

A large, stylized leaf graphic in shades of blue, positioned in the upper left quadrant of the page. The leaf has several veins and is oriented diagonally.

Make Safe Procedure

For PG&E Service Territory



Home Upgrade
Energy Upgrade California®

Natural Gas Appliance Test (NGAT) - Make Safe Procedure



Natural Gas Appliance Test Make Safe Procedure

- What is the purpose of the Make Safe Procedure (MSP)?
 - The goal of PG&E is to have a response time of 25 minutes or less for 75% of all Immediate Response (IR)
 - Within 60 minutes of 99 % of all IRs called in when requesting a Gas Service Representative (GSR)

To achieve this PG&E is requiring BPI certified professionals (in the Home Upgrade Program) and NGAT Techs (in the Energy Savings Assistance Program) to perform certain activities to reduce the number of calls for GSR having an “IR” classification.



Natural Gas Appliance Test Make Safe Procedure

- What is Make Safe Procedure (MSP)?
 - MSP can change an Immediate Response (IR) GSR site visit to an “EP Make Safe” site visit.
- What is a ‘IR’ GSR site visit?
 - GSR discontinues current site visit (as soon as it’s safe to do so) or re-route current destination and immediately proceed to IR home.
- What is a ‘EP Make Safe’ GSR site visit?
 - Provided there are no pending IR site visits, this home will be the next site visit.

Natural Gas Appliance Test Make Safe Procedure

Appliance Types

Water Heater



•http://www.rheem.com/consumer/catalogRes_detail.asp?id=75

Furnace



•http://www.dual-air.com/html/lennox_furnaces.html

Range



<http://www.wolfappliance.com/wolf/ranges.asp>

Natural Gas Appliance Test

Make Safe Procedure



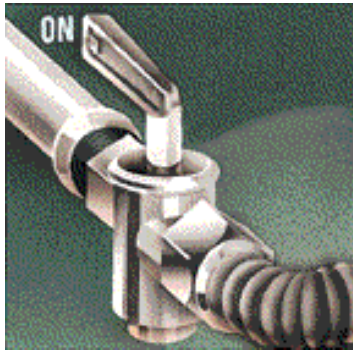
http://www.pge.com/safety/gas_electric_safety_home/gas_safety/turning_gas_off/

- Know the location of the main gas shutoff valve at the gas meter.
- There are several different styles of valves.
- Some may be difficult to operate.

Natural Gas Appliance Test Make Safe Procedure

Appliance Shut-Off Valve

- Normally located near the appliance
- By turning the valve one quarter turn this will shut off the gas.



This valve may turn either direction



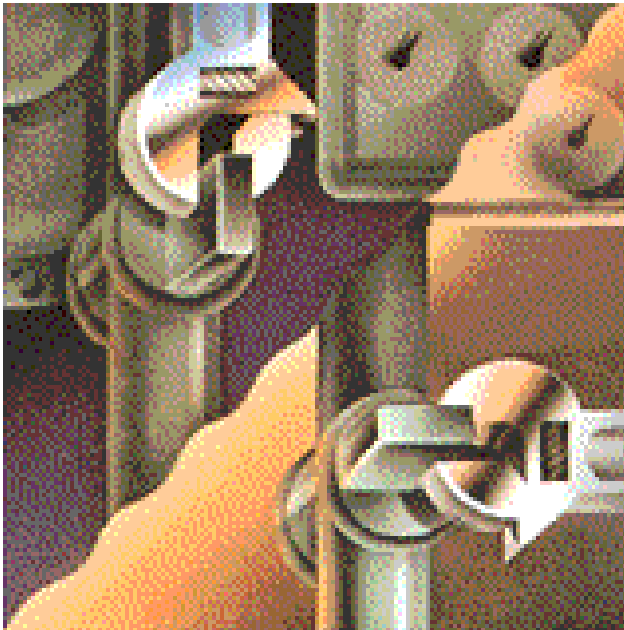
This valve only turns clockwise

Warning: Excessive force can break the valve. If you can't turn it by hand, you may need to shut off the main valve

Natural Gas Appliance Test

Make Safe Procedure

How To Shut Off The Main Valve



- The main valve is usually located on the inlet side of the meter
- A ninety-degree turn in either direction will shut the gas off to the house

http://www.pge.com/safety/gas_electric_safety_home/gas_safety/turning_gas_off/

Natural Gas Appliance Test Make Safe Procedure

Gas Valve Policy

When an NGAT fail occurs requiring a GSR Immediate Response (IR), before calling for a GSR, use the following procedure:

- Before you begin working inside the home (but **after** you introduce yourself to the customer), you should first locate the main **Service Valve** at the gas meter for the unit being treated. Knowing where the service valve is located is important in case you damage the appliance valve and need to shut off the gas at the meter.
- When working inside the home, if an **odor** of gas is detected, call immediately for a GSR.
- Turn the main burner valve to the off position on the affected appliance. If other appliances are located in the same room as the affected appliance and a wrench needs to be used to shut off the appliance valve, you must turn off the main burner valve for those appliances first. You shall notify dispatch that the pilot will need to be re-lit for affected appliances when finished.

Natural Gas Appliance Test Make Safe Procedure

Gas Valve Policy (continued)

- If the affected appliance has an appliance shut-off valve present and the problem is 'downstream' from the appliance shut-off valve, slowly turn the appliance valve by hand to the closed position (tang is 90 degrees with piping). Once valve is turned, soap valve to check for leaks. Gloves shall be worn when attempting to turn the valve.
- If the valve cannot be turned by hand, **use a maximum 10 Inch 'Crescent' style wrench to turn the valve. Do not use excessive force to turn the valve.** A 'Back-up Wrench' may be needed to stabilize the line while turning the valve tang. Gloves shall be worn when attempting to turn the valve. Once valve is turned, soap valve to check for leaks.
- **If the service valve at the meter is not accessible** (i.e., in a locked exterior closet), **DO NOT use a wrench on the appliance valve.** If unable to turn by hand, you must call for a GSR. This will be an Immediate Response (IR) call and will require you to stand by until the GSR arrives and makes premise safe.

Natural Gas Appliance Test Make Safe Procedure

Gas Valve Policy (continued)

- If the service valve at the meter is accessible and you are unable to turn the appliance valve tang by hand or by wrench, then you shall attempt to turn gas off at the gas meter service valve. **Use a 12 Inch “Crescent” style wrench to turn the service valve. Do not use excessive force to turn the valve.** Gloves shall be worn when attempting to turn the valve. Once valve is turned, soap valve to check for leaks.
 - **If turning the meter valve causes the valve to leak (spray test the valve to confirm) or break, call GSR dispatch and standby.**
- **If you are able to successfully shut off gas at appliance or meter valve:**
 - Attach “Safety Tag” to Valve that was closed
 - Call for a GSR. Inform operator that you have followed the MSP (Make Safe Procedure). The Operator will schedule a GSR using the new “EP Make Safe” scheduling disposition. **If shut-off was successful at the appliance valve, continue assessment/testing.**

If unable to shut off gas to the affected appliance using the above procedures, you must call for a GSR. This will be an Immediate Response (IR) call and will require you to stand by until the GSR arrives and makes the premises safe.

