

3700 PURPOSE AND APPLICABILITY

- 3700.1 The purpose of this chapter is to establish standards and requirements for ensuring that a Natural Gas Utility and Natural Gas Service Providers operating in the District of Columbia meet an adequate level of quality, reliability, and safety in the provision of natural gas service to District of Columbia customers.
- 3700.2 This chapter shall apply to all Natural Gas Utility and Natural Gas Service providers operating in the District of Columbia, subject to the authority of the Public Service Commission of the District of Columbia (“Commission”).
- 3700.3 All written Natural Gas Quality of Service Standards (“NGQSS”) reports, studies, surveys, or filings required shall be filed with the Commission.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1828 (February 27, 2009); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).

3701 REPORTING REQUIREMENTS FOR REPORTABLE AND LIMITED SERVICE OUTAGES AND GAS INCIDENTS

- 3701.1 The Natural Gas Utility shall report to the Commission and the Office of the People’s Counsel (“OPC”) of the District of Columbia all Reportable, Limited Service Outages and gas Incidents.
- 3701.2 The Natural Gas Utility shall report Reportable Service Outages by telephone and e-mail to the Commission’s Office of Compliance and Enforcement (“OCE”) and OPC, at the earliest practicable time, but not later than one (1) hour after the Natural Gas Utility’s dispatch has been informed of a Reportable Service Outage, with as much detailed information as possible. To the extent that all information required by Subsection 3701.3 is not available at the time of the initial communication, the Natural Gas Utility shall within two (2) hours of the dispatch, supplement its initial report with the additional information. This reporting requirement applies to business and non-business hours.
- 3701.3 During the course of each Reportable Service Outage, the Natural Gas Utility shall report periodically to OCE and OPC regarding the status of the service outage and the Natural Gas Utility’s progress in restoration efforts. The frequency of such periodic updates to OCE shall be jointly determined by the Natural Gas Utility and OCE at the start of the service outage and/or as modified during the course of the service outage. The Natural Gas Utility shall update OCE and OPC if the originally estimated restoration time needs to be extended.
- 3701.4 Updated estimated restoration information, if available, shall be continuously provided to District of Columbia customers by the Natural Gas Utility’s customer service representatives and by the Natural Gas Utility’s automated voice response unit.
- 3701.5 The reporting requirements for Reportable Service Outage(s) are as follows:
- (a) The Natural Gas Utility shall report Reportable Service Outage(s) affecting more than one hundred (100) customers and lasting more than eight (8) hours on the Natural Gas Utility’s side of the gas pipeline or occurring at a Master-Metered Apartment Building affecting more than one hundred (100) residential units;
 - (b) No report is required if the service outage is the result of the Natural Gas Utility’s planned maintenance activities, provided that the customers were informed prior to the implementation of the maintenance activities;
 - (c) Each telephone, text messaging, or email report concerning Reportable Service Outages shall state clearly, at a minimum the following information:
 - (1) A description of the service outage(s);
 - (2) The dates when the service outage(s) began and ended;
 - (3) The location(s) of the service outage(s), including street addresses and intersections; the ward(s) and/or quadrant(s) where the service outage(s) occurred;

- (4) Pipe size, material, pressure and type of gas pipeline involved;
 - (5) The estimated number of customers out of service, if known;
 - (6) A preliminary assessment as to the cause(s) of the service outage(s), if known; and
 - (7) The estimated repair and/or restoration time, if known.
- (d) The Natural Gas Utility shall file a written report concerning all Reportable Service Outages with the Commission and a copy to OPC within twenty-one (21) days following the end of a Reportable Service Outage.
- (e) Each written report concerning a Reportable Service Outage shall state clearly at a minimum, the following information:
- (1) The date(s) and times when the Reportable Service Outage began and ended;
 - (2) The location(s) of the service outage(s), including street addresses and intersections, the ward(s) or quadrant(s) where the service outage occurred;
 - (3) Pipe size, material, pressure and type of gas pipeline involved, if applicable;
 - (4) The date(s) and time(s) the Natural Gas Utility received the first call regarding the outage(s) or became aware of the outage(s);
 - (5) The dates and times when the restoration effort began and ended;
 - (6) The date and time when the maximum number of customers experienced an outage and the total number of customers affected at that time for both the District of Columbia and system-wide;
 - (7) The total number of customers that experienced an outage given in one-hour intervals throughout the outage for both the District of Columbia and system-wide;
 - (8) The total number of customer interruption durations (converted into hours) during the outage for both the District of Columbia and system-wide;
 - (9) Any information concerning requests made for outside assistance, including the organization(s) to which such requests were made, the date and time of the requests, and the resources requested;
 - (10) Any information concerning outside assistance received through mutual aid agreements, including the organization(s) that provided personnel, the date(s) and time(s) of personnel arrivals and departures, all crew personnel with names, identification (ID) numbers and the type of work

