



January 2017 Safety Meeting Topic

Handling Out-of-Gas Situations

Propane delivery personnel will handle out-of-gas situations on occasion. These “interruptions of service” merit quick response, since they may indicate leaks or other hazards. It is important that you understand potential causes so you can remedy problems quickly. Always follow your company’s policies and procedures. The following additional tips will help safeguard you and your customers.

WHEN A SITUATION IS CALLED IN BY A CUSTOMER:

Various out-of-gas situations are reported by customers and forwarded to propane delivery personnel. When talking with the homeowner before you arrive:

- Tell him/her to close all appliance valves and the valve at the tank or the main shutoff valve located in the fuel line.
- Make arrangements for the customer to be home for a leak check and return to service.

WHEN A SITUATION IS DETECTED DURING A ROUTINE SERVICE CALL:

- Personally inspect to make sure the tank or cylinder and all appliance valves are closed.
- Charge the container to operating pressure or replace the cylinder.
- Check the container and connections for leaks with an approved leak detector solution.
- Perform a leak check per your company’s operating procedures.
- Fill the container.
- Put the system back in service, if it is safe to do so.

WHEN RESPONDING TO A SITUATION WHERE THE CUSTOMER IS NOT PRESENT:

It’s possible that no one will be home when you discover an out-of-gas situation. If you cannot gain access to appliances to perform a leak check, follow these safety steps:

- Close the container service valve.
- Charge the container to operating pressure or replace the cylinder.
- Check the container for leaks with an approved leak detector solution.
- Fill the container. Securely fasten a warning tag to the container service valve that includes the appropriate notice.
- Leave a notice at the door that explains that the gas is turned off and that the customer needs to call to restore service.

Regardless of how an out-of-gas situation is discovered, NFPA 54 requires that the propane marketer notify all affected users any time the gas supply is turned off and that a leak check be performed before placing the system back in service.

MINIMIZING OUT-OF-GAS CALLS:

You can help minimize out-of-gas calls by:

- Monitoring customers’ propane needs.
- Anticipating changing requirements, such as higher propane usage due to weather or home improvements.
- Promoting customer awareness of propane storage levels.
- Promoting company services such as “keep full service,” budget billing programs, and electronic liquid level monitors.

Source: *Propane Delivery Operations and Cylinder Delivery* [PERC]

For more information on handling out-of-gas situations, visit propanesafety.com.

Discussion Topics

1. A customer continuously has an out-of-gas situation. What could be the issue?
2. A homeowner is upset about having a service technician perform a leak test and having to pay to re-establish service. Discuss how to address his concerns in light of safety issues and company policy.

LEARNING ACTIVITY

Stage a situation where a “customer” calls in an out-of-gas report. Prepare scripts on different issues and have participants talk through the situation with the customer. Discuss ways to handle each scenario.

January 2017 Safety Test Handling Out-of-Gas Situations

Name _____

Date _____

Instructions: Read and answer each of the following questions. When complete, grade the test and review incorrect answers so each employee is “armed” with the correct answers before they leave the training.

(1) According to NFPA 54, propane marketers are required to notify all affected users any time the gas supply is turned off and must perform a _____ before putting the system back into service.

- (A) regulator flow and lock-up test
- (B) pressure test
- (C) leak check
- (D) sniff test

(2) An out-of-gas call is an interruption of service and merits quick response since it may indicate leaks or other hazards.

- (A) True
- (B) False

(3) You can minimize out-of-gas calls by

- (A) educating customers on how to read their tank gauge.
- (B) promoting your company's keep full service.
- (C) anticipating weather changes.
- (D) all of the above

(4) If a customer is not present when an out-of-gas situation is discovered, you may fill the tank, leave the service valve opened and leave a note for the customer to call so you can come back and look at the system at a later date.

- (A) True
- (B) False

(5) When talking to a customer before you arrive at the out-of-gas call, tell him/her to

- (A) close all appliance valves.
- (B) open the tank or main shutoff valve.
- (C) close the tank or main shutoff valve.
- (D) open all appliance valves.
- (E) both A and C
- (F) both A and B
- (G) both B and D

January 2017
Answer Key

1. C
2. A
3. D
4. B
5. E

MONTHLY SAFETY MEETING MINUTES AND ATTENDANCE RECORD

Company Name: _____

City: _____ **State:** _____

Date: _____ **Time Started:** _____ **Time Finished:** _____

Instructed By: _____ **Number Attending:** _____

Subject Covered and Comments:

By my signature below, I certify that I attended and participated in this Safety Meeting and I understand the material presented.

Employee Name (Please print)	Employee Signature	*License Expires	**Endorsements	***Physical Exam
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				

*Driver licenses may be for multiple years and require HazMat testing between license renewal periods. List expiration date.

**Check licenses for proper endorsements and re-testing. (HazMat) List endorsements in this column.

***Physical Examinations are good for 2 years from the original date of the exam or sooner by Physician's request. List original exam date in this column.

By my signature below, I hereby certify that the employees listed above have been trained in accordance with the applicable regulations and curriculum for this monthly safety meeting.

Instructor's Signature: _____ **Date:** _____