



Asset Type: **Gas Distribution**

Effective Date: **August 2008**

Function: **Service**

Page No.: **1** of **6**

Title: Gas Leak and Odor Response

Purpose This standard defines Pacific Gas and Electric Company (Company) operational and procedural requirements for investigating, detecting, and resolving suspected and reported gas leak and odor complaints at, or in the immediate vicinity of, a customer's premises. This mandated practice applies to all customer premises, as described in [Utility Standard S6436, "Gas and Electric Field Services and Dispatch and Scheduling Operating Practices."](#)

The primary audience for this standard includes the directors, managers, supervisors, and employees in Contact Centers, Dispatch and Scheduling, and Field Services.

Safety To ensure safety when responding to any gas leak and/or odor request, employees shall follow all applicable precautions and requirements in [Utility Standard Practice \(USP\) 22, "Safety and Health Program,"](#) and the [Code of Safe Practices](#).

Requirements Service Obligation

The Company has a service obligation to respond to customer requests when general safety requires, as outlined in the [Gas Rule 11, "Discontinuance and Restoration of Service."](#)

Service Discontinuance and Restoration

Field employees may refuse to serve or discontinue gas service to a customer in the following circumstances:

1. Any part of the facilities, appliances, or other equipment for receiving or using service or the use of that service is deemed unsafe.
2. Any condition existing at a customer's premises is determined to endanger Company gas service facilities.
3. The customer threatens to create a hazardous condition.
4. The Company receives advance written notice from a governmental agency that the customer's facilities and/or use of natural gas is unsafe or is not in compliance with applicable laws, ordinances, or statutes.

Except in emergency situations, the Company's Law department or other designated department shall approve in advance governmental agency-ordered terminations.

Field employees shall not restore gas service until it is determined that the situation has been made safe. If service was discontinued pursuant to an order of termination issued by a governmental agency, the Company will not establish or restore service until restoration has been authorized by the appropriate agency.

Authorization for termination pursuant to a governmental agency must be in writing, but the Tariff does not require written notification for a request of restoration of service. However, the Company should request that any such authorization be in writing.

If authorization for restoration is verbal, the Company shall follow up with a letter to the requesting governmental agency identifying the individual authorizing the restoration and detailing the situation surrounding the termination and restoration of service.

The Company is not liable or responsible for any plumbing, appliances, facilities, or apparatus beyond the service point of delivery that the Company does not own or maintain.

Approved by Shelly Sharp
Senior Director

Implementation Responsibilities

The senior director responsible for customer field service approves this standard.

The director responsible for metering services is responsible for reviewing, developing, and issuing this standard.

The directors responsible for the contact centers, dispatch and scheduling, and field services are responsible for communicating and implementing this standard in their respective areas.

Managers and supervisors responsible for field Services ensure that their respective employees are trained and knowledgeable about this standard and all appropriate work procedures.

Field employees who respond to a gas leak and/or odor complaints must thoroughly understand and comply with this standard and all appropriate work procedures. Field employees have an obligation to ensure that a customer's gas and electric service is not inappropriately established or discontinued.

If a difference in work or rule application described in a work procedure arises, the field supervisor shall make the decision based on good judgment.

Field employees shall notify their supervisor of any additional training, equipment, or resources needed to perform their assigned duties safely. Field employees shall only perform those tasks for which they are qualified or trained to do, as outlined in their job definition.

Compliance

The directors responsible for dispatch and scheduling and field services, or their delegates, shall monitor compliance with this standard by using the Meter Service Operational Compliance Review Plan, which includes compliance checklists and operational reviews. Corrective action shall be taken to resolve non-compliance issues.

Field supervisors and employees shall comply with this standard.

The director responsible for metering services authorizes the manager responsible for meter service to update and reissue any attachments to this standard.

Definition of Terms

California Public Utilities Code: A California statutory law that governs the regulation of public utilities.

California Public Utilities Commission (CPUC): The state agency that regulates the rates and services of privately owned utilities such as Pacific Gas and Electric Company and exercises both legislative and judicial powers.

Customer: 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 of the actual user of the service.

Faulty Adjustments: Gas appliance pilot or main burner settings that produce poor flame characteristics.

Field Activity: A task that takes place at a service point (e.g., reconnect service, disconnect service, exchange meter).

Field Order: A group of one or more field activities that takes place at the service point of a premises (e.g., connect service, disconnect service, read meter, install meter) and will be performed at the same time by employees of the same classification.

Field Employees: For the purposes of this document and supplemental documents only, “field employees” refers to service mechanics, gas service representatives, and any other gas classifications appropriately qualified to perform this work

Gas: Any combustible gas or vapor, or combustible mixture of gaseous constituents used to produce heat by burning.

Gas Leak: Unintentional escape of natural gas from containment.

Gas Leak Detection Equipment: Inspection tool used to identify the presence of gas leakage and/or locate the source of gas leakage.

Gas Leak/Odor Investigation: Careful search for possible gas leakage in any area where gas facilities or gas appliances exist, or where a gas leak or odor is reported or suspected.

Gas Service Line: The Company-owned piping, usually on a customer’s premises, which connects the gas meter to the gas service main.

General Order (G.O.): Is often the form in which the CPUC issues a decision, based on an Order Instituting Rulemaking (OIR) proceeding. Compliance with a General Order is mandatory.

Odor: The smell of gas.

Rules: Part of a tariff submitted by a utility to the CPUC. Rules govern how rates

are applied.

Service Obligation: Responding to a customer request when general safety requires the Company to investigate, repair, or make safe the use of gas, as described in [Gas Rule 11](#).

Service Point: A specific location at a premises where the Company supplies service (e.g., electric meter, gas meter).

Utility Standard: Clearly defines an operational or procedural requirement that shall be implemented consistently across the Utility in order to:

- Ensure safety.
- Comply with regulatory requirements.
- Conduct Company business uniformly and efficiently.
- Implement a Utility policy.

Utility Policy: Describes how the Utility operates to achieve its goals.

Recision

This standard supersedes UO Standard S6434, “Gas Leak and Odor Response,” dated 5-02.

Reference Documents

California Public Utilities Code:

General Order (G.O.) 58-A, "Standards for Gas Service in the State of California"

G.O. 112-E, "Rules Governing Design, Construction, Testing, Operation, and Maintenance, of Utility Gas Gathering, Transmission, and Distribution Piping Systems"

Code of Safe Practices

Gas Rules:

2. "Description of Service"

3. "Application for Service"

11, "Discontinuance and Restoration of Service"

Numbered Document A-93.1, "Plastic Gas Distribution System Construction and Maintenance"

Utility Guidelines:

D-G0071, "Follow-Up Leak Survey Procedures for Inaccessible Locations"

G14832, "Personal Protective Equipment Selection for Working in Hazardous/Gaseous Atmospheres"

Utility Standard Practice (USP) 22, "Safety and Health Program"

Utility Standards:

D-S0353, "Physical Inspection of Pipelines, Mains and Services"

S4110, "Leak Survey and Repair of Gas Transmission and Distribution Facilities"

S4832, "Personal Protective Equipment for Working in a Hazardous/Gaseous Atmosphere"

S5449, "Gas Service at Elevated Pressure to Customers"