- (covered tasks) performed with complete Operator Qualifications (OQ) records;
- (11) Any information on the Natural Gas Utility and its contractor's personnel and resources used in the restoration efforts with names, ID numbers and the type of work (covered tasks) performed with complete OQ records;
 - (12) Any system-wide information concerning customer communications including the hourly call volumes (specifically identifying the total number of customer calls received and the total number of customer calls answered by the Natural Gas Utility during each hour of the service outage), the hourly staffing numbers (specifically identifying the total number of customer service representatives logged into the call center and supporting phone systems actively taking or waiting to take customer calls), and the telephone service factor provided on an hourly basis during the entire duration of the service outage (specifically identifying the percentage of answered calls that were answered within a 30-second timeframe);
 - (13) The total number of customers interrupted and the customer interruption durations (converted into hours) along with the causes of the outages for both the District of Columbia and system-wide;
 - (14) The detailed explanation of the work (covered tasks) performed as part of the emergency restoration efforts by mutual aid agreements and the Natural Gas Utility and its contractor's personnel and the resources used with names, ID numbers and the type of work (covered tasks) performed with complete OQ records for both the District of Columbia and system-wide;
 - (15) Restoration efforts affected by the unavailability of materials and a description of the emergency measures taken to resolve such issues;
 - (16) The total number of customers, and percent of all affected customers, restored, given in one-hour intervals throughout the Reportable Service Outage restoration effort for both the District of Columbia and system-wide;
 - (17) An analysis, based upon the availability of the data and all other surrounding circumstances, of the Natural Gas Utility's performance in its current restoration efforts as compared to its past restoration efforts, taking into account all relevant factors, such as the severity of the current outage in terms of the number of customers affected for both the District of Columbia and system-wide;
 - (18) A description of the service outage and provide a root cause analysis of the of the cause of the outage(s) and the steps the Natural Gas Utility will implement to prevent such an occurrence in the future;
 - (19) Whether there were any safety issues associated with the natural gas service outage, if so, provide information on what actions the natural gas

company took to address the safety issues and indicate if any customers were in danger at any time during the restoration; and

- (20) A self-assessment of the Natural Gas Utility's restoration efforts in the District of Columbia.

3701.6 The Natural Gas Utility shall report Limited Service Outage(s) by telephone and e-mail to OCE and OPC at the earliest practicable time, but not more than one (1) hour after the Natural Gas Utility's dispatch has been informed of a Service Outage, with as much detailed information as possible. To the extent that all information required by Subsection 3701.9 is not available at the time of the initial communication, the Natural Gas Utility shall within two (2) hours of the dispatch supplement its initial report with the additional information. This reporting requirement applies to business and non-business hours.

3701.7 The reporting requirements for Limited Service Outage(s) are as follows:

- (a) The Natural Gas Utility shall report Limited Service Outage(s) affecting twenty-five (25) to one hundred (100) customers and lasting more than eight (8) hours on the Natural Gas Utility's Pipeline distribution system prior to the meter;
- (b) No report needs to be filed if the customer service outage was caused by an event on the customer's side of the meter; and
- (c) No report is required if the service outage is the result of the Natural Gas Utility's planned maintenance activities, provided that the customer was informed prior to the implementation of the maintenance activities.
- (d) Each telephone and e-mail report concerning Limited Service Outage(s) shall state clearly, at a minimum, the following information:
 - (1) A description of the service outage(s);
 - (2) The dates when the service outage(s) began and ended;
 - (3) The location(s) of the service outage(s), including street addresses and intersections, the ward(s) and/or quadrant(s) where the service outage(s) occurred;
 - (4) Pipe size, material, pressure and type of gas pipeline involved;
 - (5) The estimated number of customers out of service, if known;
 - (6) A preliminary assessment as to the cause(s) of the service outage(s), if known; and
 - (7) The estimated repair and/or restoration time, if known.
- (e) The Natural Gas Utility shall file a written report concerning all Limited Service Outage(s) with the Commission, and a copy to OPC, within ten (10) calendar

days from the date of repair/restoration completion or within two (2) weeks of the event occurrence whichever comes first.

- (f) Each written report concerning Limited Service Outage(s) shall state clearly, at a minimum, the following information as applicable to the given outage(s):
- (1) The dates and times when the Limited Service Outage began and ended;
 - (2) The location(s) of the service outage(s), including street addresses and intersections, the ward(s) and/or quadrants where the service outage occurred;
 - (3) Pipe size, material, pressure, and type of gas pipeline involved, if applicable;
 - (4) The date(s) and time(s) the Natural Gas Utility received the first call regarding the outage(s) or became aware of the outage(s);
 - (5) The dates and times when the restoration effort began and ended;
 - (6) The total number of customer interruption durations (converted into hours) during the outage(s);
 - (7) The estimated number of customers affected by the service outage(s);
 - (8) The steps taken to minimize and/or control the service outage(s);
 - (9) Any information on the Natural Gas Utility and its contractor's personnel and resources used in the restoration efforts with names, ID numbers and the type of work (covered tasks) performed with complete OQ; and
 - (10) A description of the service outage(s) and provide a root cause analysis of the cause of the outage(s) and the steps the Natural Gas Utility will implement to prevent such an occurrence in the future, if any.

