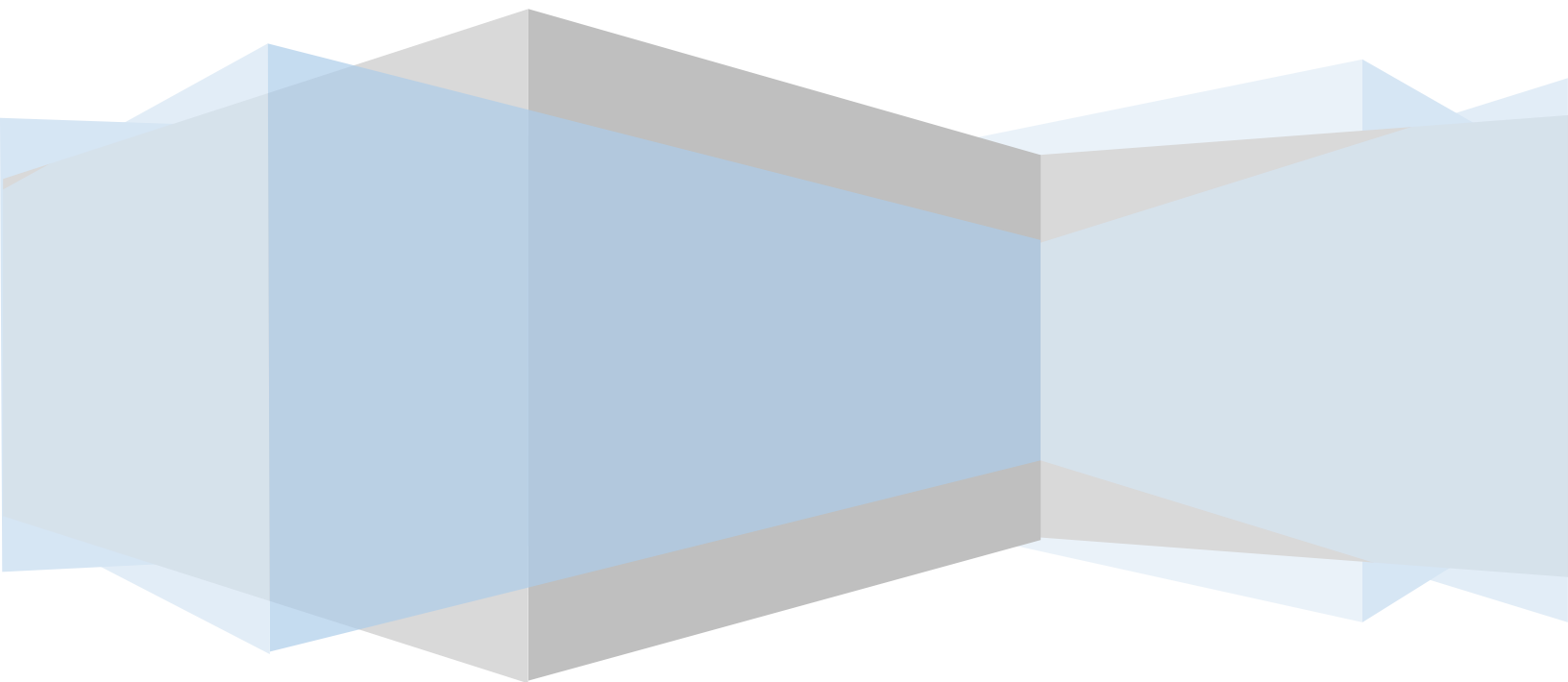




**EMERGENCY
OPERATIONS
MANUAL**



**SEVIER COUNTY UTILITY DISTRICT
EMERGENCY MANUAL
ANNUAL REVIEW SHEET**

ADMINISTRATORS SIGNATURE SHEET		
YEAR		DATE
2016		
2017		
2018		
2019		
2020		
2021		
2022		
2023		
2024		
2025		
2026		
2027		
2028		
2029		
2030		
2031		
2032		

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- 10. Other Emergency Responsibilities***
- 11. Reporting***
- 12. Investigating Failures***

EMERGENCY PLAN 192.615

1. General

This emergency plan is intended to assist in dealing with emergencies involving natural gas in the **safest**, shortest possible time and with a minimum inconvenience to the customer.

