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**SPECIFICATION: G-11851-3**

**TITLE: "REPORTING OF UNSCHEDULED  
INTERRUPTIONS OF GAS SERVICE"**

**VOLUME: 1 and 10**

**REVISIONS: (See ★)**

- 1) Revised in its entirety.



G-11851-3

# Gas Operations Standards

**TITLE:** REPORTING OF UNSCHEDULED  
INTERRUPTIONS OF GAS SERVICE

**EFFECTIVE DATE:** April 21, 2008

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PREPARED BY:	APPROVED BY:	DATE:	VOLUME: 1 and 10	PAGE 1 OF
S. Bongiorno	Frank Ciminiello Chief Gas Distribution Eng.	3/21/08	Inspection and Maintenance, O&M Manual	4 PAGES



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**TITLE: REPORTING OF UNSCHEDULED  
INTERRUPTIONS OF GAS SERVICE**

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★ 1.0 **SCOPE**

To provide the criteria, roles, and responsibilities for reporting an unscheduled interruption of gas service.

★ 2.0 **LEGAL REQUIREMENTS**

16 NYCRR Part 232, "Notice of Interruption of Service"

★ 3.0 **DEFINITIONS**

3.1 Interruption of Gas Service – the temporary inability to supply gas safely to a customer caused by or related to one or more of the conditions described in Section 4.0 of this specification.

3.2 Unscheduled Interruption– an interruption of customer's gas service without prior notification by the Company.

**NOTE:** Other definitions for the *Weekly Gas Service Interruption Report* may be found in Exhibit B of the specification.

★ 4.0 **REPORTABLE CAUSES OF UNSCHEDULED INTERRUPTIONS**

An unscheduled interruption caused by, or related to one or more of the following conditions is reportable:

- Third party damages
- Leaks on mains or services (e.g. corrosion, material defect, etc.) requiring an immediate shutdown
- Water, freeze-up or dry stoppage in the gas main or service
- Loss in pressure due to inadequate system design or capacity or overpressure conditions which make the continued use of gas appliances hazardous
- High, medium, and intermediate pressure customers interrupted when line pressure is reduced to make repairs



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★ 4.0 **REPORTABLE CAUSES OF UNSCHEDULED INTERRUPTIONS**

- Damage caused by Company personnel, a Company personnel error or improper operating practice
- Problem on the supplier's system
- Any other similar interruption caused by damage or failure of Company facilities

**NOTE:** An interruption of gas service due to fire or periodic meter change is not reportable

★ 5.0 **REPORTING RESPONSIBILITIES**

- 5.1 All gas operating areas shall report all unscheduled interruptions meeting the criteria described in Section 4.0 of this specification to the Gas Emergency Response Center (GERC). Using the *Weekly Gas Service Interruption Report* form found in Exhibit A, the GERC shall submit the required data for all unscheduled interruptions to Gas Engineering, by Monday of the week following the week in which the interruption occurred.
- 5.2 Gas Engineering shall review and finalize the *Weekly Gas Service Interruption Report* for approval by the Chief Gas Distribution Engineer or his/her designee.
- 5.3 Gas Engineering shall then submit the *Weekly Gas Service Interruption Report* to the Public Service Commission, not later than the close-of-business Wednesday of the week following that for which the report is rendered. This report shall be in addition to any report required by Specification G-11850, "Reporting Natural Gas Incidents, Evacuations, Major Service Interruptions, and Carbon Monoxide Incidents".

★ 6.0 **REPORTING THIRD PARTY DAMAGE**

- 6.1 When the "Cause of Interruption" is "Third Party Damage," the name and address of the excavator shall be indicated on the report. In addition, a statement shall be made regarding the mark-out.



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**6.0 REPORTING THIRD PARTY DAMAGE**

6.2 The following standard wording should be used where applicable:

- Contractor Damage - Marked Out
- Contractor Damage - Marked Out – Contractor Failed To Maintain Mark-Out
- Contractor Damage - No Mark Out Requested
- Contractor Damage - No Mark-Out – Contractor Began Excavation within 2 Working Days of Mark-Out Request
- Contractor Damage - No Mark-Out – Vendor Working for the Company Failed to Perform Mark-Out
- Contractor Damage – Incorrect Mark-Out – Vendor Working for the Company Incorrectly Marked the Location

**★ 7.0 REFERENCES**

- G-11843 “Reporting Requirements to the PSC, DOT, and NYC DEP”
- G-11850 “Reporting Natural Gas Incidents, Evacuations, Major Service Interruptions, Exceeding MAOP, and Carbon Monoxide Incidents”

**★ 8.0 EXHIBITS**

- Exhibit A: “Weekly Gas Service Interruption Report”
- Exhibit B: “Definitions for Weekly Service Interruption Report”