3701.8 The Natural Gas Utility shall report by telephone and e-mail all Incidents to OCE and OPC at the earliest practicable time, but not later than one (1) hour after the Natural Gas Utility's dispatch has been informed of the Incident, with as much detailed information as possible. To the extent that all information required by Subsection 3701.11 is not available at the time of the initial communication, the Natural Gas Utility shall, within two (2) hours of the dispatch, supplement its initial report with the additional information. The Natural Gas Utility shall continue providing updates to the Commission and OPC on all Incidents as information becomes available or is requested by the pipeline safety inspector. This reporting requirement applies to business and non-business hours.

3701.9 The reporting requirements for gas Incidents are as follows:

- (a) Each telephone and e-mail report concerning, all Incident(s) shall state clearly, at a minimum, the following information:

- (1) A description of the Incident(s);
- (2) The date(s) and time(s) when the Incident began and ended;
- (3) The location(s) of the Incident(s), including street addresses and intersections, the ward(s) and/or quadrant(s);
- (4) Pipe size, material, pressure and type of gas pipeline involved;
- (5) A preliminary assessment as to the cause(s) of the Incident(s), if known; and
- (6) The estimated number of customers and/or persons affected, if known.

3701.10 The Natural Gas Utility shall file an initial written report concerning all Incidents with the Commission, and a copy to OPC, within five (5) days of the event occurrence.

3701.11 Each written report concerning all Incidents shall state clearly, at a minimum, the following information:

- (a) The date(s) and time(s) when the Incident(s) began and ended;
- (b) The location(s) of the incident(s), including street addresses and intersections, the ward(s) and/or quadrant(s);
- (c) Pipe size, material, pressure and type of gas pipeline involved;
- (d) The date(s) and time(s) the Natural Gas Utility received the first call regarding the incident(s) or became aware of the incident(s);
- (e) The date(s) and time(s) when the Incident began and ended;
- (f) The estimated number of customers and/or persons affected, and street shutdowns;
- (g) The steps the Natural Gas Utility took to provide assistance;
- (h) The amount of time it took for assistance to arrive;
- (i) The date(s) and time(s) of arrival of the first Natural Gas Utility responder to the scene of the incident;
- (j) The date and time the area was made safe;
- (k) The total number of injuries, hospitalizations, and fatalities;
- (l) An estimated total dollar amount of damage and loss to the Natural Gas Utility caused by the incident(s) if known; and

- (m) A description of the Incident(s) and provide a root causes analysis of the Incident(s) and steps the Natural Gas Utility will implement to prevent such an occurrence in the future.

3701.12 The Natural Gas Utility shall update the initial written report and shall file same with the Commission, and a copy to OPC, within thirty (30) days of the event occurrence.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1828 (February 27, 2009); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).

3702 REPORTING AND REPAIRING REQUIREMENTS FOR GAS LEAKS AND ODOR COMPLAINTS

3702.1 The Natural Gas Utility's leak detection, classification, and repair personnel shall meet the federal training requirements for natural gas operations, maintenance, and emergencies (49 Code of Federal Regulations, Part 192). The reporting and repair requirements for gas leaks and odor complaints shall follow four steps:

- (a) Respond to all leaks and odor complaints within the timeframes established for the appropriate Code Orders and categorize any gas leak by grade;
- (b) Notify OCE and OPC by e-mail and telephone of each Grade 1, Grade 2, and Grade 3 gas leaks;
- (c) Provide periodic updates to the initial notification; and
- (d) Submit written reports on the results of the leak detection and repair, and odor complaints. The leak detection, classification, and repair personnel shall meet the federal training requirements for natural gas operations, maintenance, and emergencies (49 Code of Federal Regulations, Part 192).

3702.2 The Natural Gas Utility shall:

- (a) Respond to (be at the site of) all Code 1 Orders within thirty (30) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours, on a monthly average basis; with no more than three (3) percent of the overall monthly response times over fifty (50) minutes and no single event response time exceeding two (2) hours;
- (b) Respond to (be at the site of) all Code 2 Orders within sixty (60) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours, on a monthly average basis; with no more than ten percent (10%) of the overall monthly response times over seventy-five (75) minutes and no single event response time exceeding four (4) hours;
- (c) Respond to all Code 3 Orders, by making a determination as to the severity of the gas leaks and/or reported odor complaints and indicate to the customer/caller when a representative will be at the site, provided that on a monthly average basis, a representative will be at the site not later than ninety (90) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business and non-business hours; with no more than twenty percent (20%) of the overall monthly response times over ninety (90) minutes and no single event response time exceeding six (6) hours; and
- (d) Notify OCE and OPC within on the first business day after the end of each month, for those Code 1 response times that do not meet the requirements of these rules and that exceeded the fifty (50) minutes allowable response time and the single event maximum response time, and provide to OCE, on a monthly basis, the following additional information:

- (1) Full root cause analysis;
 - (2) Location from which the technician was dispatched;
 - (3) Time of dispatch;
 - (4) Time of arrival;
 - (5) Length of time of the response;
 - (6) Whether the Natural Gas Utility's standard processes for dispatch and response were followed and if not, a description of any deviation and the reason why;
 - (7) Reason for any response in excess of the average allowable response time and in excess of two hours;
 - (8) Number of in-progress Code Orders (any Code) at the time of dispatch in the District of Columbia;
 - (9) Number of in-progress gas leaks (any Grade) at the time of dispatch in the District of Columbia;
 - (10) Number of service technicians (qualified per Pipeline Hazardous Material Safety Administration OQ requirements to respond to Code 1 Orders) on-the-clock at the time of dispatch; and
 - (11) Proposed remedy to prevent a similar circumstance, if any;
- (e) Categorize the gas leak by grade pursuant to Subsection 3702.4 if the Natural Gas Utility determines, upon responding to a Code 1, Code 2, or Code 3 Order, that a gas leak is in need of repair; and
- (f) Provide to OCMS and OPC on a quarterly basis the compliance reporting required by Subsection 3707.2. The Natural Gas Utility shall provide explanations if these time limits are exceeded, pursuant to Subsection 3708.3.

3702.3 The Natural Gas Utility shall report to OCE and OPC by telephone and e-mail all natural gas leaks, except gas leaks found inside residential and/or commercial customers' properties, at the earliest practicable time, but not later than one (1) hour after the Natural Gas Utility's dispatch has been informed about and determined that the gas odor complaint resulted from a leak and/or the dispatch has determined that a leak has occurred on the Natural Gas Utility's gas system, with as much detailed information as possible. To the extent all information required by Subsection 3702.5 is not available at the time of the initial communication, the Natural Gas Utility shall within two (2) hours of the dispatch supplement its initial report with the additional information. Gas odor complaints reported inside customers' facilities and odor complaints where no leaks are found shall not be reported. This reporting requirement applies to gas leaks that are found during business and non-business hours.

3702.4 Each gas leak shall be categorized as Grade 1, 2, or 3 as follows:

- (a) Grade 1: A leak that presents an immediate or probable hazard to person(s) or property, and requires immediate repair or continuous action until the conditions are no longer hazardous;
- (b) Grade 2: A leak that is recognized as being non-hazardous at the time of detection, but requires scheduled repair based on probable future hazard; and
- (c) Grade 3: A leak that is non-hazardous at the time of detection and can be reasonably expected to remain non-hazardous.

3702.5 Each telephone and e-mail report to OCE and OPC of Grade 1, Grade 2, and Grade 3 leak(s) due to a gas-related odor complaint shall state clearly, at a minimum, the following information:

- (a) A description of the type of leak(s);
- (b) The dates when the leak began and ended;
- (c) The location of the leak(s), including street addresses and intersections, the ward(s) and/or quadrant(s);
- (d) Pipe size, material, pressure and type of gas pipeline involved.
- (e) The estimated number of customers and/or persons whose services were disrupted, if any;
- (f) A preliminary assessment as to the cause of the leak(s), if known.
- (g) The estimated time to repair the leak, if known; and
- (h) The Natural Gas Utility shall provide OCE and OPC with regular updates to the initial report as it receives more information.

3702.6 All Grade 1 leaks shall be promptly repaired. If not repaired immediately, upon detection, because of downgrading of the Grade 1 leak to a Grade 2 leak, the Natural Gas Utility shall recheck the location within forty-eight (48) hours to determine if a Grade 1 leak returns. The location shall be continuously observed until completion of the repair or downgrade of the Grade 1 leak to a Grade 2 leak. If the Grade 1 leak returns, the leak must be repaired under current Grade 1 standards. The Natural Gas Utility shall submit a written report after one (1) week from the initial grading of the leak to OCE and OPC regarding the status of the downgraded leak and the Natural Gas Utility's progress in completing repairs and follow Subsections 3702.11 and 3702.12 for Grade 2 and Grade 3 leaks, respectively until completion of the leak repair. Within eight (8) hours after a Grade 1 leak is downgraded to a Grade 2 leak, the Natural Gas Utility shall report by telephone and e-mail to OCE and OPC and shall state clearly the leak downgrading information, Subsection 3702.5 information and the name, telephone number, and identification of the technician downgrading the leak.

3702.7 Each written report to OCE and OPC concerning Grade 1 leaks shall state clearly, at a minimum, the following information as applicable to the incident:

- (a) The street address, the ward(s) and/or quadrant(s) location of the leak or odor;
- (b) A description of the type of leak;
- (c) Pipe size, material, pressure, and type of the gas pipeline involved;
- (d) The time the Natural Gas Utility received the first call regarding a gas leak or leak detection;
- (e) The time the Natural Gas Utility's technician reached the site;
- (f) The cause of the leak, if known;
- (g) The time the area was made safe; and
- (h) The actual repair time; the time and date when the job was completed with actual repair duration.

