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SPECIFICATION: **G-11876-0**

TITLE: **DISPATCHING EMERGENCY AND NON-
EMERGENCY WORK BY THE GAS
EMERGENCY RESPONSE CENTER**

VOLUME: **1, 10 and 12**

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**TARGET TRAINING
GROUPS:** **Gas Emergency Response Center (GERC),
GDS, ERF, Gas Construction, Customer
Operations, Central Information Group
(CIG) and Emergency Management**

REVISIONS: (See ★)

- 1) This specification is being issued for the first time.



Gas Operations Standards

**TITLE: DISPATCHING GAS EMERGENCY AND
NON-EMERGENCY WORK BY THE GAS
EMERGENCY RESPONSE CENTER**

EFFECTIVE DATE: April 27, 2011

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PREPARED BY:	APPROVED BY:	DATE:	VOLUME: 1, 10 and 12	PAGE 1 OF
K. Fagan	Victor Dadario Department Manager Gas Emergency Response Ctr	3/28/11	Inspection & Mtce, O&M Manual And Emergency Procedures	5 PAGES



TITLE: DISPATCHING GAS EMERGENCY AND NON-EMERGENCY WORK BY THE GAS EMERGENCY RESPONSE CENTER

1.0 SCOPE

To provide instructions for the assigning and dispatching of emergency and non-emergency work, and general operating practices of the Gas Emergency Response Center .

2.0 LEGAL REQUIREMENTS

New York State Dept. of Public Service, Case 09-G-0380: 80-50 260th Street, Floral Park, Queens, November 2009 Report.

3.0 RESPONSIBLE ORGANIZATION

This specification applies to the Gas Emergency Response Center located at 1615 Bronxdale Avenue, Bronx, New York (Bldg. 21A) and outlines general operating practices of the GERC with respect to assigning and dispatching of emergency and non-emergency work.

4.0 DEFINITIONS

- 4.1 ECS – Emergency Control System
- 4.2 ERF – Emergency Response Force
- 4.3 GERC - Gas Emergency Response Center - Located at 1615 Bronxdale Avenue, Bronx, New York (Bldg. 21 A).
- 4.4 GDS - Gas Distribution Services
- 4.5 CAD - Gas Operations' Computer Dispatch System
- 4.6 TSD – Troubleshooter Dispatcher in the GERC
- 4.7 OGS – Operating General Supervisor in the GERC
- 4.8 Emergency Work- reports of inside/outside gas leaks, carbon monoxide complaints involving reported/suspected CO illness and reports of building fires.
- 4.9 Non-Emergency Work – all work other than that described in section 4.8.



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5.0 GENERAL RESPONSIBILITIES OF GERC PERSONNEL

- 5.1 The TSD and OGS on duty shall ensure all necessary electronic systems (e.g. ECS, CAD including GPS display, Byers Mapping System, telephones, iCON/Nextel radios) are operational at the start of each shift and noted on the Dispatcher Daily Checklist (Attachment 1) as well as throughout the daily operation of the GERC.
- 5.2 TSDs shall verify GDS field personnel availability at the start of each shift and shall ensure two-way communication is established at the start of each shift via successful test paging. Additionally, the CAD and GPS mapping systems shall be checked to ensure that all GDS field personnel on shift are shown. Any exception shall be noted on the ECS Daily Exception Report (Attachment 2).
- 5.3 All incoming work shall be reviewed to ensure the comments included in each ticket are accurately reflected by the ticket's corresponding ECS code. See Attachment 3 for ECS code designations. If a discrepancy is found, a verification of the reported condition and type shall be made between the GERC and the employee who generated the ECS ticket.
- 5.4 All GERC personnel shall be familiar with the Code MuRRE (Multiple Resource Response Event) triggers and shall dispatch resources, including the Fire Department, as required (Refer to G-11809 & G-11837.)

6.0 DISPATCHING WORK

- 6.1 All telephonic and iCON/NEXTEL transmissions shall be professional and to the point. Clear, concise and accurate information shall be transmitted to and from the GERC. When dispatching emergency work, it is particularly important to ensure all pertinent information is understood by both the TSD and the receiving GDS, ERF, or Gas Construction personnel.
- 6.2 Emergency work shall always take priority over non-emergency work.
- 6.3 All incoming work shall be reviewed, prioritized and dispatched accordingly. The closest available resource shall be assigned and all available resources shall be considered to mitigate emergencies and hazardous conditions (Refer to G-11809 & G-11837.) GERC personnel shall consider using resources from other operating areas as workloads require.



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6.0 DISPATCHING WORK (Continued)

- 6.4 The OGS shall refer to G-11850 for conditions and/or events requiring regulatory or internal notifications.
- 6.5 It is extremely important during emergency communications, to maintain accuracy of information transmitted to and from the GERC. Field personnel, as well as GERC personnel, shall ensure a heightened awareness of the critical nature of the information being transferred during emergency situations. The sending and receiving of information by all parties shall be performed without social amenities.
- 6.6 "Pushback", or challenging assignments, particularly those of an emergency nature, is unacceptable (unless the questioning is of a safety-related nature) as delays in response to these conditions may result in placing the public, emergency responders and company personnel in potentially dangerous situations.

