

# Company Operations Standard Gas Standard Gas System Integrity Staff & Programs

Field Guidelines - Emergency Incident Distribution / Customer Service	SCG:	183.03
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**PURPOSE** To provide guidelines and requirements for Field Operations, (Distribution and Customer Service) activities related to emergency incidents.

1. POLICY AND SCOPE

- 1.1. To ensure public and employee safety, protection of property and prompt efficient control of the incident when conducting leak investigations and leak complaints received by the Company in order to properly classify and respond to appropriately.
- 1.2. When applicable, Company management personnel, shall refer to [GS 183.0105, Incident Command System \(ICS\) for Emergency Incidents](#) for communication guidelines for inter-functional (i.e. transmission, distribution, etc.) cooperation and interagency (i.e. fire service, law enforcement, Caltrans, etc.) cooperation during an Emergency incident.

2. RESPONSIBILITIES AND QUALIFICATIONS

- 2.1. **Districts** shall provide immediate response to an emergency incident day or night.
- 2.2. **Hazardous leaks** require prompt action, immediate repair or continuous action until the conditions are no longer hazardous. Refer to [GS 223.0125, Leakage Classification and Mitigation Schedules](#) for information on hazardous below and above ground gas leakage.

**Note:** A company employee finding hazardous leak indications must remain at the location performing activities to their ability and training to keep themselves, the public and the area safe until the appropriate support personnel has responded to isolate and correct the leak has arrived as per [GS 223.0125, Leakage Classification and Mitigation Schedules](#).

- 2.3. This document is reviewed annually with field employees or when significant revisions are made.
- 2.4. **Gas Operations Training** is responsible for ensuring the equipment and facilities used by an Operator for training and qualification of employees must be identical, or very similar in operation to the equipment and facilities which the employee will use, or on which the employee will perform the covered task.
- 2.5. **Districts** are responsible for being in compliance with this document.
- 2.6. **Field employees** are responsible for adhering to Company procedures and shall wear appropriate personal safety equipment during all duties performed. See Injury and Illness Prevention Program Binder under [MANUAL IIPP.4, Employee's Responsibilities](#).

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- 2.7. **Gas Emergency Center** – (GEC) to provide operational support in an emergency.
3. DEFINITIONS
- 3.1. **Emergency incidents** - As it relates to this document, an unsafe condition involving, or suspected to involve, natural gas and customer or Company facilities or personnel. The incident may be a fire, damage to underground facilities, explosion, gas leak, injury, death, gas outage, district pressure problem, hazardous toxic material spills or other emergency incident as determined by the supervisor. Emergency incidents also include response requested by fire, police or other agencies.
- 3.2. **HCA** - High Consequence Area, as defined in [GS 192.02, Procedure for HCA Segment Identification](#).
- 3.3. **GEC** - Gas Emergency Center for the region.
- 3.4. **Hazardous Leak** – A Leak that represents an existing or probable hazard to persons or property.
4. PROCEDURE
- 4.1. **Factors in Determining Field Action**
- 4.1.1. Consider the following factors when determining the action to be taken:
- 4.1.1.1. **Public Safety** - Including, but not limited to, evacuating and restricting people from any hazardous area or buildings. Proper liaison with police and fire departments is essential.
- 4.1.1.2. **Employee Safety** - Perform all **Company** work with the maximum regard for safety.
- 4.1.1.3. **Protection of Property** - Second only to the safety of the public and employees.
- 4.1.1.4. **Inconvenience to Public** - Consider the effects of interruption of service to hospitals, schools and similar institutions; however, at no time is inconvenience given priority over public safety. Prolonged blowing of gas, noise at night in residential areas, blocking of street traffic, etc., are factors to be considered.
- 4.1.1.5. **Relative Costs** - Savings in costs is a factor; however, it is never sufficient reason to risk personnel and public injury.