In all emergency situations, the protection of life should always receive priority over the protection of property.

The individual representative first on the scene shall assess the situation and obtain all pertinent information in order to determine if a hazardous condition exists.

The highest-ranking SCUD employee on scene shall be in charge of SCUD on scene activity.

Upon fire department arrival, they assume control of the scene and SCUD employees will assist the fire department as needed to rectify the emergency.

If the possibility of fire exists, fire extinguishers must be readily accessible and/or the fire department must be on site with a hose charged.

Care must be taken to secure the scene, control static electricity, extinguish ignition sources, and prevent welding or cutting on a pipeline containing a combustible mixture.

This manual and emergency procedures will be made available to employees who respond to emergencies.

Employees involved with responding to gas emergency conditions, shall be trained and qualified in the appropriate procedures. SCUD shall review and document activities to verify the effectiveness of the training and emergency procedures. Procedures will be reviewed and documented during supervisor meetings, other called employee meetings and inspections by supervisors.

2. Recognizing Safety Related Hazardous Conditions

S C U D employees engaged in the operation and/or maintenance of the gas facilities shall report to their supervisor/foreman, conditions which constitute, or if allowed to continue, will constitute a potential hazard to life or property. (See the Safety Related Conditions listed below). S C U D management must file a report and the report must be filed (received by the Associate Administrator, OPS) in writing within five (5) working days after the day the safety related hazardous condition is determined to exist, but no later than ten (10) days after the day the condition was discovered. Separate conditions may be described in a single report if they are closely related. Reports may be transmitted by facsimile at (202) 366-7128.

Safety related hazardous conditions include:

1. Unintended movement or abnormal loading by environmental causes, such as an earthquake, landslide, or flood, that impairs the serviceability of a pipeline.
2. Any malfunction or operating error that causes the pressure of a pipeline to rise above its maximum allowable operating pressure plus the build-up allowed for operation of pressure limiting or control devices.
3. A leak in a pipeline that constitutes an emergency.
4. Any safety-related condition that could lead to an imminent hazard and causes (either directly or indirectly by remedial action of the operator), for purposes other than abandonment, a 20 percent or more reduction in operating pressure or shutdown of operation of a pipeline.

SCUD currently does not operate any pipelines at 20% SMYS or above.

SCUD does not use, store, distribute or transport LNG.

Safety Related Conditions not requiring reporting includes:

1. A condition on a master meter system or customer owned service line.
2. A condition that becomes an incident before the reporting deadline for filing a safety related hazardous condition report.
3. A condition on a pipeline that is located more than 220 yards from any building for human occupancy or outdoor place of assembly and does not lie within an active railroad, street, highway, or paved road right-of-way.
4. A condition that is corrected by repair or replacement before the deadline for filing a safety related hazardous condition report.
5. A condition where corrosion is localized on coated or cathodically protected pipe and is repaired or replaced before the deadline for filing a safety related hazardous condition report.

3. Definition of Emergency

As used in this manual, the word "emergency" shall include but not be limited to the following definitions:

1. The continued safe operation of a major segment of the gas distribution system is endangered, or
2. A broke gas line, until the gas supply is terminated, & the surrounding area & buildings are deemed safe, or
3. A Grade 1 leak, or
4. A failure or malfunction of S C U D Natural Gas System exists that:
 - a. Affects a large number of customers or imposes a danger to life and health of such magnitude that mobilization of all available emergency forces is required, or
 - b. Necessitates immediate action to prevent or lessen property damage or save lives.
5. A fire and/or explosion have occurred near, or directly involve, S C U D Natural Gas System.
6. A natural disaster has occurred:
 - a. *Floods*
 - b. *Tornado*
 - c. *Hurricane*
 - d. *Earthquake/settling, heaving and loading*
 - e. *Freezing associated with heaving*
 - f. *Civil disturbance*

Some of these situations may require invoking the Emergency Call Lists, and/or may be reportable to the TRA or PHMSA.