Natural Gas Appliance Test Make Safe Procedure

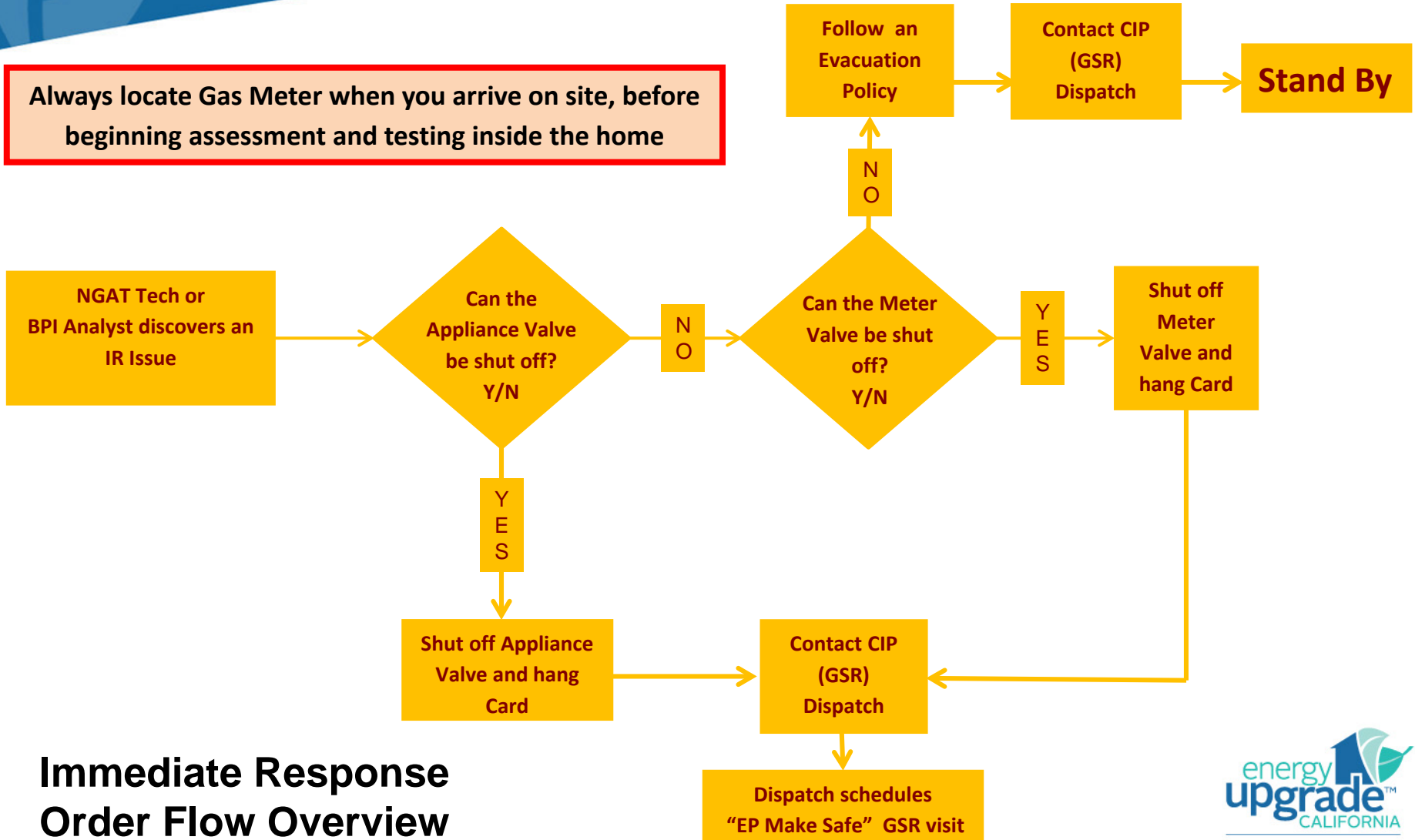
Gas Valve Policy (continued)

Contractor Ventilation and Evacuation Procedures

- If a Room Ambient CO of 200 ppm or greater exists or a strong gas odor more than 2 feet from the appliance or gas line exists, you shall immediately evacuate the unit of all occupants (if in a 2-4 unit building, continue by evacuating attached units after unit being treated has been evacuated).
- Contractors and/or unit(s) occupants must not re-enter the building until it has been deemed safe by a PG&E Gas Service Representative. If gas odor is present, do not turn on or off any electrical devices (light switches, phones, doorbells, etc.).

Natural Gas Appliance Test Make Safe Procedure

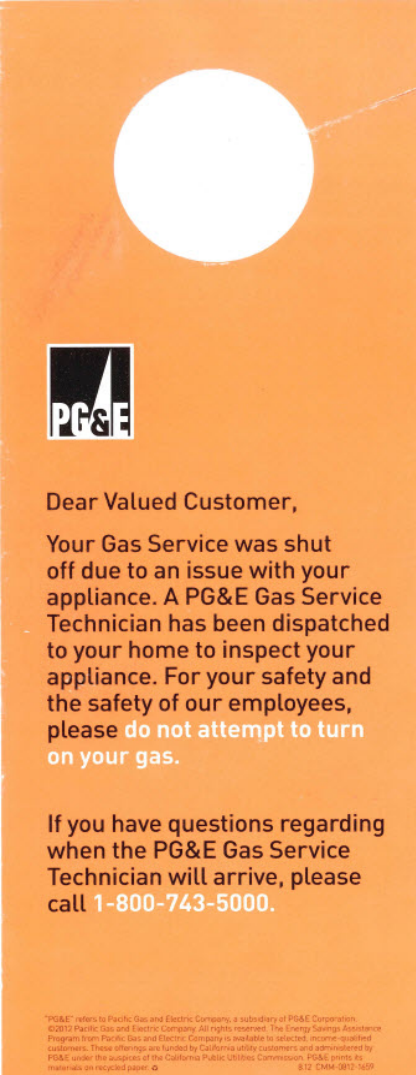
Always locate Gas Meter when you arrive on site, before beginning assessment and testing inside the home