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### 4.2. Gas Leak Emergencies

- 4.2.1. The first qualified Company employee dispatched to the scene shall immediately conduct an on-site evaluation of the potential hazards to life and property resulting from escaping gas. If Company personnel has confirmed that there is a Company pipeline failure, or believes there is a high probability that there is a Company pipeline failure, Company personnel should immediately contact emergency response officials (fire/police) directly or have dispatch operations immediately contact emergency response officials. If calling from the same location in which the pipeline failure occurred, notify fire/police directly via 911. If calling from a different location from which the pipeline incident occurred or if otherwise needed, utilize a direct-inbound ten-digit phone number, as listed in Company OEM documents 04.010-P, 04.010-OC, 04.010-I, 04.010-N, 04.020-P, 04.020-OC, 04.020-I, and 04.020-N to ensure the call is routed to the appropriate local fire/ police agency. The company employee making the call should inform the agency of the pipeline emergency and should ask the emergency official(s) if they received any other reported indicators of a possible pipeline emergency such as natural gas odors, unexplained noises, natural gas leaks, explosions, fires, etc., as these reports may not have been linked to a possible pipeline incident and could help confirm the emergency and/or provide assistance to public safety personnel who may be responding to the scene. The findings shall be reported (this includes, but not limited to any significant action or control of escaping gas on the part of on-site personnel) to **Dispatch and management**.
- 4.2.2. **Requests Assistance** - When conditions warrant such action, immediately advise Dispatch of needed personnel and equipment. This includes but is not limited to notifying 911 emergency services if it is determined by the **Company representative** that the gas leak emergency incident may endanger life or cause serious bodily harm or damage to public and company property. See [GS 184.09](#), *Prevention of Damage to Company Facilities*.
- 4.2.3. **Establish communications** with fire and/or police departments on the scene as soon as possible. If no emergency response agency is on scene, notify fire/police directly as per **section 4.2.1**. Maintain communication as necessary. Initial communication should advise them of the indication of a pipeline facility emergency and seek to determine if they have information which may help confirm the emergency and/or to provide assistance to the public safety personnel who may be responding to the scene.

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- 4.2.4. **Area Limits** - Determine the area limits where escaping gas is present as per [GS 184.0245, Leak Investigation – Distribution](#) and [GS 223.0100, Leakage Surveys](#). Although gas from a leak or line break may appear to be venting safely to the atmosphere, it may also be migrating underground. Make a perimeter check to determine if gas is migrating into substructures or surrounding buildings, either through the ground or through the air. (Air intakes for commercial or home air conditioners are possible routes for gas to enter buildings.)
- 4.2.5. **Concentration of Gas** - Determine if the concentration of escaping gas is sufficient to make ignition a possibility, especially in or under structures, whether from underground migration or air movement. Check and monitor perimeters of the area of hazard to determine if gas is migrating into surrounding buildings. If a combustible gas indicator is not immediately available, a judgment decision should be made on the need to evacuate the area.
- 4.2.6. **Evacuation of People** - Evacuate and restrict people from any hazardous area, particularly buildings, if the concentration of gas indicates ignition is a possibility. Determine the need for rerouting or blocking of vehicular and pedestrian traffic.
- 4.2.7. **Sources of Ignition** - Eliminate and keep all sources of ignition from the restricted area. Close gas meters within the area and warn persons against operating electric switches, smoking, internal combustion engines, electric motors, etc.

**Note:** If working on a potentially flammable leak at night and lighting is required, use only **Class 1 Division 1** (explosion proof) **lighting**.

- 4.2.8. When necessary, contact the local electric company for assistance in their service territory if any of the following conditions exist:
- 4.2.8.1. An electrical service should be de-energized to a building or group of buildings to mitigate danger of explosion, fire, or other threats to public or employee safety.
- 4.2.8.2. To prevent re-energizing of electrical service to a building or group of buildings until danger of explosion, fire or other threats to safety have passed.
- 4.2.8.3. Damaged gas line is in joint trench with a local electrical line.

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4.2.8.4. In a situation where there is a possibility that assistance by the local electric company may be required, but no immediate action is necessary.

**Note:** Southern California Edison Company provides service throughout various areas in Southern California. Contact phone numbers for Edison are provided in [Appendix A](#). The regions are responsible for maintaining phone numbers for individual local electric companies that operate in their service territories. Refer to the Local Instruction section of the **Operations Emergency Manual (OEM)**.