4. Location of Equipment and Materials

Any equipment and materials that may be necessary in an emergency shall be made available at the S C U D OC. ***Any good neighbor policy or a Mutual Assistance agreement between gas systems shall be used to their best effort to cooperate and assist each other and render aid.***

Emergency equipment that may be utilized includes:

- Radios/cell phones/pager
- Maps showing gas line and valve locations
- Personal protective equipment
- Fire extinguishers
- Gas detection equipment
- Odorometer
- Locator
- Excavation equipment
- Valve wrenches
- Pipe wrenches
- Hand tools
- Repair materials (clamps/couplings/valves/meters)
- Pipe (steel/plastic)

5. Response

When responding to an emergency, safe and timely arrival is the first priority. See SCUD Procedure # EMER005.

Other considerations:

- Has appropriate SCUD personnel been notified
- Is fire department needed
- Is law enforcement needed
- Have isolation valves been identified
- Has scene been secured
- Is evacuation needed
- Is aid needed from neighboring gas utilities

6. Gas Inside or Near a Building

Upon receiving a report of a gas odor, leak or emergency condition, the necessary information will be obtained and relayed to an S C U D representative, who must investigate the call as soon as possible, in accordance with S C U D procedures to determine if any corrective action is required.

Employees involved with responding to gas odors, leaks and emergency conditions, shall be trained and qualified in the appropriate procedures.

See SCUD Procedures # EMER001, EMER002, EMER004, EMER006, SAFE004, CONST001, CONST002 & MAINT015

7. Blowing Gas

Upon receiving a report of a gas odor, leak or emergency condition, the necessary information will be obtained and relayed to an S C U D representative, who must investigate the call as soon as possible, in accordance with S C U D procedures to determine if any corrective action is required.

Employees involved with responding to gas odors, leaks and emergency conditions, shall be trained and qualified in the appropriate procedures.

See SCUD Procedure # EMER003, EMER004, EMER006, SAFE004, CONST001 & CONST002

8. Gas Supply Failure or Emergency

A. Supplier Transmission Facilities - (Leak, Low Pressure/Outage, Over Pressure)

1. The first representative of S C U D detecting or receiving word of failure on any pipeline supplier's gas lines shall notify the Construction Manager, Maintenance Manager or the Technical Services & Engineering Manager, giving that person relevant information. The information shall be passed along to the pipeline gas supplier and pertinent S C U D employees.
2. S C U D shall maintain a current list of telephone numbers of the pipeline company officials who are required to be notified of such emergencies. See Appendix 1 "Contacts" for ETNG (Spectra Energy) phone numbers.
3. If the pipeline company requests assistance, S C U D will coordinate the dispatching of its gas crews to the scene.
4. S C U D shall adjust pressures, shift loads, curtail customers and take other action deemed necessary to protect customers, the system and minimize outages.
5. S C U D shall maintain communications with the pipeline company and keep updated reports until the emergency is cleared.

