Purpose: To establish a procedure for Fire Alarm Operator's (FAO's) when receiving reports of natural gas and Liquified Propane Gas (LPG) releases in structures, outside of structures, and general odors of natural gas or LPG outside of structures.

Call Taking: It is the FAO's responsibility to determine the level of response for each call received regarding reports of natural gas and LPG emergencies.

The FAO will obtain the following information from the caller:

1. Location of Incident (street and number)
2. Callers Name
3. Callback Number
4. Alarm Particulars
    a. Natural Gas - LPG Line Rupture - Exterior - ***See SOG# 3560***
    b. Natural Gas - LPG Release in Structure - ***See SOG# 3561***
    c. Odor of Natural Gas - LPG Exterior Investigation - ***See SOG# 3562***

Reported Natural Gas - LPG Release in Structure

FAO shall advise any occupants to immediately evacuate to a safe distance away from the structure (preferably more than 300 feet) and await the arrival of responding companies.

Apparatus Response: Reports of natural gas and/or LPD release inside of a structure shall receive a "First Alarm Assignment" ***(SOG# 3651)*** consisting of the following:

- Three (3) Engine Companies
- One (1) Ladder Company
- One (1) Rescue Company
- One (1) Shift Commander

Additionally, for reported natural gas releases; the FAO shall immediately contact National Grid Gas and request a response and obtain an ETA on National Grid's response.

Operations: ***Natural Gas - LPG Release in Structure - SOG# 3561***

Natural Gas - LPG Line Rupture - Exterior

FAO shall advise the caller to immediately evacuate to a safe distance away from the reported rupture (preferably more than 300 feet) and await the arrival of responding companies.

FAO shall attempt to determine the nature and type of line that has ruptured:

- Low Pressure - typically ¼ PSI - small in diameter
- High Pressure Service Line - greater than ¼ PSI to a maximum of 125 PSI
    - Typically runs from gas main in street to meter on residence (1/2-inch to 2-inch diameter)
- High Pressure Transmission Line - greater than 125 PSI to a max of 1200 PSI (2-inch to 42-inch diameter)

    https://primis.phmsa.dot.gov/comm/NaturalGasPipelineSystems.htm 11/29/2019

Apparatus Response: Reports of natural gas line rupture outside of a structure shall receive a "First Alarm Assignment" ***(SOG# 3651)*** consisting of the following:

- Three (3) Engine Companies
- One (1) Ladder Company
- One (1) Rescue Company
- One (1) Shift Commander

Additionally, for reported natural gas releases; the FAO shall immediately contact National Grid Gas and request a response and obtain an ETA on National Grid's response.

Operations: ***Natural Gas - LPG Line Rupture - Exterior - SOG# 3560***

Odor of Natural Gas - LPG Exterior Investigation

In the event a passerby or concerned individual contacts the FAO office to report an odor of either natural gas or LPG in a general area. The FAO shall attempt to gather as much information as possible indicating the location, extent, and possible causes for the odor.

Apparatus Response: If the FAO reasonably believes that there is no readily attributable source for the odor the FAO shall dispatch a "Single Company Assignment" ***(SOG #3651).***

- One (1) Engine Company

Additionally, for reported natural gas releases; the FAO shall immediately contact National Grid Gas and request a response and obtain an ETA on National Grid's response.

Operations: ***Odor of Natural Gas - LPG Exterior Investigation - SOG# 3562***