

Natural Gas Appliance Testing Action Guidelines (Non ESA/Low Income⁵)

The purpose of these Action Guidelines is to describe the actions participating contractors and/or inspectors should take in the event they encounter a safety issue.

Gas Service Representative (GSR) Call Procedures: Participating contractors may attempt to repair any conditions that caused a Combustion Appliance Safety (CAS) test to fail provided they are properly licensed to do so. If the participating contractor is unable to repair any conditions that caused a CAS test to fail, the participating contractor must call a PG&E Gas Service Representative (GSR) as required by the Action Guidelines below.

If a GSR call is required, contact the GSR immediately (before leaving the customer's home). To contact the GSR and schedule a visit, the participating contractor must call PG&E Central Inspection Program (CIP) Dispatch at 1-800-813-1975 during normal business hours (M-F 8:30am-5pm). After Hours call PG&E Central Inspection Program (CIP) Dispatch at 1-800-813-1975 and press "7" once during the intro message. The participating contractor must also notify the customer of the need for a GSR visit. For situations where a GSR call is not required and the participating contractor is not properly licensed to make the appropriate repair, the participating contractor must arrange for a properly licensed technician to repair the hazard.

Version 3.2 - March 1, 2019

Line #	Category	Existing Conditions and/or Fail Reasons	GSR Call Required? (1, 2)	Install Airflow Correction/Infiltration Measures?
Pre Weatherization Evaluation (4) (Pre and Post Installation Testing for Advanced Home Upgrade)				
1	General	ABANDONED APPLIANCE found (Flex line removed and valve/pipe capped). Exception--open combustion in a Mobile Home. (For Example: wood burning fireplace), see Line #51	No Call	Yes
2	Water Heater	ACCESS DOORS BOTH MISSING from automatic water heater (AWH).	Yes (if not repaired)	Yes (advise customer)
3	Water Heater	AWH- Mobile Home AWH platform is not structurally sound	No Call	Yes (advise customer)
4	General	COMBUSTION APPLIANCE PRESENT (includes NON PG&E sources) <u>NOT affecting the living space</u> . Exception- -water heater with vent safety issue, see Line #48 .	No Call	Yes (contractor must be licensed to work on propane appliances)
5	Furnace	COMMUNICATION AT FAF between cold air return and products of combustion that <u>CAN be fixed by Contractor.</u>	Yes (if not repaired)	Yes (if repaired)

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6	Furnace	COMMUNICATION AT FAF between cold air return and products of combustion that <u>CANNOT be fixed by Contractor.</u>	Yes	No
7	Furnace	<u>COMPONENTS MISSING ON FURNACE -- appliance doors, combustion chamber door(s), and/or roll out shields.</u>	Yes (if not repaired)	Yes (if repaired)
8	General	CVA IS INADEQUATE (Include capped Furnace and AWH) and CVA Measure is <u>FEASIBLE</u> to install.	No Call	No (until CVA is installed)
9	Water Heater/ Furnace	CVA IS INADEQUATE (Include capped Furnace and AWH) and CVA Measure is <u>NOT FEASIBLE</u> to install.	No Call	No
10	General	CVA IS INADEQUATE (Include capped AWH) and CVA Measure is <u>NOT FEASIBLE</u> to install on <u>AWH not affecting living space.</u>	No Call	Yes (advise customer)
11	Water Heater	CVA IS INADEQUATE (Include capped AWH) and CVA Measure IS <u>FEASIBLE</u> to install on <u>AWH not affecting living space.</u>	No Call	Yes (if repaired)
12	Fireplace	DAMPER CLIP MISSING on gas log fireplace, if primary heat source.	No Call	Yes if Repaired Not repairable (advise customer)
13	General	GAS LEAK found for any appliance. Includes Fuzz Leaks (small bubbles) and Gas Leaks (gas odor and large bubbles).	Yes (if not repaired immediately)	Yes (if repaired)
14	General	FUZZ LEAK that has passed GSR Inspection and was not repaired.	No Call	No (until repaired)
15	General	INACCESSIBLE APPLIANCE is found. Safe access cannot be gained to test any gas appliance, or no access to any appliance in a locked cabinet or room.	No Call	No
16	Furnace	MICA GLASS/INSPECTION COVER on floor furnace, room heater or AWH missing or damaged.	Yes (if not repaired)	Yes (advise customer if unrepairable)
17	General	NON OP APPLIANCE found. -- <u>Pilot Light</u> off included. -- <u>Fireplace</u> non op included. -- <u>Oven/Broiler/Range Top</u> appliance group must have <u>all burners non op</u> before any of these appliances are considered non op.	No Call (if repaired)	Yes (advise customer if unrepairable)
18	General	NON OP (No Burners operating) APPLIANCE found. -- <u>Oven/Broiler/Range Top Appliance Group</u> , if <u>one burner is operative</u> then none of these appliances are considered non op. Enter comments for each. -- <u>Gas Dryer</u> -- <u>Appliance not affecting living space.</u>	No Call	Yes