4.2.9. **Report to Dispatch** - Report all pertinent information to the **Dispatch Office** as soon as the situation permits.

4.2.9.1. Identify any information which may involve conjecture. In addition, determine and report:

- Cause of damage.
- Contractor/Company & type of equipment used.
- Size, type and pressure of line, if known.
- Approximate depth of facility.
- Any known injuries.
- Damage to company property.
- Damage to other property as a result of the line break.
- Need for Fire Department, Police Department, etc.
- Any special crew requirements.
- Was company pipeline marked out? Correctly?
- In case of MSA, were there barricades?

4.2.9.2. Request Dispatch to obtain help from fire, police and/or additional Company personnel, if needed. See [GS 183.05, Message Center Reporting \(MCR\)](#), for reporting criteria, procedures and responsibilities for reportable incidents.

4.2.10. **Police and Fire Departments** - Establish and maintain contact with police and/or fire personnel on scene. Explain situation and plan for control of the area and give and/or ask for assistance. Exchange contact information and as established, confirm on site command post locations.

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- 4.2.11. **News Media** - Refer questions by news media to the supervisor on the scene. If a supervisor has not arrived, advise news media that a management representative will contact them as soon as possible.
- 4.2.12. **Gas Migration** - Check and monitor perimeters of the area of hazard to determine if gas is migrating into surrounding buildings.
- 4.2.13. **Maintains Surveillance** - Continue to maintain surveillance of uncontrolled escaping gas using an approved combustible gas detector to minimize the potential hazard to the general public until assistance arrives. Continually monitor and review the situation to ensure it does not escalate to a greater hazard. Keep Dispatch informed of conditions.
- 4.2.14. **Excavation Notification** – If an excavation is immediately required to mitigate the emergency, notify Underground Service Alert during normal business hours (see [GS 184.0200](#), *Underground Service Alert and Temporary Marking*). If the emergency occurs after business hours and requires excavation, request for Dispatch to directly contact local utilities such as telecommunications, electric, water, petroleum, etc. to inform the utilities about the excavation. Look for signs of high priority facilities before excavating, such as pipeline markers from petroleum companies (Kinder Morgan, Chevron, Shell, Crimson, etc.) or electric high voltage signs. Contact the telephone number displayed on the marker before beginning excavation.

**Note:** Some utilities may not respond to mark their facilities after normal work hours. A positive response by the utility is not required to conduct emergency excavation.

### 4.3. **Emergency Procedures - Response Crew**

- 4.3.1. The response crew upon arrival at the scene shall immediately assess the potential hazards of the escaping gas. The response crew *leader* shall review the status of the incident with the **responsible Company employee** on the scene or perform the action and evaluation procedures specified under **section 2**. Precautions are taken as outlined in [GS 166.0025](#), *Prevention of Accidental Ignition of Natural Gas*.

**Note:** Minimum personal protective equipment requirements must be met whenever working in an environment involved with leaking gas. Cotton coveralls with sleeves rolled down and cuffs/ pants secured, along with gloves and goggles/safety glasses must be worn.



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4.3.2. The response crew shall proceed with the safest method available *given the factors and conditions of the damage location* to control the escape of gas. Various methods for control of the gas may be used. Consideration shall be given in the following order:

4.3.2.1. Valves may be available on a piping system to control the escape of gas. Valves shall not be operated until their use is verified and approved by regional planning personnel.

4.3.2.2. Consideration shall be given to the use of remote/weld holes to control the escape of gas and keep personnel clear of a potentially hazardous atmosphere. When applying this method to gain control of the leaking gas, the remote hole(s) must be periodically monitored using an approved combustible indicator (CGI) to verify that no gas is migrating from the leak into the remote/weld hole. If gas indications are noted and they reach a level of greater than 2.7% (in the area that work will be performed), appropriate respiratory protective equipment and Gas Extraction Suit™ are required in the remote/weld hole. See [GS 166.0076](#), *Working in Flammable Atmospheres*.

