

**Appendix B-2 – Roanoke Utility Board Guidance for Personnel Receiving Emergency Calls**

**A. Inside Outside** Is the leak Inside or Outside?

(If "Inside", Go to "B", If "Outside", Go to "C")

**B. Inside – Leak**

- B.1** Yes No Can you hear evidence of escaping gas?
- B.2** Yes No Can you smell gas throughout the building?
- B.3** Yes No Has an appliance been moved or disconnected?
- If "Yes" to any of the above, read STATEMENT #1**
- B.4** Yes No Any evidence of construction work in the area?
- B.5** Length of time odor has been present? \_\_\_\_\_

**If "Yes" to any of the above, or if the caller's statements indicate the possibility of danger to life or property, or other potential hazardous situation, read the Statement #1**

**If all answers to the questions above are 'NO', the call shall continue to be handled as if there is a leak or other hazardous situation.**

**Advise the caller that Service Personnel and/or Emergency Personnel will be dispatched to their location immediately!!!!**

**STATEMENT – #1**

**FROM THE INFORMATION YOU HAVE PROVIDED, WE MUST ADVISE YOU OF THE FOLLOWING:**

**Evacuate the premise/area to a safe distance;**

Do not create any source of possible ignition by lighting of lighters or matches, or turning on or off any electrical switches, or any other device/appliance that may create a potential source of ignition;

Do not hang up the phone, place the telephone receiver down and leave the premise/area to a safe distance;

Do not to re-enter the premise/area until a leak investigation has been conducted; only Emergency Response Personnel should enter the premise/area;

Service personnel will be dispatched to your premise/area immediately;

If you have any additional information for response personnel, call back from a safe location – **DO NOT** call back from the same premise/area that you are evacuating;

**DO YOU UNDERSTAND THESE INSTRUCTIONS?**

Yes No

**C. Outside – Leak**

- C.1** Yes No Can you hear evidence of escaping gas?
- C.2** Yes No Has any construction work been done in the area?
- If "Yes" to either "C1" or "C2" above, read STATEMENT #1-A**
- C.3** Yes No Is the leak near a building?
- C.4** Yes No Can you smell gas in the building?
- If "Yes" to either "C.3" or "C.4" above, read STATEMENT #1-A**
- C.5** Length of time odor has been present? \_\_\_\_\_
- C.6** Yes No Is the leak in the yard?
- C.7** Yes No Is the leak at the street?

**If "Yes" to any of the above, or if the caller's statements indicate the possibility of danger to life or property, or other potential hazardous situation, read the Statement #1A**

**If all answers to the questions above are 'NO', the call shall continue to be handled as if there is a leak or other hazardous situation.**

**Advise the caller that Service Personnel and/or Emergency Personnel will be dispatched to their location immediately!!!!**

**Statement #1-A – FROM THE INFORMATION YOU HAVE PROVIDED, WE MUST ADVISE YOU OF THE FOLLOWING:**

**Evacuate the premise/area to a safe distance;**

Do not create any source of possible ignition by lighting of lighters or matches, or turning on or off any electrical switches, or any other device/appliance that may create a potential source of ignition;

Do not hang up the phone, place the telephone receiver down and leave the premise/area to a safe distance;

Stop operating all equipment/vehicles – Do not attempt start or move equipment

Do not re-enter gaseous area, even to turn off equipment; only Emergency Response Personnel should enter the area

Do not attempt to repair a damaged facility

**DO YOU UNDERSTAND THESE INSTRUCTIONS?**

Yes No