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⑤

Get paper bill - electronic payment

Don't look at other information in bill

Prior to explosion -- Think she should call Super and he would know who to call.

Building Management is [REDACTED]
Property Manager's name: [REDACTED]
Tenant Coordinator: [REDACTED]

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(6)

Never noticed anything about 1644 & 1646.
Was never instructed not to call if have ^{gas} problems
Not aware of any gas repairs in bldg.

Did not notice any flash; had no issue lighting stove

Awareness

Q. What steps to take -

A. Super -

Q. Have you seen TV, radio, billboards

A. Not before -- but seen it now

Q. Are you aware of materials in bill

A. Don't pay attention

Q. Have you seen brochure (show)

A. No

Q. Odorant card

A. No

Q. Website

A. No

Q. ~~Don't~~ go to ^{Com Ed} office

A. No

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Q. Community Board in building
A. Yes - fire safety stuff; inspection, lately
no new posting. Never seen gas info

Q. Aware of Con Ed Customer Service number
A. Yes - don't know number off-hand; will google
if need it

Q. Know can call 911.
A. Yes, can call 911 for everything

~~Q.~~ Did not call 911 because did not realize so dangerous
although was worried when did not have ^{hot} water

Thoughts

Thinks 3-digit number would be best to call for gas
issue

All form of media should be used to educate

Q. What would catch your eye if you did not have
a personal experience?

A. Bldg management should have meetings (1 every 6 mths)