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19	Furnace	NON OP APPLIANCE found. --Furnaces that are on the roof or in an attic --Same Appliance passed by GSR on previous visit for non op.	No Call	Yes (advise Customer)
20	General	NON PG&E COMBUSTION APPLIANCE PRESENT <u>that affects the living space</u> . (Does not include portable bbq/camp stove)	No Call	Yes (contractor must be licensed to work on propane appliances)
21	Furnace	NOX ROD EQUIPED FURNACES: --Listed Nox Rod equipped horizontal furnace (1) --Vertical Furnaces with NOX Rods not properly mounted in saddles (laying on top of burners) (1)	Yes (if not repaired)	Yes
22	Water Heater	OPEN COMBUSTION WATER HEATER and/or FAF located in <u>sleeping area</u> .	No Call	No
23	General	SOLDERED FLEX CONNECTOR found.	Yes (if not replaced)	No (unless replaced)
24	General	UNCAPPED GAS LINE found and Contractor <u>is</u> able to cap.	No Call	Yes
25	General	UNCAPPED GAS LINE found and Contractor is unable to cap. (1)	Yes	No (Unless Capped)
26	Furnace	UN-VENTED GAS HEATING APPLIANCE BY DESIGN (including catalytic heaters) located in living space.	Yes	No
27	General	UN-VENTED GAS COOKING APPLIANCE BY DESIGN located in living space when used to heat home.	No Call	No
28	Water Heater/ Furnace	WHOLE HOUSE FAN when gas appliances with standing pilot are in the attic and attic ventlation NFVA is inadequate for whole house fan.	No Call	No (unless NFVA is corrected or standing pilot appliance[s] replaced)
Pre Weatherization Evaluation - Appliance Vent (4) (Pre and Post Installation Testing for Advanced Home Upgrade)				
29	General	CHARRING of combustibles caused by furnace and/or water heater vent.	Yes (if not repaired)	No (until repaired)
30	General	CHARRING of combustibles caused by appliance vent other than a furnace and/or water heater vent.	Yes (if not repaired)	No (until repaired)
31	Water Heater/ Furnace	DISCONNECTED, MISSING, GAPS, DAMAGED, RUSTED- OUT OR INCORECTLY INSTALLED VENT on gas appliance that affects the living space. (Not Vent Alignment) .	Yes (if not repaired)	No (until repaired)

Line #	Category	Existing Conditions and/or Fail Reasons	GSR Call Required? (1, 2)	Install Airflow Correction/Infiltration Measures?
32	Water Heater	DRAFT DIVERTER MISALIGNED. When all components (vent, draft diverter, etc.) are in place, but have been knocked out of alignment and can be realigned easily. Includes minor work such as installing tape or screws. (Vent Alignment).	Yes (if not repaired)	No (until repaired)
33	Water Heater	DRAFT DIVERTER MISSING on natural draft appliances that affect the living space.	Yes (if not repaired)	No (until repaired)
34	Water Heater	DRAFT DIVERTERS -- MULTIPLE are present and appliance affects the living space.	No Call	No (until repaired)
35	Water Heater	DRAFT DIVERTERS -- MULTIPLE are present and appliance DOES NOT affect the living space.	No Call	Yes (advise customer)
36	Water Heater	EVAP COOLER has a <u>water heater vent or flue termination</u> within 10 ft and not 3 ft above on conventional home (or within 3 ft on mobile home).	No Call	No (until repaired)
37	Furnace	EVAP COOLER has a <u>furnace vent or flue termination</u> within 10 ft and not 3 ft above an Evap Cooler (this includes damper on shared duct system or exterior cover) is not pre-existing, and an <u>Evap Cooler Cover</u> is feasible .	No Call	No (until repaired)
38	Furnace	EVAP COOLER has a <u>furnace vent or flue termination</u> within 10ft and not 3 ft above an Evap Cooler, and an <u>Evap Cooler Cover</u> is NOT feasible or there is NO damper on a shared duct system. NOTE: If Vent not repaired, advise Customer not to run Furnace and Evap at same time.	No Call	No (until repaired)
39	Clothes Dryer	GAS CLOTHES DRYER located within the living space: a. not exhausted to the outside b. exhausted into another appliance vent system c. exhausted into an area under the dwelling which contains an open combustion appliance or lower CVA vents.	No Call	No (until repaired)
40	Clothes Dryer	Any Clothes Dryer exhausting into appliance enclosure or garage, but lint is <u>not</u> affecting open combustion appliances (occupants must be advised to watch for accumulation of dryer lint at appliance draft hood and CVA intake.)	No Call	Yes (advise Customer)
41	Clothes Dryer	Gas Clothes Dryer in Mobile Home where exhaust terminated under the home (not out side of mobile home skirt).	No Call	Yes (advise Customer)