3702.8 Grade 2 leaks shall be monitored and reevaluated at least once every six months until cleared with no further signs of leak. Depending upon the location of the leak, reevaluation may be made earlier than six months. If reevaluation of a Grade 2 leak indicates a probable hazard, *i.e.*, reclassified as a Grade 1 leak, it shall be repaired immediately. For Grade 2 leaks that are non-hazardous, the Natural Gas Utility shall schedule repairs within thirty (30) days. Otherwise, Grade 2 leaks shall be repaired within one calendar year, but no later than fifteen (15) months from the date the leak was first reported.

3702.9 Grade 3 leaks shall be monitored and reevaluated during the next scheduled leak survey, or within fifteen (15) months of the date reported, whichever occurs first, until the leak is repaired with no further signs of leak.

3702.10 Written reports for leaks classified as Grade 2 and Grade 3 shall be filed semi-annually with OCE and OPC. The reports shall be submitted by July 31st and January 31st of each year.

3702.11 Each semi-annual written report concerning Grades 2 and 3 leaks shall state clearly, at a minimum, the following information as applicable:

- (a) The street address, the ward(s) and/or quadrant(s) location of the leak or odor;
- (b) A description of the type and cause of leak;
- (c) Pipe size, material, pressure, and type of the gas pipeline involved; and
- (d) The schedule and the status of repair of all Grade 2 leaks consistent with the standard provided in Subsections 3702.10 or 3702.11.

3702.12 The Natural Gas Utility shall create and maintain database(s) for all gas leaks and customer reported gas-related odor complaints. The database(s) shall be referred to as the Leak Identification, Detection and Repair, and Odor Complaints ("LIDAROC"). The database(s) shall contain, at a minimum:

- (a) The origination date;
- (b) The work completion date;
- (c) The grade of the leak;
- (d) The type of leak;
- (e) The location (address or intersection including the ward and/or quadrant where the leak occurred);
- (f) The ward;
- (g) The Number of customers whose services were disrupted because of the leak, if any;
- (h) The cause of the leak;
- (i) The response time in minutes;
- (j) The actions taken;
- (k) The leak ID number;
- (l) The work request Order number;
- (m) The work request type code;
- (n) The Code Number;
- (o) The actual repair time in days; and
- (p) The actual repair time in minutes.

3702.13 The Natural Gas Utility shall incorporate all natural gas leaks and customer reported odor complaint calls into the database(s) within five (5) days of receipt of the gas-related odor complaint and/or determination that a leak has occurred on its gas system.

3702.14 The Natural Gas Utility shall update the database(s) after it has repaired and/or resolved the leak and customer reported odor complaints and shall submit an electronic and a hard copy of the database(s) to the Commission and OPC on a quarterly basis.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1835 (February 27, 2009); as amended by Final Rulemaking published at 56 DCR 9562 (December 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 8599 (October 30, 2009) ; Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).

3703 REPORTING AND RESPONDING REQUIREMENTS FOR GAS EMERGENCIES

- 3703.1 The Natural Gas Utility shall immediately dispatch personnel to the site of the Gas Emergency and shall arrive at the site within fifty (50) minutes of receiving an emergency call during normal business and non-business hours.
- 3703.2 A Gas Emergency shall be reported by telephone and e-mail to OCE and OPC with as much detailed information as possible at the earliest practicable time, but not later than thirty (30) minutes after the Natural Gas Utility's dispatch has been informed that a Gas Emergency has occurred. The Natural Gas Utility shall provide updates to the initial report as it receives more information. This reporting requirement applies to business and non-business hours.
- 3703.3 Each telephone and e-mail report of a Gas Emergency shall state clearly, at a minimum, the following information:
- (a) A description of the Gas Emergency;
 - (b) The dates when the Gas Emergency began and ended;
 - (c) The location of the Gas Emergency, including street address and intersection, the ward(s) and/or quadrant(s) where the Gas Emergency occurred and the name of the person making the report and contact information;
 - (d) Pipe size, material, pressure and type of gas pipeline involved;
 - (e) The estimated number of customers impacted by the Gas Emergency, and street shutdowns, if known;
 - (f) A preliminary assessment as to the cause of the Gas Emergency, if known;
 - (g) The time between becoming aware of the Gas Emergency and responding (arriving at the emergency site) to the Gas Emergency, if known;
 - (h) The estimated time to clear the Gas Emergency, if known;
 - (i) The estimated time to repair Pipeline Facilities affected by the Gas Emergency, and/or restore service, if known; and
 - (j) A preliminary assessment as to any injuries, deaths, or personal property damage, if known.
- 3703.4 During the course of a Gas Emergency on the Natural Gas Utility's system, the Natural Gas Utility shall report periodically by telephone and e-mail to OCE and OPC, regarding the status of the Gas Emergency and the utility's progress in clearing the Gas Emergency and making the site safe. The Natural Gas Utility shall provide updates or progress on the Gas Emergency every hour until the Gas Emergency is resolved.