4.3.2.3. Control of gas at the point of discharge is to be performed by **trained and qualified personnel only**, using appropriate respiratory protective equipment and Gas Extraction Suit™ with all required personal protective equipment and under the following conditions:

4.3.2.3.1 The gas is blowing freely into the atmosphere, the work can be performed safely and the escaping gas can safely be controlled with approved tools and equipment. This equipment may include, but is not limited to; clamps, various approved steel squeezing devices, various approved polyethylene PE squeezing devices, etc.

**Note:** Special precautions must be taken when working around blowing gas on a polyethylene PE facility. See [GS 166.0025](#), *Prevention of Accidental Ignition of Natural Gas*.

4.3.2.4. Prior to using engine-operated equipment to excavate around or near blowing gas, and to prevent ignition by an engine spark, an approved combustible gas indicator (CGI) must be used to ascertain that no concentration of gas is blowing or migrating up and under the equipment. The atmosphere must be continually monitored. If an atmosphere free of gas cannot be verified or maintained and changing wind conditions create a potential hazard of ignition, the equipment must not be used.

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4.3.3. **Recheck of Area** – After the escaping gas is controlled, recheck the restricted area with an approved combustible gas indicator (CGI) for additional leakage, residual accumulations of gas in street openings, sewers, and drains in, under and around buildings before removing restrictions. See [GS 184.0245, Leakage Investigation – Distribution](#). Take appropriate action to clear residual gas from aboveground and belowground structures.

4.3.3.1. When interagency involvement (i.e. fire service, law enforcement), update department command on status of incident as appropriately.

4.3.3.2. The response crew shall give special consideration to any possible secondary pipeline system damage and resulting leakage underground such as a service which might be pulled out of the main some distance away, etc. Conduct a bar hole survey back towards the source of gas to locate and eliminate the possibility of secondary underground leakage. Gas leakage underground and subsequent migration can represent the greatest potential hazard to the safety of the public.

4.3.3.3. A layout of the gas system piping should be obtained to expedite surveillance of piping in the area for other possible sources of leakage.

4.3.4. **Repair Reports** - The leak repair report on the incident shall include all information pertaining to the repair, any special leak surveillance performed by the response crew, on-scene arrival time, and the times at which major control actions were performed.

4.3.5. **Permanent Repairs** - Permanent repairs shall be made as soon as possible. Initiate normal procedures to permanently repair leaks and restore service when the situation is under control.

#### 4.4. **Seismic Activity**

4.4.1. District Supervision in conjunction with Technical Services is responsible for monitoring seismic activity within their respective areas, and determines when such activity is considered to warrant further system evaluation.

4.4.2. The following steps may be considered when further system evaluation is warranted.

- Assessment within the affected area
  - Verify system pressures are within normal operating levels.
  - Special Patrols.



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- Special Leak Surveys. See [GS 223.0100](#), *Leakage Surveys*.
- Communication with local Emergency Response Agencies.
- Review Customer complaints for affected area.
- Review Regional/District emergency guidelines.
- Additional considerations identified in **section 4.5**.

**Note:** For the latest information concerning recent Earthquake activity for California and Nevada, the following reference may be used:

<http://earthquake.usgs.gov/earthquakes/>

- 4.5. **Severe Damage Resulting from Natural Causes, Accidents or Sabotage**
- 4.5.1. If it is apparent, or suspected, that severe damage has occurred to the gas mains and/or services, it is the responsibility of the **Region** to promptly assess the general extent of the damage and immediately shut off the gas supply where a hazard to life or property exists.
- 4.5.2. The gas supply is not restored until leaks and breaks in mains and services are repaired, isolated or until it has been determined that mains can be re-pressured on a controlled basis.
- 4.5.3. It is important to keep the **Message Center** informed of the conditions of the system and the action taken during an emergency. It is mandatory to make progress reports as additional information is available or as new developments occur. Once the incident stabilizes and emergency work is completed, report updates to the **Message Center** at a minimum of every two hours until the **Message Center Report** is closed.
- 4.6. **Emergency Shutdown, Pressure Reduction or Overpressure**
- 4.6.1. In response to meet the requirements contained in California Public Utility Code, **section 956, Emergency Shutdown and Pressure Reduction** related to “**Emergency Incidents**” as defined within this document (see **section 3.1**) - Notification shall be communicated to the appropriate first responders (fire Department) of an emergency shutdown or emergency pressure reduction on a system operating above 60 PSIG.
- 4.6.1.1. Document on the work order that notification was made.
- 4.6.1.2. Situations where an EIR (Emergency Incident Report) has been opened, verify with dispatch that notification to the appropriate first responders have been made and ensure that the notification is documented in the EIR.

