceman

29. Information required on service orders for leak investigations on sub metered premises is identical to that specified in Supplement A, paragraph 22 except the meter number.