Section 192.615

Notes:

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1 WRITTEN EMERGENCY PROCEDURES (§192.615(a))

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1.1 Receiving, identifying, and classifying emergencies.

(a) Provisions should be made to ensure prompt and adequate handling of all calls, reports, or indications concerning emergencies (see §192.615(a)(3)), whether they are from customers, the public, operator employees, SCADA systems, or other sources. The following should be included.

(1) Arrangements for receiving notification of an emergency at any hour of the day. When an answering service is used, answering service personnel should be trained and have updated emergency call-out lists of operator personnel for emergency response.

(2) Directions to operator employees who receive calls considering the following.

(i) The information received should be assessed in order for the operator to react properly to the call and to inform the caller of precautionary actions to be taken prior to the arrival of operator personnel. Personnel receiving notices of gas leaks or odors should obtain the following basic information from the caller and inform the caller that access will be required.

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(ii) Additional questions that could be asked to assist in determining the priority for action, and if additional instructions should be provided to the caller, include the following.

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(iii) If the answers to these or other questions indicate a potentially hazardous situation, consideration should be given to providing additional instructions to the caller, such as the following.

...

Note: The operator should confirm that the caller understands the instructions and repeat instructions as necessary.

(iv) If gas leakage or other hazard is determined to be significant, the operator should consider contacting the local emergency response agency. The operator should call 911 where appropriate, informing them of the emergency situation and providing pertinent information.

(3) Operator personnel receiving emergency calls should receive periodic refresher training on leak call procedures, communication skills, and reporting procedures. Periodic performance reviews should be conducted ~~during actual~~ while employees are responding to notices of a leak ~~calls~~.

(b) ...

...

Guide Material Appendix G-192-11

5 LEAK INVESTIGATION AND CLASSIFICATION

5.1 Scope.

(a) ...

(b) Leak indications may originate from the following.

(1) ~~Scheduled leak surveys~~ Notices from customers.

(2) ~~Line patrols~~ Notices from the general public.

(3) ~~Customer reports~~ Scheduled leak surveys.

(4) ~~Reports from the general public~~ Line patrols.

(5) ~~Notifications~~ Notices from local emergency responders.

(c) ...

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5.2 Procedural Guidance – General.

(a) The following guide material is not intended to be step by step procedure in responding to notices of a leak, ~~calls~~ but is intended to assist operators in developing their own written procedures. Certain actions may be initiated ahead of other action items based on conditions at the leak location.

(b) There are situations that warrant entering a building before checking the extent of gas migration. These situations might include the following.

(1) Broken main, service line, or customer owned fuel line.

(2) Gas blowing out of the ground.

(3) Hissing, roaring, or other sounds indicating gas leakage.

(4) Noticeable odor levels upon entry of a building.

(5) Noticeable odor levels outside a building.

(6) Gas in multiple underground structures that are normally connected by ducts or piping to houses, especially when the gas readings are high.

(7) Inside odor ~~reports~~ complaints in an area of underground leakage or coincident with outside odor ~~reports~~ complaints.

Note: *If a gas reading at or above hazardous concentration level or an operator established criteria is detected, the operator should consider evacuating the structure. Calling for additional resources might be necessary based on the type of building involved in the notice of a leak ~~call~~ (e.g., hospital, school, commercial building). The operator should also consider shutting down the gas supply upstream of the identified leak location to stop the flow of gas into the ground where an underground gas migration may cause an imminent safety threat.*

(c) ...

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(g) If the leak investigation is initiated by an outside odor ~~compliant~~ complaint, see 5.3 below.

(h) If the leak investigation is initiated by an inside odor ~~compliant~~ complaint, see 5.4 below.

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5.4 Procedural Guidance – Inside leak or odor complaint

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(h) Using a CGI, test around the entry door for gas indications. Do not ring the door bell; knock on the door to get the attention of occupants. Upon entry do not operate any lights, but do take appropriate precautions to prevent accidental ignition. Immediately sample the inside atmosphere for the presence of a combustible gas. Petroleum gas is heavier than air and will accumulate in the low atmosphere. If a gas reading at or above a hazardous concentration or an operator-established criteria is detected, the operator should consider evacuating the

structure. Calling for additional resources might be necessary based on the type of building involved in the notice of a leak ~~call~~ (e.g., hospital, school, commercial building).

Note: If gas is detected, the applicable portions of the operator's emergency procedures need to be implemented (§192.615(a)(3)).

{Publication note: In the Guide, delete underline from "(§192.615(a)(3))" as shown above.}

(i) ...

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6 RECORDS AND SELF-AUDIT GUIDELINES

6.1 Leak records.

Historical gas leak records should be maintained. Sufficient data should be available to provide the information needed to complete ~~the Department of Transportation Leak Report Forms DOT F-7100.1, DOT F-7100.1-1, DOT F-7100.2 and DOT F-7100.2-1~~ Forms PHMSA F 7100.1, PHMSA F 7100.1-1, PHMSA F 7100.2, PHMSA F 7100.2-1, PHMSA F 7100.2-2, and PHMSA F 7100.3, and to demonstrate the adequacy of operator's maintenance programs.

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...

6.3 Self audits.

...

(c) Survey effectiveness. The operator should evaluate leak survey results to ensure that, throughout the system, an effective leakage survey is being performed. The following are examples that may be considered for this evaluation.

(1) ...

...

(5) Detected leaks versus confirmed notices of a leak ~~calls~~ from the public. Establish a matrix to evaluate the frequency of confirmed underground leaks reported by the public versus leaks detected during normal survey operations. This evaluation should take into account changes in the weather, system demand, and any condition that would cause an artificial increase in notices of a leak ~~calls~~. Data collected for this type of evaluation may span a period of several years or survey cycles. A variance in the ratio may indicate improved or reduced effectiveness of the leak survey program.

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Guide Material Appendix G-192-11A

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(3) ~~Customer reports~~ Scheduled leak surveys.

(4) ~~Reports from the general public~~ Line patrols.

(5) ~~Notifications~~ Notices from local emergency responders.

...

5.2 Procedural Guidance — General.

(a) ...

(b) If a leak investigation is initiated by an inside odor complaint, see 5.4 below.

(c) There are situations that might warrant entering a building before checking the extent of gas migration. These can include the following.

(1) ...

...

(6) Inside odor ~~reports~~ complaints in an area of underground leakage or coincident with outside odor ~~reports~~ complaints.

(d) ...

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