



Department  
of Public Service

# Operator Qualification Technical Conference

Outreach & Education

October 5, 2017

## Gas Service Line Definition

- April 2, 2015 - NYS Public Service Commission adopted new definition of gas service line
  - Mirrors federal definition
  - Expanded Commission gas safety jurisdiction
    - extends from gas main to the outlet of every gas meter in the State, no matter its location
    - extends to the outside building wall of the premises when a meter is set outside

## Gas Service Line Definition

- Local gas distribution companies (LDCs) new responsibilities:
  - Two primary inspection requirements added to Operation and Maintenance (O&M) programs
    - Natural gas leakage surveys
    - Atmospheric corrosion inspections

## April 2017 Commission Order (15-G-0244)

- Establishes procedures and schedules
  - Gas leakage: LDCs must complete comprehensive baseline surveys of each gas service line within 15 months for business districts and within 3 years for non-business districts
  - Atmospheric corrosion: LDCs must complete comprehensive baseline inspections within 3 years for both business and non-business districts

## April 2017 Commission Order

- Failure to provide access to premises for surveys and inspections
  - LDCs were directed to amend tariffs to include:
    - addition of \$100 charge on customer bills after two missed appointments or after one refusal of access
    - potential for termination of service following notification procedures

## Public Awareness

- April 2017 Order required LDCs to properly notice tariff amendments
  - LDCs published newspaper notices throughout May and June
  
- Commission stated that advance notice to customers is paramount
  - Importance of safety inspections
  - Consequences for failure to allow access

# Outreach and Education Programs

## ➤ Key Messages

- Safety is priority and access is necessary to perform safety inspections
- Inspections required by law (PSL 65(9))
- Fine/termination may result if access not granted

## ➤ Common Delivery Methods

- Website pages
- Bill inserts
- Direct mail
- Door Hangers/drop card

# Outreach and Education Programs

## ➤ Best Practices – Messaging

- Initial emphasis on safety/need for inspections. Language about potential charges added if access has not been obtained
- Materials indicate inspection is free and how long to complete
- Language tailored to business and residential customer
- Contractors will carry identification
- Multi-lingual/translation block

# Outreach and Education Programs

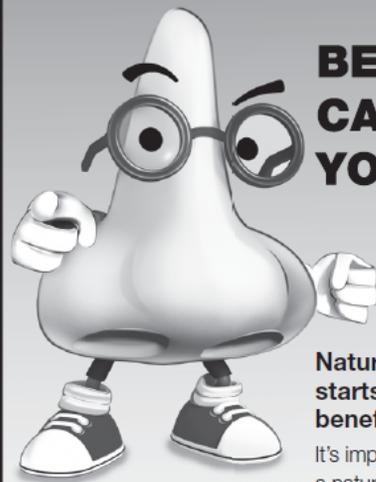
## ➤ Best Practices – Delivery

- Social media postings
- Customer newsletter
- Bill messaging
- FAQs – on website and at events
- Postcards or email (for paperless customers)
- Robocalls

# Outreach and Education Programs

## ➤ Enhanced Program Elements

- Target mailings based on inspection rollout
- Meet with elected officials in targeted areas
- Option to schedule inspection through website
- Pair with gas safety messaging
- Training call center and inspectors/consultants
- Rights and responsibilities – annual notification



## BEING NOSEY CAN KEEP YOU SAFE.™

### Natural gas safety starts with you and benefits everyone.

It's important to know the signs of a natural gas leak, use your senses and always be on the lookout.

If you suspect a leak, get outside immediately and then call 911 or the number below. By taking quick action, you can ensure the safety of your family and our community.



For more information,  
visit [rge.com](http://rge.com)

### SO, REMEMBER: SMELL, LOOK, LISTEN AND LEAVE.

Being noseey can keep everyone safe!

**SMELL GAS?** Leave the premises and  
call **911** or **1.800.743.1702** immediately!

## PUBLIC NOTICE

### Rochester Gas and Electric Corporation (RG&E)

Effective June 12, 2017, Rochester Gas and Electric Corporation will be required to perform natural gas leakage surveys and atmospheric corrosion inspections throughout their service territories. The Companies have updated their tariffs to include the addition of a \$100 charge on customer bills and the potential for termination of natural gas service when a customer fails to provide access to their premises for the purpose of performing the required leakage surveys and corrosion inspections. Additional information is available at [rge.com](http://rge.com) (click on "For Suppliers and Partners," then on "Pricing and Tariffs" and then on "PSC Filings").

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## Schedule

- Some items already developed (tariff amendments, letters)
- Many in process now and will continue into next year
- As programs are implemented, evaluate and consider improvements