**Immediate Response
Order Flow Overview**

Natural Gas Appliance Test Make Safe Procedure

If, in the course of your work, you are required to turn off the gas to an appliance or to the house, explain to the customer the situation and show them the tag you will leave behind.





Dear Valued Customer,


Your Gas Service was shut off due to an issue with your appliance. A PG&E Gas Service Technician has been dispatched to your home to inspect your appliance. For your safety and the safety of our employees, please do not attempt to turn on your gas.

If you have questions regarding when the PG&E Gas Service Technician will arrive, please call 1-800-743-5000.

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Natural Gas Appliance Test Make Safe Procedure

The reverse side is
written in other
languages.



Estimado cliente:

Su servicio de suministro de gas fue suspendido debido a un problema con su aparato doméstico. Hemos enviado a su hogar a un Técnico de Servicio de Gas de PG&E a fin de que inspeccione su aparato doméstico. Para su seguridad y la seguridad de nuestros empleados, por favor **no intente restituir su servicio de gas**.

Si desea saber cuándo llegará a su hogar el Técnico de Servicio de Gas de PG&E, por favor llame al **1-800-743-5000**.

Kính Gửi Quý Khách Hàng,

Dịch Vụ Khí Đốt của quý vị bị cúp do có vấn đề với thiết bị gia dụng của quý vị. Chúng tôi đã cử một Kỹ Thuật Viên Dịch Vụ Khí Đốt PG&E tới nhà quý vị để kiểm tra thiết bị của quý vị. Vì sự an toàn của quý vị cũng như an toàn của nhân viên chúng tôi, xin quý vị **không thử bật khí đốt lên**.

Nếu quý vị có thắc mắc về việc khi nào Kỹ Thuật Viên Dịch Vụ Khí Đốt PG&E tới nhà, xin gọi số **1-800-743-5000**.

親愛的客戶：

由於您的電器發生問題，我們已切斷您的煤氣服務。PG&E 已派煤氣服務技術員 (Gas Service Technician) 到府上檢查您的電器用品。為了您和我們員工的安全，請勿試圖打開您的煤氣。

如果您有任何關於 PG&E 煤氣服務技術員到府時間的問題，請致電 1-800-743-5000 查詢。

Natural Gas Appliance Test Make Safe Procedure

FAQs

What if I cannot shut off the gas to the appliance or at the meter?

If it is not safely feasible to shut off the gas to the appliance or at the meter, you will call and request an IR visit by the next available GSR.

Will I have to wait for the GSR to show up?

Yes, you will wait for the GSR with the customer. The GSR should be there within the hour.

Will I be able to install all measures after the GSR has been there?

If the GSR has taken care of the IR issue(s) and there are no other issues prohibiting you from installing measures, you may install all measures.

Natural Gas Appliance Test Make Safe Procedure

FAQs (continued)

What do I do if valve tang breaks off when attempting to turn the appliance valve?

When calling dispatch, inform the CSR that valve needs to be replaced. Gas Service will replace valve at no charge to the contractor or the customer.

What do I do if appliance valve breaks causing a gas leak?

You have previously located the service valve. Immediately go to service valve and shut off gas service to unit. Inform CSR that valve needs to be replaced. Gas Service will replace the valve at no charge to the contractor or customer.

Natural Gas Appliance Test Make Safe Procedure

FAQs (continued)

I am at a building with multiple meters. The meter for the unit I am servicing is labeled with the unit number. I was unable to shut off the appliance valve. Can I shut off the service valve for the unit I am servicing?

Yes. As long as the meter is labeled with the unit number, you can shut off the service valve for that unit.

How can I determine what meter is serving the treated unit when more than one meter is found and the meters are not labeled (i.e. multi-family building)?

Customer's PG&E bill will have the **meter number** listed. You may also be able to find the meter by calling CIP Dispatch and asking for the meter number of the account you are treating.