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4.6.2. **Verification of Interruption or Overpressure** - An interruption of gas supply, or overpressure, is assumed to exist if alarms are called out by electronic pressure recorders or electronic pressure monitors or, if several customers within a related area report they have no gas, their pilots are out or the gas flames are high. Immediately dispatch personnel to check pressures at regulator stations and established terminals in the affected area.

4.6.2.1. Check pressures at feed points to determine if regulator outlet pressures can maintain proper supply at the extremities of the area. The required pressure varies according to the size of the network and the load in the area.

4.6.2.2. The pressures in the affected area are checked to determine the existence, and extent, of the overpressure or gas outage. If the pressures at feed points and established terminals are found to be proper, the overpressure or interruption to supply may be a local condition.

4.6.2.3. When pressure has significantly exceeded MAOP in a pressure area or customer meter set assembly, take appropriate remedial action. Remedial action may include, but is not limited to:

4.6.2.3.1. Take pressure area readings to determine geographical extent of the overpressure and whether the amount of overpressure may indicate other action is necessary.

4.6.2.3.2. Check with **Dispatch** for reports of high flames at appliances or aldehyde odors.

4.6.2.3.3. A special leakage survey may be warranted. Refer to the leakage history/condition of the affected area to help determine the extent of the survey. See [GS 223.0100, Leakage Surveys](#).

4.6.2.4. Check regulators in the affected area. Domestic non-overpressure protection regulators must be changed out after being subjected to 125 PSIG. Check manufacturer's literature to determine emergency inlet rating for other regulators.

4.6.2.5. Check meter set assemblies for leakage and pressure correctors for accuracy. See [GS 142.02, Leak Investigation – Customer Service](#) and [GS 190.0030, Pressure and Temperature Factors for Gas Volume Determination](#).

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- 4.6.2.6. Certain over-pressure and under-pressure conditions require immediate notification to the CPUC. See “**Reportable Gas Incidents to CPUC and PHMSA**” **section 4.10** for details.
- 4.6.2.7. If further investigation is warranted to determine if the cause was a result of regulation station failure or malfunction, contact the Region Measurement & Regulation department for assistance.
- 4.6.3. **Shutdown of Area** - Give consideration to possible hazards versus the inconvenience to the customers when supply to the area is shut down. See [GS 183.01](#), *Shutdown Procedures and Isolation Area Establishment for Distribution Pipeline Facilities*.
- 4.6.4. **Restoration of Gas Supply in Mains.**
- 4.6.4.1. Gas shall be restored to an area, only after **Field Services** has reported that the service valve to each meter set in the affected area is closed and all risers have been observed for Abnormal Operating Conditions (AOCs).
- 4.6.4.1.1 Service valves and risers found damaged, shall be repaired or replaced.
- 4.6.4.1.2 Service risers not accessible/observed for AOCs or valves not closed as per **section 4.6.4.1** must be temporarily disconnected and restored as per the note below.
- 4.6.4.2. Gas supply to pipelines may be restored by gradually increasing pressure to the normal operating level, while purging at the furthest ends of the main in the affected area to ensure the system is operating at 100% natural gas in accordance with [GS 182.0160](#), *Purging Pipelines and Components*.
- 4.6.4.2.1 A leak survey shall be performed over the entire system, including services and branch services to ensure safe operation of the restored area.
- 4.6.4.2.1.1. Leakage found on pipelines shall be coded and repaired per [GS 223.0125](#), *Leakage Classification and Mitigation Schedules*.

**Note:** If a service line is required to be temporary disconnected from the main or repaired during the shutdown, a leak/standup test of the service line must be performed in accordance with [GS 184.0150](#), *Leak Testing of Distribution Piping with MAOP <= 60 PSIG* for testing procedures prior to restoring.