B. SCUD Gate & District Regulator Stations - (Leak, Low Pressure/Outage, Over Pressure)

1. The first S C U D representative to have knowledge of an emergency at a gate or district regulator station shall report the situation to the Measurement Supervisor or Measurement Dept. If the S C U D office is the first notified, the information shall be relayed to responding personnel in the field. **See O & M Section 1(System Pressures) for a detailed description of the S C U D Regulator Stations**
2. When adequate information is available to determine that an emergency does exist, S C U D shall initiate emergency procedures.
3. The Measurement Dept. shall respond and make needed adjustment and repairs to restore the gas system to normal pressure.
4. S C U D shall shift loads, curtail customers and take other action deemed necessary to protect customers, the system and to minimize outages.
5. The highest ranking, responsible S C U D employee on the scene will coordinate activities and issue instructions necessary to bring the emergency under control. Station valves will be closed only upon proper clearance from the Measurement Dept., except where, in the opinion of the person in charge, the emergency is so severe that immediate shut down is imperative, in which case he may issue shut down instructions without such clearance. If he does so, he shall notify the proper S C U D authority at the earliest practical moment.
6. Over pressure - Regulator stations have reliefs and/or regulators set up as worker monitor to prevent over pressurization of the system. Blowing reliefs are dispatched as a broke line and responding employees are to secure the scene and assist the Measurement department as needed.
7. The on-site S C U D representative shall keep the proper S C U D authority informed of current status, take pressure and/or flow readings as needed, and advise when the emergency is under control.
8. **Designated** fire, police, and other public officials shall be kept abreast of current leakage and emergency procedures.
9. Upon startup, re-instatement or turning gas onto a gas line for any reason, care must be taken so that the MAOP plus allowable build up is not exceeded.
10. The S C U D President or Vice-President of Operations & Engineering shall notify the DOT and TRA, when necessary, in accordance with federal and state regulations. See Incident Reporting in the Procedures Manual.

9. Distribution System Failure or Emergency

The first S C U D representative to have knowledge of an emergency shall notify the S C U D Dispatcher. An S C U D representative shall be dispatched to verify the emergency, determine the extent and type of emergency and contact the appropriate S C U D personnel. Emergency being confirmed, radio emergency procedures shall be initiated.

For after hour's emergencies, the on-call employee shall verify the emergency, determine the extent and type of emergency and contact the appropriate S C U D personnel.

The highest-ranking S C U D representative shall take charge upon arriving on the scene. The person in charge will coordinate activities and issue instructions necessary to bring the emergency under control. The primary objective will be the protection of life first and then property. This shall include the following:

1. Evacuate and secure the area. Enlist fire & police assistance as needed.
2. Request assistance of S C U D employees as needed.
3. Determine if repairs can be made without shut down.
4. If mains must be shut down, request clearance from the appropriate S C U D authority, to operate valves in accordance with valve procedures. When issuing clearances in an emergency, operate the system with a minimum of outage. If in the opinion of the person in charge, the emergency is so severe that immediate shut down is imperative, he/she may do so without clearance, but the proper S C U D authority shall be notified at the earliest practical moment.
5. Only properly authorized S C U D personnel shall operate gas system valves. Fire or police officials or other outside individuals are not authorized to operate valves or instruct others (including S C U D personnel) to operate valves.
6. Upon terminating the supply of gas to an area, each individual service must be shut off either at the meter or the service valve (if one exists).
7. Meter stops turned off for any reason and left unmanned must be locked off.
8. The gas supply to the affected area shall not be restored until it is verified that each individual service is shut off. This shall entail a house to house investigation.
9. Upon startup, re-instatement or turning gas onto a gas line for any reason, care must be taken so that the MAOP plus allowable build up is not exceeded.
10. Upon restoring service, all S C U D piping and meters shall be purged of air and appliances relit. In the event a customer is not home when service is to be restored, the meter must be left off and locked and a notification card shall be left in a conspicuous location requesting that the customer call S C U D to arrange for restoration of service when they can be home.

The person in charge shall keep the proper S C U D authority informed as to status of the emergency and advise when the emergency has been brought under control and when service has been fully restored.

Appropriate fire, police, and other public officials shall be kept current concerning leakage and emergency procedures.

