

Gas Leak over 60 minutes, 306 Hanover Street Apt 1, Portsmouth NH

An emergency response to 306 Hanover Street Apt 1, Portsmouth, work order #WF0522766ON, Gas Leak Service, order was taken by the dispatch field service coordinator trainee on March 1, 2013 at 11:27 am. This order was assigned to the service technician at 11:30 am. The service technician was paged but never received the page. It was determined that the dispatch field service coordinator trainee began working on other matters and did not follow up with the service technician. This caused a 20-minute delay in this service technician receiving the subsequent page.

We have since tested our service technician's pager and could not duplicate the event.

The steps taken to prevent this from happening again are as follows:

The field service coordinator trainee has been given further training on gas leak response; and we have changed our contact procedure for gas leaks. We will now page the service technician and then call the service technician cell phone immediately. This procedure will take place 24 hours a day/7 days a week for all gas leaks.

Meeting notes with field service coordinator trainee:

Mike Talis, Supervisor Field Service

3-2-13 – Today I spoke with Lynne Copp, dispatch field service coordinator trainer, in regards to a gas leak response time of over 60 minutes in NH. Lynne has been shown the importance making positive contact with a service technician for a gas leak call. She now understands she has to follow the call from the time received until the service technician is en-route to the location and must monitor the calls while the service technician is performing his/her duties.

Because of this occurrence, we have changed the contact protocol for all gas leaks 24/7. A new procedure has been written.

Procedure Revision:

Gas Leak Contact Protocol

New Hampshire / Maine

During the day (NH 7:30am-11pm) (ME 8am-4pm):

Page service technician with the correct code for the gas leak / emergency work order, then call the service technician's cell phone **immediately** after paging the work order. If no answer, contact next closest service technician to respond via cell phone.

Fitchburg

During the day (7:30am-9pm):

Call service technician with whom work order has been assigned to. If no answer, leave message and then page service technician via website.

If no answer after 10 minutes, contact supervisor to get instructions.

[http://usamobility.com/send a message/](http://usamobility.com/send_a_message/)

Below are the codes:

5000 – Gas leak at appliance

9000 – Gas leak inside

9100 – Gas leak outside

9200 – CO (carbon monoxide)

9400 – Fire

3000 – Poor Pressure

Fitchburg

After Hours / On-Call:

Call the service technician with whom the work order has been assigned. If no answer, leave a message and then page service technician via website. If no answer after 5 minutes, call the technician's house phone number listed.

[http://usamobility.com/send a message/](http://usamobility.com/send_a_message/)

New Hampshire / Maine / Fitchburg

After Hours / On-call:

Page service technician with the correct code for the gas leak/emergency work order, then call the service technician's cell phone **immediately** after paging. If no answer on cell phone, call the technician's house phone if listed.