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4.6.4.3. **Area Managers** are responsible for directing the restoration of gas supplies in distribution facilities for major outages. Every practical and safe means is used to restore the gas supply at the earliest possible time.

### 4.7. Fires or Explosions

- 4.7.1. The **field employee** dispatched to the scene contacts the fire department official in charge (when conditions permit) in order to determine that gas service to the affected structure is closed, if necessary. Full cooperation is extended to public officials who request information or assistance in determining cause.
- 4.7.2. A meter clock test and a pressure test are required whenever damage or injury is claimed or suspected to be the result of gas leakage or there has been a fire or explosion within the premises or structure. Do not attempt to make such tests until fire officials deem it safe to do so.
- 4.7.3. A further test may be required to determine if underground leakage exists. Whenever isolated sections of underground main or service piping are to be pressure tested in relation to emergency incidents, they must first be tested at existing line pressure. A higher-pressure test may compromise the integrity of the piping system by creating conditions that did not exist prior to the incident. Once the existing line pressure test has been made, and repairs, if necessary, are completed, refer to [GS 184.0150, Leak Testing of Distribution Piping with MAOP <= 60 PSIG](#) for testing procedures prior to restoring isolated sections to active service.
- 4.7.4. All risers must be inspected to see if they have been subjected to Excessive Heat Exposure. This exposure can be, but is not limited to, smoke or burn damage to: vegetation, fences, walls, and structures, wrap, locating wire, meter indexes or MSA part. If any service terminating with either an Anodeless Riser or a No Stress/Service Head Adaptor shows this type of exposure, it must be replaced.

**Note:** Anytime routine work is performed on a riser or MSA (such as: turn-ons, closes, no gas, investigations of disconnected or missing meters, MSA rebuilds, service restorations, leak surveys or other miscellaneous maintenance or inspection orders) and possible smoke or burn damage is suspected, the preceding steps must be followed. A pressure test may be required. The type of riser must be accurately identified and all Anodeless Risers or Service Head Adaptors must be replaced regardless of whether they are currently leaking or not.

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4.7.5. For pipeline failures caused by fire damage, if the coating of the piping or components has experienced discoloration or coating loss due to the heat from the fire, contact **Gas Engineering - Material and Equipment Group** to conduct an evaluation, see [GS 191.01](#), *Investigation of Accidents and Pipeline Failures*.

### 4.8. Discharge of Pipeline Liquids

4.8.1. In the event pipeline liquids are released to the atmosphere and Polychlorinated Biphenyls (PCBs) are suspected, it is important that this information be reported immediately to **Message Center**. Consider all liquids hazardous.

4.8.2. A **supervisor** at the scene arranges to notify **Message Center**. Information includes the location (residential, commercial or rural) and the extent of liquid sprayed on people, buildings, vehicles, etc., see [GS 104.02](#), *Notification Requirements for Release/Spill Events*.

4.8.3. A **supervisor** on the scene remains available for additional follow-up contact. For additional information on clean up instructions, refer to [GS 104.0085](#), *PCB Spill Clean-up and Decontamination*.

### 4.9. Inter-Region Mutual Assistance

Notify the **Transmission (ETS) Operating Organization** (or other company) when the report or investigation reveals that their facilities are involved. Dispatch appropriate **Distribution Field Operations personnel** immediately when the report does not definitely pinpoint whose facilities are involved or when requested by the **Transmission Operating Organization**.

4.9.1. **Action by Field Personnel - Field personnel** take action to control hazards. Such action may include, but is not limited to, shutting off gas meters in immediate vicinity; evacuation of buildings and control of traffic; shutoff, squeezing or plugging of broken services and venting of gas with bar holes. Main valves are not operated except when instructions are received from a **responsible supervisor** of the affected **Operating Organization**.

4.9.1.1. **Dispatch of Crews and Equipment – Distribution crews** and equipment are dispatched to incidents involving a **Transmission Operating Organization's** facility when requested because of distance or availability of material or equipment. The **Distribution crew** proceeds with repair work under **Transmission supervision** if warranted by existing conditions and requested by a **supervisor** of the **Transmission Operating Organization**.