See SCUD Procedures # EMER001, EMER003, EMER004, SAFE001, MAINT015, CONST001 & CONST002

10. Other Emergency Responsibilities

- A. Agencies that may be utilized for assistance include:
- Fire Department
 - Law Enforcement
 - Emergency Management Agency
 - FEMA (Federal Emergency Management Agency)
 - American Red Cross
 - Civil Defense
 - Neighboring Gas Systems
- B. In case of fire or explosion, 911 shall be called immediately. S C U D shall assist the fire department as directed. Terminate the gas source and address the burning material. Do not put out a blowing gas fire. Current phone numbers of each Fire Department and the area served shall be made readily available to all parties concerned. See Appendix 1 for phone numbers.
- C. In case of a flood, S C U D personnel shall follow the S C U D Flood Emergency Procedures. When considered necessary for evacuation and/or security purposes, the first responsible person on the scene shall have the Gas Operator notify the appropriate law enforcement agency serving the area in which the emergency occurs.
Current phone numbers of each law enforcement agency and the area served shall be made readily available to all parties concerned.
- D. See Appendix 2 for reporting forms
- E. Safety Response: Administers first aid to injured person(s) to the extent of their ability.
Assists and advises in any manner directed by the person in charge.
- F. All media inquiries or requests for news releases concerning the emergency will be referred to the S C U D President.
- G. Gas Investigation Committee
Following an emergency that is reportable to PHMSA and TRA, or that is otherwise consequential; an investigative team shall conduct an investigation and submit to the appropriate authority a final report concerning the following:
1. Cause of the emergency
 2. Extent of damages and injuries
 3. Recommended action to prevent a similar occurrence
- H. A supervisors meeting shall be scheduled at least once each calendar year for the purpose of discussing emergency procedures.

11. Reporting

Any emergency resulting in an incident as defined below shall be reported to the Pipeline and Hazardous Materials Safety Administration (PHMSA) at the **NATIONAL RESPONSE CENTER (WASHINGTON, D.C.) 1-800-424-8802** and the Tennessee Regulatory Authority (TRA), both by phone and in writing.

Incident Definition:

1. Involves a death or personal injury requiring in patient hospitalization (must be confirmed)
2. Involves estimated property damage of \$50,000 or more to S C U D, others or both, but excluding the cost of lost gas.
3. Unintentional estimated gas loss of 3 million cubic feet of gas or more.
4. An event that is significant, in the judgment of Sevier County Utility District, even though it did not meet the previous criteria.

See section 9 of the SCUD Operation & Maintenance Manual for reporting requirements.

12. Investigating Failures - 192.617

In order to minimize the possibility of recurring piping failures which result in gas leakage, S C U D shall establish and implement procedures for reporting, recording and investigating such failures. Failures shall be reported, recorded and investigated in accordance with S C U D procedures.

Any failure of the gas system resulting in a reportable incident shall be reported in accordance with section 9 of this manual.

APPENDIX 1

Contacts

TENNESSEE PUBLIC UTILITY COMMISSION (TPUC)

	Phone	Phone	Fax
Office	800-342-8359	615-741-2904	615-741-1228

Chief

	Phone	Cell	Email
Annette Ponds	615-770-6859	615-476-4716	annette.ponds@tn.gov

Gas Pipeline Safety Engineers

	Phone	Cell	Email
Pete Hut	615-770-6862	615-969-2042	pete.hut@tn.gov
Shinisha Freeman	615-770-6860	615-308-1489	shinisha.freeman@tn.gov
Travis Aslinger	615-770-6864	615-202-9848	travis.aslinger@tn.gov
Phil Hendricks	615-770-6861	615-969-1768	phil.hendricks@tn.gov
Tim Thompson	615-770-6865	615-306-9165	tim.thompson@tn.gov
Regina Brown	615-253-4086	615-587-9150	regina.a.brown2@tn.gov

Administrative Assistant

	Phone		Email
Vicky Nelson	615-770-6863		vicky.nelson@tn.gov

National Contact

	Phone		
Washington DC Response Center	800-424-8802		

Fire Departments

Emergency		911
Blount County - Station 7		865-977-8002
Caton's Chapel		865-428-1177
English Mountain		865-429-3729
Gatlinburg		865-436-5112
Northview		865-933-9564
Pigeon Forge		865-429-7381
Pittman Center		865-436-9684
Rural Metro - Knoxville		865-573-5779
Sevier County		865-428-5111
Sevierville		865-453-9276
Seymour - Chapman Hwy		865-573-7475
Seymour - Hwy 411		865-984-7489
Walden's Creek		865-453-3123
Wears Valley		865-428-4232

