

October 2020

Gas Circuit Rider Newsletter

New Customer Notifications

New customer notifications have been an issue in recent Public Awareness Inspections. They are either inadequate, lacking required elements, or in some instances not being utilized. **A good practice to follow is to send a new customer notification any time a name change occurs on an account.** The following elements are required in a new customer notification.

- Verify records indicate each new customer who first receives gas at a particular location is provided information meeting the requirements in 192.16.
- Review a copy of the material that is being provided, within 90 days, to each customer requesting gas service to determine compliance.
- The material shall include:
 - a. The **operator** does not maintain the customer's buried piping.
 - b. If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
 - c. Buried gas piping should be -
 - i) Periodically inspected for leaks;
 - ii) Periodically inspected for corrosion if the piping is metallic; and
 - iii) Repaired if any unsafe condition is discovered.
 - a. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.

The operator (if applicable), plumbing contractors, and heating contractors can assist in locating, inspecting, and repairing the customer's buried piping.

During an inspection an operator must supply a copy of the notice currently in use; and evidence that notices have been sent to customers within the previous three years.

Inspection Questions Regarding “Effectiveness”

Document ALL events (i.e leaks, damage, etc.—small or large). If in doubt, document the event! You may have to produce evidence. No documentation, no evidence. Several questions focus on effectiveness and how you review procedures/processes for effectiveness. One simple solution is to add a check box to a job order, leak surveys, incident reviews, etc. Procedures were followed

It's a little more work, but this will document that you are reviewing procedures.

Your Feedback Needed

Mike Willetts recently sent an email to your utility/company requesting your feedback on the Gas Circuit Rider Program. If you have not already done so, please complete the **Evaluation Form** and return it to Mike by Monday, October 26.

Work Safe!

If you have any questions or concerns, please let me know. Thank you!

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This month's **New Product Update** (see **page 2**) came from **Allen Holtberg, New York Mills** – **thank you All!**

If anyone has a recommendation for useful tools or products please let me know and I'll include it in a future newsletter.

NEW PRODUCT UPDATE: Meter Support From Fastenal

Insulated adjustable meter support for large meters. Pricy, by no fabrication or painting required!