Line #	Category	Existing Conditions and/or Fail Reasons	GSR Call Required? (1, 2)	Install Airflow Correction/Infiltration Measures?
42	Oven/ Broiler/ Range Top	HEATER OR TRASH BURNER IN A RANGE that is not vented to the outside.	Yes	No
43	General	SOLID FUEL CHIMNEY has a flue/vent connection to it.	No Call	No
44	Water Heater/ Furnace	IMPROPER VENT TERMINATION DISTANCE, including: a. Natural draft vertical pipe terminating less than 4 feet from outside wall and not extended above roof. b. Horizontal vent pipe outside a wall and not extended above roof. c. Direct vent wall furnace terminated within 10 feet of a window wall AC or evap cooler and not 3 feet above roof and appliance does affect the living space.	No Call	Yes (advise customer)
45	Furnace	VENT OR FLUE TERMINATION DISTANCE <u>from a door or an operable window</u> of a <u>Dual Pack or Pool Heater</u> is less than 4 ft below, 4 ft horizontally or 1 ft above.	No Call	Yes (advise customer)
46	Water Heater/ Furnace	DIRECT VENT OR FLUE TERMINATION DISTANCE <u>from a door or an operable window for a direct vent appliance</u> is less than 9 inches for inputs up to 50,000 BTU or 12 inches for inputs greater than 50,000 up to 65,000 BTU or <u>forced draft systems</u> are less than 12 inches.	No Call	Yes (advise customer)
47	Water Heater	WATER HEATER <u>not affecting the living space</u> with a vent or flue safety issue: --Charring of combustibles --Missing/damaged/rusted out --No draft diverter	Yes (if not repaired)	Yes (advise if unable to repair)
Pre Weatherization Evaluation - Mobile Homes (Not Eligible for Advanced Home Upgrade)				
48	Oven/ Broiler/ Range Top/ Mobiles	EXHAUST FANS that are not operable, or missing, or the fan is the recirculation type instead of exhaust when gas appliances are located in the kitchen. Only Install Infiltration Measures after Exhaust fan is repaired. (1)	No Call	Yes (advise if unable to repair)