Law Enforcement

Emergency		911
Blount County		865-273-5000
Gatlinburg		865-436-5181
National Park Service		865-436-1294
Pigeon Forge		865-429-9063
Pittman Center		865-436-5499
Sevier County		865-453-4668
Sevierville		865-453-5506

Homeland Security

Ken Garner		865-868-1753 Cell 865-680-4924
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Emergency Management Agency

Joe Ayers	Director	865-453-4919
	Asst Director	865-453-4920
Rodger Ogle	Operations Officer	865-453-4922
Todd Spence	Communications Officer	865-453-4921
TEMA/East		800-553-7374
FEMA		202-646-2500

Ambulance

Emergency		911
Blount County - Rural Metro		865-982-2500
Gatlinburg		865-436-5112
Kodak/Northview		865-933-9564
Pigeon Forge		865-429-7381
Sevier County		865-453-3248
Seymour		865-573-1471

Hospital

LeConte Medical Center		865-446-7000
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East Tn Natural Gas - Spectra Energy

Gas Control	24 Hr Emergency	888-231-2294
Office - Sevierville		865-453-5772
Office - Kingsport		423-349-4121
Mohan Prasad	Compressor Station/Pipeline	865-388-3610
David Lawson	Compressor Station/Pipeline	865-388-9502
John Harris	Supervisor	540-230-4212
Tim Ferguson	Area Manager	276-623-6292

TN 811 (Tennessee One Call)

TN 811		811
TN 811		800-351-1111
TN 811		615-366-1987
Bill Turner	Executive Director	615-366-1987 Ext 7122
Bill Berzins	IT/GIS	615-366-1987 Ext 7126
June Bradford	Call Center Manager	615-366-1987 Ext 7183

Cities/Counties/Utilities

Appalachian Electric		865-475-2032
Atmos Energy		865-379-9290
AT&T	Brian Carrado	865-789-1383
Blount County		865-982-4652
Charter		888-438-2427
Comcast		865-453-2739
Gatlinburg City		865-436-1400
Gatlinburg Water/Sewer		865-436-4681
Jefferson Cocke Utility		423-623-3069
Knox Chapman Utility		865-577-4497
KUB		865-524-2911
National Park Service - Admin		865-436-1208 or 1221
National Park Service - Maint		865-436-1302
Pigeon Forge City		865-453-9061
Pigeon Forge Water/Sewer		865-429-7312
Pittman Center		865-436-5499
SCES		865-453-2887
Sevier County Hwy Dept		865-453-3452
Sevier County Water		865-774-3623
Sevierville City		865-453-5504
Sevierville Water/Sewer		865-453-5522
Shady Grove Utility		865-397-3790
Webb Creek Utility		865-430-3640

Airport

Gatlinburg/Pigeon Forge		865-453-8393
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Appendix 2

Forms

Location #	S·C·U·D	Date On Scene
Date Notified	ODOR REPORT	Time On Scene
Time Notified	865-453-3272	Time Investigation Complete

Meter #	ERT #	Reading
----------------	--------------	----------------

Name _____ Caller _____
Address _____ City/Town _____
Reported Odor Location _____
Area/s Checked _____

____ No Measurable Natural Gas or Carbon Monoxide (CO) Found Checked with CGI/CO Detector _____

Natural Gas-in-Air Found - Reading _____ % Location/Area _____

Natural Gas Leak Found - Reading at Leak _____ % **Leak: Above Ground** _____ **Below Ground** _____

Leak Location/Source _____

CO-in-Air Found - Reading _____ PPM Location/Area _____

CO Leak Found - Reading _____ PPM CO Symptoms Chart Given _____

CO Leak Location & Source _____

Action Taken

Repaired _____ Valved Off Equipment/Piping _____ Disconnected, Line Plugged _____ Red Tagged _____

Turned Over To: Measurement Dept _____ Underground Maintenance Dept _____ Name _____

Locked Meter Off _____ Other _____

Pressure Test Needed _____ Repair or Other Details: _____

If a specific piece of equipment or gas piping is determined to be the source of emission, DO NOT use that equipment or gas piping until necessary repairs have been made. Call SCUD for a recheck after repairs are made.