Natural Gas Appliance Test Make Safe Procedure

Locating The Meter Number

The number may also be on a plate on the front...



Or tucked in the back of the dial plate on the meter.

Natural Gas Appliance Test Make Safe Procedure

FAQs (continued)

What do I do if I can't locate the service valve at the meter of the treated unit or the meter is not accessible (i.e., located in locked exterior meter closet)?

Attempt to turn appliance valve by hand. If unable to turn appliance valve by hand, DO NOT use a wrench. You shall call for a GSR IR and stand by.

Can I turn the main meter valve off on a master metered (i.e., multi-family) building?

No. Attempt to turn appliance valve by hand. If unable to turn appliance valve by hand, DO NOT use a wrench. You shall call for a GSR IR and stand by. Follow evacuation procedure for strong odor gas leaks more than 2 feet away from appliance or gas line.

Natural Gas Appliance Test Make Safe Procedure

FAQs (continued)

I asked the customer to evacuate and they refused. What do I do now?

Explain the importance of evacuating (i.e., inhalation hazard and explosion potential) to the customer. If they still refuse to evacuate then you shall evacuate and call for a GSR from outside the unit.

Can I continue with the CAS testing and/or energy analysis after turning off the appliance or service valve?

Yes. Only if ventilating and/or evacuating the unit is not required

Natural Gas Appliance Test Make Safe Procedure

FAQs (continued)

I smell a strong gas odor more than 2 feet from the appliance. Can I use the customers phone to call for a GSR?

No, you must evacuate the unit and call for a GSR from a safe location **away** from the building.

I found High CO at an appliance. I turned the appliance valve and soaped it for leaks and found a leak. What do I do now?

In this case you shall attempt to shut off the gas at the service (meter) valve. If unable to do so, call dispatch for a GSR. This will be an Immediate Response (IR) call and will require you to stand by until the GSR arrives and makes premises safe.

Natural Gas Appliance Test Make Safe Procedure

GSR Immediate Response Criteria

IMMEDIATE RESPONSE (IR)
Room Ambient read is ≥ 26 ppm
Appliance Ambient read is ≥ 26 ppm (All other appliances, except for the furnace)
Cracked Chamber
Flame distortion
Flame roll-out
Furnace: Ambient 2 > Ambient 1 (by ≥ 2 ppm)
Gas leak / gas odor / aldehyde
Missing/broken mica glass
No draft hood / diverter
Sooted vent accompanied with high CO
Yellow flame accompanied with high CO
Missing both doors on a water heater

Natural Gas Appliance Test Make Safe Procedure

GSR Immediate Response Criteria (continued)

APPLIANCE	IMMEDIATE RESPONSE
Dual Pack / Split	≥ 401 ppm air free
Floor Furnace	≥ 401 ppm air free
Forced Air Unit	≥ 401 ppm air free
Gravity Furnace	≥ 401 ppm air free
Wall Furnace (Direct Vent)	≥ 401 ppm air free
Wall Furnace	≥ 201 ppm air free
Vented Room Heater	≥ 201 ppm air free in firebox
Water Heater	≥ 201 ppm air free
Refrigerator	≥ 26 ppm as measured
Rangetop Burner	≥ 26 ppm as measured
Oven / Broiler	≥ 226 ppm as measured
Gas Log (Freestanding/Insert/Direct Vent)	≥ 401 ppm air free
Gas Log (open hearth)	≥ 26 ppm as measured

Natural Gas Appliance Test Make Safe Procedure

Let's Review

- The MSP is meant to reduce GSR visits classified as IR
- First attempt to shut of the gas at the appliance
- If you cannot shut off the appliance valve, shut off the gas at the meter.
- Should you fail to shut off gas service, call for an IR GSR visit and wait for the GSR.



Resources and Questions



Resources

- Program resources, documents and guidance information for participating contractors can be found online in our Document Library at:

www.HomeUpgrade.org/resources/documents

- For essential CAS safety documents, see Document Library list items entitled:
 - Whole House Combustion Appliance Safety Test Procedure (2019)
 - NGAT Action Guidelines
 - EUC Test Measurements/CAS Form
 - Safety and Quality Acknowledgement (SQA) Form
 - EUC Home Upgrade Program Guidelines for Customers with Propane
 - Make Safe Procedure

Questions?

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