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4.9.2. **Liaison with Transmission (ETS) — Distribution personnel** maintain continuing contact with pertinent **Transmission Operating Organization** to exchange information on mutual aid and to keep notification procedures current.

#### 4.10. Reportable Gas Incidents to CPUC and PHMSA

4.10.1. For comprehensive details on these and other CPUC and PHMSA reporting requirements, see [GS 183.07](#), *Pipeline Incident Reports to CPUC and PHMSA; National Transportation Safety Board (NTSB) Accident Investigation*.

#### 4.11. Material Traceability

4.11.1. For materials used during an emergency incident on pipelines operating at greater than 60 PSIG, refer to [GS 183.0130](#), *Materials and Supplies for Emergency Situations*.

- To ensure batched and non-batched managed material information is captured during installation.
- To define data capture roles/ responsibilities for HP PVFE material consumed during an emergency situation.

### 5. EXCEPTION PROCEDURE

(See [GS 182.0004](#), *Exception Procedure for Company Operations Standards*)

5.1. An exception to this standard shall be considered only after practical solutions have been exhausted. Safety issues shall be given primary consideration, while adhering to governing codes before an approval of an exception is granted.

5.2. An exception from a standard shall not be allowed unless [GS 182.0004](#), *Exception Procedure for Company Operations Standards* is followed and approval is given by the Responsible Person (RP) for the standard or by someone in that person's organization that has been granted authority, and by others as required by [182.0004](#), and if specified in the standard from which the exception is requested.

### 6. OPERATOR QUALIFICATION COVERED TASKS

(See [GS 167.0100](#), *Operator Qualification Program, Appendix A, Covered Task List*).

6.1. Not Applicable.

### 7. RECORDS

7.1. Records of annual review of this document are documented and retained in the Region file for 3 years.



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- 7.2. **Region** shall maintain records of the following pipeline forms:
- 7.2.1. **Form 4050, Leak Investigation Order** using “Click Mobile” completed and electronically filed in SAP.
  - 7.2.2. **Form 677-1** Pipeline Condition and Maintenance Report.
- 7.3. For pipelines that have been damaged due to fire exposure (refer to **section 4.7.5** of this standard), **Gas Engineering-Material and Equipment Group** shall prepare a report on the inspection of the fire damage using **Form 677-1, Pipeline Condition and Maintenance Report**. The report shall be filed at the **Transmission, Storage or Distribution Region** where the damage occurred.
- 7.4. If the damaged pipe is a transmission pipeline (as defined by **GS 223.0415, Pipeline and Related Definitions**) in an HCA, for any damage to the pipe including exposure to fire, **Gas Engineering-Material and Equipment Group** will prepare a damage report using **Form 677-1, Pipeline Condition and Maintenance Report**, and send a copy of the report to **Pipeline Integrity**.

8. APPENDICES

8.1. APPENDIX A

Notification Procedure

Provide the following information:

- A. Name, telephone number, and company.
- B. The nature and severity of the emergency.
- C. Street address, cross streets, or geographical boundaries of the affected area including name of community and county.
- D. Action requested of local electric company.
- E. Anticipated duration of emergency.
- F. Contact name and telephone number for further communication and coordination.
- G. Name of job site contact for site coordination.



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Contact Southern California Edison Company at the following 24-hour numbers

Los Angeles County	800-962-6269
Orange County	800-962-6269
Other counties as listed*	800-426-0621
*Fresno County	*Mono County
*Imperial County	*Riverside County
*Inyo county	*San Bernardino County
*Kern County	*Santa Barbara County
*Kings County	*Tulare County
*Madera County	*Tuolumne County
*Mariposa County	*Ventura County

INTERIM



# Company Operations Standard Gas Standard Gas System Integrity Staff & Programs

<b>Field Guidelines - Emergency Incident Distribution / Customer Service</b>	<b>SCG:</b>	<b>183.03</b>
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NOTE: Do not alter or add any content from this page down; the following content is automatically generated.

Brief: Policy was revised to remove reference to the “Halt Tool” and “Redwood Plugs” from section 4.3.2.3.1 as an approved method for controlling blowing gas. Updated hyperlinks and removed the word plastic and changed to Polyethylene (PE).

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