Line #	Category	Existing Conditions and/or Fail Reasons	GSR Call Required? (1, 2)	Install Airflow Correction/Infiltration Measures?
49	Mobiles	INADEQUATE ISOLATION of Furnace return air. Missing or damaged Isolation Barrier. Inadequate isolation exists when a closed combustion FAF and natural draft AWH are the same closet without a separation barrier.	Yes (if not repaired)	No (until repaired)
50	Mobiles	OPEN COMBUSTION FURNACES OR WATER HEATERS drawing air from the conditioned space. This applies even if capped.	No Call	No
Post Weatherization NGAT Appliance Testing (4) (Pre and Post Installation Testing for Advanced Home Upgrade)				
51	General	ALDEHYDE ODOR. (1)	Yes, Follow Make Safe Procedure (3)	No (until Repaired -- If already Installed, must be corrected by contractor)
52	Furnace	APPLIANCE AMBIENT for furnace is 2 ppm or greater than Room Ambient. Includes Gas Log Heater (Freestanding, Insert, and Direct Vent). (1)	Yes, Follow Make Safe Procedure (3)	No (until Repaired -- If already Installed, must be corrected by contractor)
53	Oven/ Broiler/ Range Top	APPLIANCE AMBIENT for Oven or Range Top or Broiler is 10 ppm or greater. Test appliance with controls at their highest setting.	Yes, Follow Make Safe Procedure (3)	No (until Repaired -- If already Installed, must be corrected by contractor)
54	Water Heater	APPLIANCE AMBIENT for Water Heater is 10 ppm or greater.	Yes, Follow Make Safe Procedure (3)	No (until Repaired -- If already Installed, must be corrected by contractor)
55	Furnace	CHAMBER CHECK found defective heat exchanger (i.e., cracks and or holes, signs of metal fatigue, excessive rust or soot, or burned out recirculation baffles).	Yes, Follow Make Safe Procedure (3)	No (until Repaired -- If already Installed, must be corrected by contractor)
56	General	DELAYED IGNITION.	Yes (unless repaired)	No (until Repaired -- If already Installed, must be corrected by contractor)
57	General	EVIDENCE OF INCOMPLETE COMBUSTION. Excessive amounts of yellow flame (more than 50%), carbon (soot), or rust .	Yes (unless repaired)	No (until Repaired -- If already Installed, must be corrected by contractor)
58	Furnace	FLAME INTERFERENCE or distortion when FAF or counter flow wall furnace fan comes on.	Yes, Follow Make Safe Procedure (3)	No (until Repaired -- If already Installed, must be corrected by contractor)
59	General	FLAME ROLL OUT. Continuous and/or Excessive Rollout. Water Heaters and Furnaces only.	Yes, Follow Make Safe Procedure (3)	No (until Repaired -- If already Installed, must be corrected by contractor)

Line #	Category	Existing Conditions and/or Fail Reasons	GSR Call Required? (1, 2)	Install Airflow Correction/Infiltration Measures?
60	General	FLUE READ exceeds CO Standard for Appliance Type: --FURNACE: Flue read for forced air furnace, gravity furnace, wall furnace, wall furnace direct vent, floor furnace, vented room heater, gas log heater (freestanding, insert, or direct vent), or water heater is 101 ppm or greater (air free) (1); --OVEN AND BROILER: Flue read is 226 ppm or greater (as measured) --RANGE TOP BURNERS, GRIDDLE and GAS LOG FIREPLACE: Flue read is 26 ppm or greater (as measured). Test appliance with controls at their highest setting.	Yes, Follow Make Safe Procedure (3)	No (until Repaired -- If already Installed, must be corrected by contractor)
61	Furnace	RADIANTS BROKEN on Room Heater. (1)	Yes (unless repaired)	No (until Repaired -- If already Installed, must be corrected by contractor)
62	General	ROOM AMBIENT is 10 ppm or greater.	Yes (unless repaired)	No (until Repaired -- If already Installed, must be corrected by contractor)
63	Furnace	SHORT CYCLING main burner on furnace. (1)	Yes (unless repaired)	No (until Repaired -- If already Installed, must be corrected by contractor)
64	General	SPILLAGE at draft diverter.	Yes (unless repaired)	No (until Repaired -- If already Installed, must be corrected by contractor)
<u>GSR CALL PROCEDURES:</u>				
<p>(A) Inform customer about need for GSR visit and ask for their availability for a GSR visit.</p> <p>(B) Determine if Make Safe Procedure (MSP) applies</p> <p>(C) Make GSR Call from customer home.</p> <p>(D) Call CIP Dispatch at 1-800-813-1975 -- 8:30 am - 5:00 pm Monday through Friday except holidays.</p> <p>(E) After CIP dispatch hours, call CIP dispatch at 1-800-813-1975, select the "7" key and wait for a PBX operator to request GSR.</p>				
<u>FOOT NOTES:</u>				
<p>(1) PG&E Fail Reason if GSR call is required (i.e., any "Yes" to GSR Call Required).</p> <p>(2) GSR call required if unable to make same day repair.</p> <p>(3) Follow Make safe unless contractor is able to make repairs.</p> <p>(4) Home Upgrade Program requiring appliance testing at test-in and test-out, apply this section.</p> <p>(5) For Energy Saving Assistance (ESA) Program please see ESA Specific NGAT Action Guidelines.</p>				
<u>Make Safe Procedure (MSP) effective 07/1/2012 including section 24 of the installation standards (IS) please refer to NGAT MSP document.</u>				