DISCLAIMER: Sevier County Utility District (SCUD) checks air quality for natural gas and carbon monoxide (CO) strictly for the safety, piece of mind, and as a service to our customers. We make the best judgments possible on the spot, and in case of emergency or above standard reading of natural gas or carbon monoxide (CO) emission, take appropriate steps to secure the situation, including referral to the local fire department for further emergency action. Such action may include temporary interruption of service to one or all of the gas consuming appliances on the premises. We reserve the right to check all the equipment or piping involved to be sure of its repair and proper operation before gas service is restored to this premises. We do not diagnose nor repair problems with the gas piping or equipment.

I have read and understand the above conditions and explanations. I further understand that the SCUD cannot prevent re-entry into the above building, but have made me aware of the precautions and recommendations they have made. If I decide to disregard the advice given, I will hold SCUD and any employee blameless. I understand that refusals to sign this document may also result in temporary termination of gas services, due to possible unsafe conditions.

Customer/Complainant _____ Customer Not Home _____

SCUD Employee/s _____

SCUD DAMAGED LINE REPORT - FIELD USE

LEAK ID #
DATE:
TIME REPORTED:
TIME FINISHED:

LOCATION #
W O #
TIME ON SCENE:
TIME GAS OFF:

SERVICE ADDRESS: _____

OPERATOR'S NAME: _____

GAS UTILITY/GAS CONTRACTOR	MUNICIPALITY	UTILITY	HOME OWNER	CONTRACTOR	FARMER
LANDSCAPER	OTHER?				
PIPE LOCATED?	YES	NO	LOCATED PROPERLY?	YES	NO
811 TICKET #			811 INFO GIVEN?		

PERSON/COMPANY RESPONSIBLE: _____

ADDRESS _____

PHONE _____

CONTRACTOR COMMENTS

CONTRACTOR SIGNATURE _____ DATE: _____

SCUD EMPLOYEE _____ DATE: _____

PIPE SIZE	HOLE SIZE	COMPLETELY SEVERED	FOOTAGE REPLACED
EXCESS FLOW VALVE?	YES	NO	

GAS TERMINATION DISCRPTION:

UNITS RESPONDING

2-Matt B	22-Cedar H	37-Randy L	54-Nick L	79-Josh D	93-Daniel P	
10-Alan D	23-Greg R	40-Darren M	56-Randy H	82-Dean L	94-Gabe S	
11-Marty M	26-Pepper H	41-Rob K	58-Phil T	85-Scotty M	96-Nathan B	
12-Randy U	29-Larry B	42-Ricky J	62-Steve A	86-Seth R	97-Garrett J	
15-Joey A	31-Kevin Fl	43-Kevin C	64-Andrew H	89-Seth L	99-Will W	
18-Jon B	32-Russell Q	50-Kenny T	69-Jay R	91-Bently M	101-Bo S	
20-Bob T	35-Brian D	51-Mark K	78-Jeff T	92-Michael F	110-Chase E	

REPAIR LABOR

UNIT #	Reg Hrs	OT Hrs

UNIT #	Reg Hrs	OT Hrs

REPAIR DISCRPTION:

MATERIALS USED:

PROCEDURAL CORRECTIONS NEEDED:

INCIDENT REVIEWED BY:

	DATE:
--	--------------

Date _____

SCUD SAFETY CHECKLIST

Time _____

Must be completed by employee present at the scene

Location # _____ Service Order # _____ Work Order # _____

Job Being Performed _____

SCUD Employees/Contractors _____

Address _____

Physical Location of Work _____

Work Site/Scene Secure/Safe for Public & SCUD: Yes ___ No ___ **CGI:** Yes ___ No ___ N/A ___