- 3703.5 Written reports concerning all Gas Emergencies shall be filed with the Commission and OPC within five (5) days of the event occurrence. The Natural Gas Utility shall provide updates to its written report as it receives more information.
- 3703.6 Each written report concerning a Gas Emergency shall state clearly, at a minimum, the following information:
- (a) The date and time when the Gas Emergency began and ended;
 - (b) The location(s) of the Gas Emergency, including street addresses and intersections, the ward(s) and/or quadrants where the service outage occurred;
 - (c) Pipe size, material, pressure, and type of gas pipeline involved, if applicable;
 - (d) The date and time when the emergency crew arrived at the scene;
 - (e) The estimated number of customers affected by the Gas Emergency;
 - (f) The steps taken to minimize and/or control the Gas Emergency;
 - (g) An assessment as to any injuries, deaths, or personal property damage; and
 - (h) A description of the Gas Emergency and provide a root cause analysis of the cause of the Gas Emergency and the steps the Natural Gas Utility will implement to prevent such an occurrence in the future, if any.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1839 (February 27, 2009); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).

**3704 CUSTOMER SERVICE STANDARDS, CUSTOMER SURVEYS,
SERVICE PROVISIONING**

- 3704.1 The Natural Gas Utility shall maintain a customer service (walk-in) office physically located in the District of Columbia.
- 3704.2 The Natural Gas Utility shall conduct annual customer surveys to assess customer satisfaction with the quality of customer service provided by the company to its District of Columbia customers. The Natural Gas Utility shall provide the results of the surveys to the Commission and OPC. The customer satisfaction surveys shall be conducted from: (1) a statistically representative sample of residential customers; and (2) customers randomly selected from those customers who have contacted the company's customer service department within the year in which service is being measured. The representative sample shall be drawn from customers contacting the company's customer service department in the previous year and shall be conducted with a sample of customers who contacted the Natural Gas Utility by walk-in, telephone, or e-mail. The survey instrument and the method shall be pre-approved by OCE. The Natural Gas Utility shall include the results from all available previous years of the survey up to a maximum of ten years in the Quality of Service Standard Performance Report (QSSPR).
- 3704.3 The Natural Gas Utility shall gather data and report statistics regarding the number of service calls met on the same day requested or scheduled, excluding instances where a customer misses a mutually agreed upon time to the Commission and OPC. The Natural Gas Utility shall report the percentage of scheduled service appointments met by the Natural Gas Utility on the same day requested. Service appointment data shall be compiled and aggregated monthly. A minimum performance standard of ninety-five (95) percent on a quarterly basis will apply. The Natural Gas Utility shall record the delay, in hours and/or days, in responding to requested or scheduled service calls. The Natural Gas Utility shall provide the results on service calls met and delayed to the Commission and OPC on an annual basis in the QSSPR.
- 3704.4 The Natural Gas Utility shall gather data on the percentage of meters that are actually read by the company on a monthly basis. Eligible meters include both residential and commercial accounts. On-cycle meter reads performance standard of ninety-five percent (95%) on a quarterly basis will apply. The Natural Gas Utility shall provide the results to the Commission and OPC on an annual basis in the QSSPR.
- 3704.5 The Natural Gas Utility shall perform the customer requested meter testing on a timely basis, but at a minimum shall test ninety-seven percent (97%) of customer requested meter tests. The Natural Gas Utility shall report the results on a quarterly basis on pre-scheduled customer requested meter testing. The Natural Gas Utility shall also submit its results to the Commission and OPC on an annual basis in the QSSPR.
- 3704.6 The Natural Gas Utility shall answer at least seventy percent (70%) of all customers' phone calls within thirty (30) seconds and shall maintain records delineating customer phone calls answered by a Natural Gas Utility representative or an automated operator

system. The Natural Gas Utility shall measure and report on an annual basis to the Commission and OPC the average customer wait time before being transferred from an automated operator system to a Natural Gas Utility representative.

- 3704.7 The Natural Gas Utility's Call Answering statistics shall exclude calls made during periods of major telecommunications failures, and periods of labor disruption.
- 3704.8 The Natural Gas Utility shall maintain a Call Abandonment Rate below ten percent (10%) on a quarterly basis and shall report the information to the Commission and OPC on an annual basis in the QSSPR.
- 3704.9 The Natural Gas Utility's Call Abandonment Rate statistics shall exclude Abandoned Calls, and calls made during periods of major telecommunications failures, and periods of labor disruption.
- 3704.10 If the Natural Gas Utility fails to meet the standards set forth in Subsections 3704.3, 3704.4, 3704.5, 3704.6 or 3704.8, for two (2) consecutive quarters, it shall be required to develop a corrective action plan.
- 3704.11 The corrective action plan shall describe the cause(s) of the Natural Gas Utility's non-compliance with Subsections 3704.3, 3704.4, 3704.5, 3704.6 or 3704.8, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).
- 3704.12 Progress on current corrective action plans shall be included in the Natural Gas Utility's annual QSSPR, filed with OCE and OPC by April 30 of each year.
- 3704.13 On a quarterly basis, the Natural Gas Utility shall complete installation of ninety-five percent (95%) of new residential service requests within ten (10) business days of the start date for the new installation.
- 3704.14 The start date of the installation shall be designated as the first business day after all of the following events have taken place:
- (a) The customer's valid billing information is received;
 - (b) The site is ready for service (cleared, graded, staked, etc.);
 - (c) The service connection fee is paid, if applicable;
 - (d) The gas safety inspection report is received;
 - (e) The security deposit is paid, if applicable;
 - (f) All mains and regulating facilities are installed;
 - (g) Any required public space excavation is completed;
 - (h) Any delays due to weather emergencies do not intervene; and

