

COVID-19 – Guidance for Quarantined Customer Out of Gas or Gas Odor Call

What Do I Do If I Receive an Out of Gas or Gas Odor Call From a Customer who is Quarantined?

Below is a list of recommendations from PERC's new webpage:

- Follow established company policies for customer instructions and responding to customer locations.
- If there are sick occupants that need to be evacuated, contact 911 for instructions or response.
- For out of gas or gas odor calls, if entry into structure is not recommended or prudent, the system should be secured and tagged.
- If performing a leak check, determine if the process can be done outside of the structure using a block test or tapping into an outside regulator.
 - If the leak check passes, consider having the customer start appliances if it is safe to do so to avoid entry into the structure.
 - If the leak check fails and entry into the building is not recommended or prudent, the system should be secured and tagged.

It's also important to note that communicating with your local fire department and other emergency service agencies is critical during this time. Your fire department can assist with reducing your exposure risk and should be made aware of any interaction with a quarantined individual.