IGNITION SOURCES CONTROLLED: Yes ___ No ___ N/A ___

Traffic Control: Yes ___ No ___ N/A ___ Signs/Cones: Yes ___ No ___ N/A ___

Hole/Ditch Safe - Yes ___ No ___ Proper Entrance/Exit for Ditch - Yes ___ No ___

Static Suppression: Spray ___ Grounding ___ N/A ___

Fire Extinguisher: Yes ___ No ___ N/A ___ Off the truck: Yes ___ No ___ Fire Dept ___

Broke Line/Leak: Turn Out Gear: Yes ___ No ___ N/A ___

Valve Lock/Out Tag/Out: Valve Turned Off: Yes ___ No ___ Valve Continuously Manned: Yes ___ No ___

Wrench removed from valve, secured and red valve lid installed: Yes ___ No ___ Eng Dept Notified: Yes ___ No ___

Paperwork: Broke Line Form ___ 811 Info Given ___ Odor Form ___

Purging: Main ___ Service Line ___ Reading ___ % Natural Gas

Wind direction considered & monitored ___

Purge Point is smaller than the pipe being purged ___

Purge Point at least 7 ft high ___ **(For mains or high flow rate purging)**

Purge point a minimum of 10 from ignition sources ___ N/A ___ **(For mains or high flow rate purging)**

Purge direction is away from structures, people, ignition sources and confined spaces ___

Valve or squeeze off used for purging is manned until purging is stopped ___

PPE: Seat Belts Worn: Yes ___ No ___ No Seat Belts on Equipment ___

Hard Hats: Yes ___ No ___ N/A ___ Safety Vests: Yes ___ No ___ N/A ___

Safety Glasses/Face Shield: Yes ___ No ___ N/A ___

Comments: _____

SCUD Employee _____

Unit # _____

ODOR CALLS

If the caller states the odor or hissing/blowing is located where someone is digging treat the call as a broke line.

If the caller states the odor is near the meter and they hear hissing, ask if anyone is digging near the meter or if the meter has been damaged. If yes, treat the call as broke line. If no, treat the call as an odor.

If the caller states the odor is inside and they hear hissing/blowing, request at least one unit respond emergency traffic.

DATE: _____

Phone # NOT at location of odor. _____

Phone # on caller ID: _____

Callers Name: _____ On Site Contact Name: _____

Odor Reported: Indoor Outdoor (mark one)

Where did the caller state the odor was coming from? _____

Is anyone currently at the address where the odor is reported? Yes No (mark one)

If the odor is indoor and no one is at the address, advise them that the gas will be shut off & they can call when they return to the address

Name of Business/Residence: _____

Address of Odor: Street: _____

City: _____

Subdivision: _____

Pagers/Phones: Front office "805" to Odor Group

All Times must Include AM or PM

Time Call Received: _____

Time Dispatched: _____

Units Responding: _____

Time Units Responded: _____

Created Service Order? Yes No (mark one) Service Order # _____

Employee/s Name or Signature _____

BROKEN LINE INFORMATION

Date: _____ Time Call Received: _____

Is it Blowing? Yes No (Please circle one)

Caller's Name: _____ Phone Number on Caller ID _____

Name of contact person on site where broke line is reported: _____

Address of Broken Line:

Street: _____

City: _____

Subdivision: _____

Nearest Landmark: _____

Where on site is broken line (behind building, side of building, road, driveway, etc.) _____

CALL 911 TO DISPATCH FIRE DEPARTMENT!!!

(Front office "805" to ALL Units)

Note Pager (Groups: Broke line 1 & 2)

Units Responding: _____

Time on Scene: _____ AM PM

Time Gas is off: _____ AM PM

Broke Line text sent at _____ AM PM by: _____

Gas Off text sent at _____ AM PM by: _____

Employee's Signature: _____