- (i) All rights-of-way permits are obtained, and all One-Call requirements have been met.
- 3704.15 The Natural Gas Utility shall submit a written report on its performance pursuant to Subsection 3704.13 every six (6) months. The report shall be submitted to OCE and OPC, forty-five (45) days after the six-month reporting period ends.
- 3704.16 After the submission of four (4) consecutive reports pursuant to Subsection 3704.15, the Commission may modify the frequency of the reporting.
- 3704.17 The reports pursuant to Subsection 3704.15 shall clearly state the total number of new residential service installation requests received during the relevant reporting period, and for the new residential installation service requests received, the percentage of new residential service connections that were completed in accordance with Subsection 3704.13.
- 3704.18 If the Natural Gas Utility fails to meet the standard set in Subsection 3704.13 in any two consecutive reports, it shall develop a corrective action plan.
- 3704.19 The corrective action plan shall describe the cause(s) of the Natural Gas Utility's non-compliance with Subsection 3704.13, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).
- 3704.20 Progress on any current corrective action plans shall be included in the Natural Gas Utility's annual QSSPR.
- 3704.21 The Natural Gas Utility shall report the actual performance obtained during the reporting period in the annual QSSPR of the following year.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1841 (February 27, 2009); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).

3705 RELIABILITY STANDARDS, LOW PRESSURE WATER INFILTRATION, UNDERGROUND DAMAGE PREVENTION, LOST TIME ACCIDENTS OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA) 300 LOG

- 3705.1 The Natural Gas Utility shall establish a Gas Main risk ranking index to determine its Gas Main Segments (including associated Service Lines) most in need of improvement or replacement. Factors associated with the main ranking index for making improvement and replacement decisions include, poor leak history, poor cathodic protection or poor gas main conditions determined from visual observations, poor pressure in the area, interruption of service due to water infiltration, and segment affected by city or state public improvement projects. At least once each calendar year, the Natural Gas Utility shall rank and identify areas of Pipeline Networks of its natural gas operating system requiring improvements to eliminate segments most susceptible to leakage, excavation damage, failure, supply interruptions or failure to meet its minimum design pressure and volume deliverability requirements. The Natural Gas Utility shall retain in its leak database the leak data/leak history in the main segments and service lines it has replaced. The Natural Gas Utility shall establish a performance ranking by area, on a scale of one to ten with one being the poorest performing segment. The Natural Gas Utility shall file the results with the Commission and a copy with the OPC on a biennial basis.
- 3705.2 Each calendar year, the Natural Gas Utility shall perform the necessary analysis for the issues identified in Section 3705.1 and provide plans for eliminating the ten worst performing segments due to low pressure or interruption problems. The Natural Gas Utility shall file the results with the Commission and a copy to OPC on an annual basis.
- 3705.3 The Natural Gas Utility shall respond to all underground utility locate requests and locate their facilities in accordance with the damage prevention laws established within the District of Columbia and the U.S. Department of Transportation. The Natural Gas Utility shall maintain an accurate count of all locate requests, responses to locate requests, number of gas main and service lines inaccurately marked which resulted in damages (e.g., hits per 1,000 locates) or construction delays, number of locations which the Natural Gas Utility failed to mark as required by the damage prevention rules, number of calls not made for One Call ticket numbers by excavator(s), reports of incidents to underground utilities, damages caused by excavators or third party to gas underground facilities, third party responsible for the damage, and the root cause(s) of the damage. An annual report shall be filed with the Commission and a copy to OPC in the QSSPR no later than February 15 of the following year.
- 3705.4 The Natural Gas Utility shall monitor high volume condensate drips on its low-pressure distribution network to minimize service continuity disruption. In no case shall a natural gas customer outage caused by condensate accumulation affect more than five percent (5%) of the low-pressure customers during two consecutive winter periods. The Natural Gas Utility shall prepare a remediation plan within one hundred twenty (120) days of exceeding the five percent (5%) standard of service interruption, for the approval of the Commission, and provide a target date for completion of the recommended repair to the low-pressure piping network. The Natural Gas Utility shall file the results with the Commission and a copy to OPC on an annual basis in the QSSPR.

