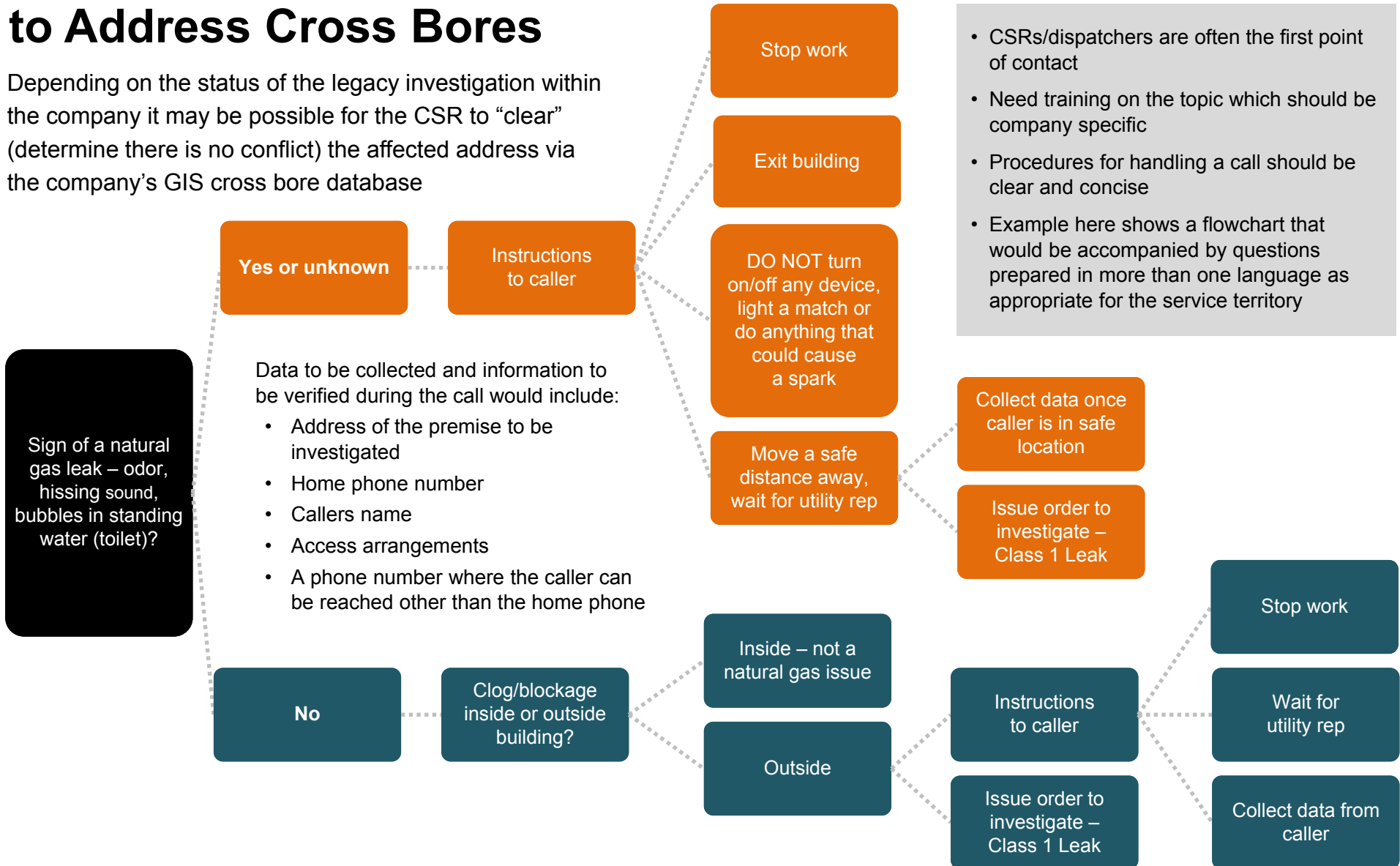


Customer Service/Call Center Representative (CSR) or Dispatch Operator

Quick Reference Flowchart to Address Cross Bores

Depending on the status of the legacy investigation within the company it may be possible for the CSR to “clear” (determine there is no conflict) the affected address via the company’s GIS cross bore database



- CSRs/dispatchers are often the first point of contact
- Need training on the topic which should be company specific
- Procedures for handling a call should be clear and concise
- Example here shows a flowchart that would be accompanied by questions prepared in more than one language as appropriate for the service territory

Q&A for Call Regarding a Potential Cross Bore

The call may originate from the customer or from a plumber at a customer's premise hired to clear a blockage. The call could also come from a premise owner in the natural gas utilities service territory that does not have a natural gas service. The recommended questions and responses should include, but may not be limited to:

Q1. Is there any sign of a natural gas leak – odor, hissing sound, bubbles rising through standing water (ex. toilet)?

A1a. If the answer is YES or Unknown the recommended response should provide instructions to the caller that include:

- Do not turn on or off anything electrical
- Do not light a match, candle, cigarette or turn on or off any electrical appliances, lights or use any device that could cause a spark
- Exit the building and stay a safe distance away (specified by the utility) from the area until a Field representative arrives and indicates that the area is clear.

The issuance of orders to Field personnel to investigate should follow the normal process of a Class 1 leak being reported.

A1b. If the answer is NO move on to Q2.

Q2. Is the clog or blockage inside or outside the building?

A2a. If the answer is that the blockage is *inside the building*, indicate that the blockage is not a natural gas system issue and is the responsibility of the owner of the premise. Also indicate if it is later determined that there is a blockage outside the premise they should call back with updated information.

A2b. If the answer is that the blockage is *outside the building*, state that the premise owner or plumber is to stop work until a utility representative arrives. Record the response and issue an order to investigate, the level of response should follow the normal process of a Class 1 leak being reported.

Data to be collected and information to be verified during the call would include:

- Address of the premise to be investigated
- Home phone number
- Caller's name
- Access arrangements
- A phone number where the caller can be reached other than the home phone

Depending on the status of legacy cross bore investigations within the company it may be possible for the CSR to "clear" (determine there is no conflict) the affected address through a search of the company's GIS cross bore database. If it is possible to clear the affected address, the customer or plumber representing the customer's/premise owner's location should be notified. The CSR should verify the address and advise the customer/plumber. A phrase stating "According to our records, there appears to be no conflict with your sewer lateral and our natural gas lines" could be used.