7.0 MONITORING WORK PERFORMANCE

In order to monitor and manage the quality of TSD radio and telephonic communications, the GERC OGS' shall perform documented monthly audits for each TSD. The OGS' audits shall review taped transmissions and will rate a sampling of each TDS's monthly transmissions. The results of these audits shall be reviewed with the TSDs to ensure areas for improvement are addressed and corrected. The audit findings shall be documented and maintained electronically by the GERC. A sample audit form is shown as Attachment 4.

8.0 TRAINING

All GERC personnel shall attend formal training at The Learning Center targeted for control center operations. The training shall include, but not be limited to:

- GDS0700: GERC Dispatcher Training,
- ECI0024: Communication and Reporting Techniques and
- GDS0301: Lessons Learned-Gas Incidents.



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9.0 **REFERENCES**

G-11809 - Outside Gas Leak Reporting, Classification, Surveillance, Repair and Follow-Up Inspection

G-11834 - Procedure for Recording and Monitoring an Outside Gas Leak and Repair History

G-11837 - Investigation of an Inside Gas Leak or Odor Call and Issuance of a Warning Tag

G-11839 - Replacement and Maintenance of Cast Iron Pipe Located in Construction Areas

G-11850 - Reporting Natural Gas Incidents, Evacuations, Major Service Interruptions, Exceeded MAOP and Carbon Monoxide Incidents

10.0 **ATTACHMENTS**

Attachment 1 – Dispatcher Daily Checklist

Attachment 2 – ECS Daily Exception Report

Attachment 3 – ECS Code Designations

Attachment 4 – Sample TSD Communication Audit Documentation Form

ATTACHMENT 1

Dispatcher Daily Checklist

Operating Area: M BX Q W

- | | |
|--|---|
| <input type="checkbox"/> ECS - UNAS screen flashing
<input type="checkbox"/> Reconciled ECS ASGN & UNAS screens with CAD
<input type="checkbox"/> Mobil-Up GPS map displayed and verified
<input type="checkbox"/> L & G Printers "TEST TICKETS SENT" | <input type="checkbox"/> Byers Active
<input type="checkbox"/> E-mail for unassigned leaks prepared
<input type="checkbox"/> Spoke with Supervisor to verify line up
<input type="checkbox"/> Checked printers for paper |
|--|---|

SHIFT 1 - 2300
Dispatcher

SHIFT 2 - 0700
Dispatcher

SHIFT 3 - 1500
Dispatcher

--	--	--

Supervisor (s) on duty	Supervisor (s) on duty	Supervisor (s) on duty

Mechs # Avail ____ out of ____

Mechs # Avail ____ out of ____

Mechs # Avail ____ out of ____

Mechanics not signed on Radio

Mechanics not signed on Radio

Mechanics not signed on Radio

Mechanics not logged on MDT

Mechanics not logged on MDT

Mechanics not logged on MDT

Mech logged on MDT but not on GPS

Mech logged on MDT but not on GPS

Mech logged on MDT but not on GPS

ATTACHMENT 2

ERC Daily Exception Report

OGS Name: _____

Date

Shift

Time

Operating Area	Mechanics ATD	Total Available	Mechanics Not Signed On (Radio)	Mechanics not logged on MDT	Mechanics Not on GPS*	Comments
Manhattan						
Bronx						
Queens						
Westchester						

ATTACHMENT 3

ECS Code Designations

- **GLI** - Gas Leak Inside
- **GLO** - Gas Leak Outside
- **COI** - Carbon Monoxide with Illness
- **BLF** - Building Fire
- **GTO** - Gas Turn On/Off (This is typically generated by Energy Services.)
- **CTO** - Customer Operations Turn On/Off (This is typically generated due to the size of the meter or equipment involved. Customer Operations will supply the account number for this work.)
- **SSE** - Special Survey for Engineering -- Blasting in area of gas facilities, pile-driving, road reconstruction, sinkholes, etc.
- **SAF** - Safety Check -- Typically generated after contractor/plumber makes repair and customer wants Con Ed to check again.
- **GTC** - Gas Turn on after Construction -- Main or service work requiring turn on.
- **MSG** - Miscellaneous Gas -- Examples include: noisy meter, noisy regulator, or any work not fitting into any other category.
- **NG** - No Gas/Pressure Problem -- Examples include: water in meter, service or main; poor pressure reported by contractor.
- **TMP** - Temporary Gas Repair -- Temporary repair to keep a customer in service. These are checked daily by GDS to ensure the effectiveness of the temporary repair.
- **HCG** - Highway - Customer Complaint Gas -- Customer reporting barricades, debris, etc.
- **HMG** - Highway - Municipal Complaint Gas -- Municipal entity (DOT, PD, etc.) reporting barricades, paving, debris, etc. [A 3-hour response is required prior to the issuance of a Notice of Violation (NOV)].
- **SEN** - Survey Encroachment -- A 4", 6", 8" cast iron main that is undermined, paralleled, crossed or exposed. These are checked daily for safety. (Refer to G-11839.

ATTACHMENT 4

Sample TSD Communication Audit Documentation Form

Review#	OGS	Dispatcher Name	Area	Tel / Radio	Date	Time	Channel	Rating Categories*			
								Concise	Clear	Courteous	Professional
1											
2											
3											
4											
5											
1											
2											
3											
4											
5											
1											
2											
3											
4											
5											
1											
2											
3											
4											
5											

* - Rating options: Acceptable (A) or Unacceptable (U)