★ EXHIBIT A (Sample)








WEEKLY GAS SERVICE INTERRUPTION REPORT

WEEK ENDING: 3/1/2008

OPERATING AREA	DATE	TIME RECEIVED	DISPATCH TIME	ARRIVAL TIME	TIME OFF	TIME ON	DURATION		ADDRESS & TICKET NUMBER	NO. OF CONSUMERS AFFECTED	CAUSE OF INTERRUPTION
							HRS.	MIN.			
BRONX	2/26	17:20	17:58	18:18	17:20	21:51 (2/27)	28	31	1C Edgewater Park XG08001856	1	Water in Service - 1 1/2" ST 1974
MANHATTAN	2/26	10:17	10:24	10:38	11:00	17:20	6	20	306 W 91 Street ML08001633	1	Contractor Damage - Mismatch - Vendor (ELS) Working for Company Incorrectly Marked The Location - Hyland Datacom Inc., 3878 Gulf Avenue, Staten Island, NY
	2/29	13:11	13:28	14:00	13:11	16:38	3	27	81 Perry Street MG08001386	1	Defective Meter
QUEENS	2/29	14:20	14:21	14:35	14:20	16:55	2	35	261-18 69 Avenue QL08001200	1	Damage - Marked Out - Electric Operations damaged a 1/2" PE service with a digger while excavating to clear an obstruction.
	3/1	9:00	9:09	9:42	9:00	21:57	12	57	193-10 37 Avenue QG08001636	4	Water in Main - 4" ST 1951
WESTCHESTER	2/27	14:52	14:55	15:10	14:52	17:05	2	13	24 Fullerton Ave City of Yonkers WL08001608	1	Contractor Damage - Marked Out - Careless Excavation - Felix Associates, PO Box 735 Mamaroneck Avenue, Mamaroneck, NY
	2/28	6:35	7:57	8:14	6:35	10:24	3	49	12 Craven Lane White Plains WG08002343	1	Frozen Meter
	2/28	11:29	11:32	11:48	11:29	20:05	8	36	101 Osborn Road Rye WL08001634	1	Contractor Damage - Marked Out - Careless Excavation - JCM Services Inc., 43 Morgan Avenue, Greenwich, Ct.
	2/29	7:30	7:50	8:31	7:30	9:08	1	38	146 Webber Avenue Rye WG08002308	1	Defective Meter
	2/29	8:15	8:38	9:02	8:15	20:20	11	18	40 Ravensdale Road Hastings on Hudson WG08002414	1	Water in Service - 1 1/2" PE 2007
	2/29	11:22	12:18	12:37	11:22	13:45	2	23	23 Bradford Road Scarsdale WG08002427	1	Defective Meter
	2/29	10:45	10:56	11:18	10:45	20:23	9	38	106 Van Guilder Avenue New Rochelle WG08002423	1	Blockage in Service - 2" ST 1939
TOTAL							93	25		15	

LEGEND:

-  Company's Responsibility.
-  Company Contractor's Responsibility.
-  Company Mark Out Vendor's Responsibility.
-  Contractor's Responsibility.
-  Others.

## **EXHIBIT B ★**

### **DEFINITIONS FOR WEEKLY SERVICE INTERRUPTION REPORT**

TIME RECEIVED:	The time at which the Call Center generates a gas complaint.
DISPATCH TIME:	The time at which a Company gas crew is dispatched to the customer's location to investigate the complaint. (If the gas complaint is initiated by a Company gas crew at the scene which will investigate the problem, then the DISPATCH TIME will be the same as the TIME RECEIVED).
ARRIVAL TIME:	The time at which a Company gas crew arrived at the customer's location to investigate the complaint. (If the gas complaint is initiated by a Company gas crew at the scene who will investigate the problem, then the ARRIVAL TIME will be the same as the TIME RECEIVED).
TIME OFF:	The time at which a customer's gas service is turned off. If the complaint is a no-gas condition and is confirmed by a Company gas crew to be caused by Company facilities, then the TIME OFF will be the same as the TIME RECEIVED.
TIME ON:	The time at which the customer's gas service is turned on. If the customer's premises is not accessible, the turn on time will be the time the Company is ready to resume service. In the case where there are multiple dwellings / apartments, the time on will be the time the last available customer is turned on.
DURATION TIME:	The difference between the Time Off and the Time On in hours and minutes.
ADDRESS & TICKET #:	The address and ECS ticket number of the complaint initiating our response.
NO. OF CONSUMERS AFFECTED:	The number of customers affected by the interruption. A multi-family residential building without service would be an approximate count of the families within the building.