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CHAPTER 37: NATURAL GAS QUALITY OF SERVICE STANDARDS

- 3705.5 The standard in Subsection 3705.4 may be changed or modified by the Commission, at a later date, based on a study of trends in service interruptions.
- 3705.6 The Natural Gas Utility shall measure annually its Lost Time Accident Rate as reported in the Occupational Safety and Health Administration (“OSHA”) 300 Log Summary of Occupational Injuries and Illnesses. The Natural Gas Utility shall file the results with the Commission and a copy to OPC on an annual basis in the QSSPR.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1844 (February 27, 2009); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).

3706 [REPEALED]

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1845 (February 27, 2009); as amended by Final Rulemaking published at 56 DCR 9562 (December 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 8599, 8600 (October 30, 2009); as amended by Notice of Final Rulemaking published at 59 DCR 1601 (February 24, 2012); as amended by Final Rulemaking published at 67 DCR 4551 (April 24, 2020).

3707 COMPLIANCE REPORTING

- 3707.1 The Natural Gas Utility and all Natural Gas Suppliers shall collect and retain accurate data demonstrating compliance with the measures in this chapter. Data are to be collected on a monthly basis in a format established by the Commission.
- 3707.2 The Natural Gas Utility and all Natural Gas Suppliers shall file monthly compliance data, and aggregated data for the three (3) months in the quarter, with the Commission, with a copy provided to OPC, on a quarterly basis pursuant to the following schedule:
- (a) The report for the months of January, February, and March shall be filed on April 30;
 - (b) The report for the months of April, May, and June, on July 30;
 - (c) The report for the months of July, August, and September, on October 30; and
 - (d) The report for the months of October, November, and December, on January 30 of the following year. A cumulative annual report for the current reporting year shall also be filed by January 30 of the following year.
- 3707.3 If the Natural Gas Utility fails to comply with any requirement stated in Subsection 3702.2, that is not already subjected to an approved action plan, for two consecutive months, the Natural Gas Utility shall provide the reason(s) for not meeting the requirement(s) (including the actual response time(s) and the dispatch location(s) for the technicians responding to the event(s), a proposed remedy to prevent a similar occurrence(s), and show cause as to why a penalty(s) shall not be imposed). The Natural Gas Utility shall file a report with the Commission, with a copy provided to OPC, within fifteen (15) days of the end of the month.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1847 (February 27, 2009); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).

3708 PENALTIES

- 3708.1 The regulations in this chapter are natural gas quality of service standards, some of which affect the reliability of services provided to customers. Subsections 3701.2 to 3701.14 and 3705.1 to 3705.6 contain quality of service rules which are designated as reliability performance standards adopted by the Commission within the meaning of D.C. Official Code § 34-706(e). If a utility fails to comply with Reporting Requirements for Reportable and Limited Service Outages and Gas Incidents noted in Subsections 3701.2 to 3701.14 and the Reliability Standards, Low Pressure Water Infiltration, Underground Damage Prevention, Lost Time Accidents OSHA 300 Log noted in Subsections 3705.1 to 3705.6, it may be subject to forfeiture or civil penalty in accordance with D.C. Official Code § 34-706.
- 3708.2 Failure to comply with the remaining Subsections of this chapter may result in the penalties set forth in D.C. Official Code § 34-706 (a) for failure to comply with Commission rules and regulations.
- 3708.3 Violations of the natural gas quality of service standards and of the reliability performance standards set forth in this chapter will be handled according to the rules established in 15 DCMR, Chapter 23 (Natural Gas). When determining the amount of the civil penalty for violations of this chapter, the Commission will consider the factors established in Chapter 23.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1847 (February 27, 2009); as amended by Final Rulemaking published at 56 DCR 9562 (December 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 8599, 8600 (October 30, 2009); as amended by Notice of Final Rulemaking published at 58 DCR 1601, 1602 (February 24, 2012); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).

3709 WAIVER

3709.1 The Commission may upon request, or on its own initiative after notice to the parties of its intention do so, waive any provision of this chapter for good cause.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1848 (February 27, 2009); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019); Final Rulemaking published at 67 DCR 011091 (September 18, 2020).

3799 DEFINITIONS

3799.1 When used in this chapter, the following terms and phrases shall have the meaning ascribed:

Abandoned Calls – Calls to the Natural Gas Utility that are terminated by the customer after the customer selects the menu option and is placed in the queue and has been in queue at least thirty seconds, but has not yet reached a customer service representative or any other automated response system.

Abnormal Operating Condition – A condition that may indicate failure of gas piping integrity or a deviation from normal operation or a malfunction of a component on gas piping infra-structure that may result in a hazard(s) to persons, property or the environment.

Call Abandonment Rate – The annual number of Abandoned Calls divided by the total number of calls the Natural Gas Utility received.

Call Answering – A process whereby a Natural Gas Utility representative, voice response unit, or other automated operator system is ready to render assistance or ready to accept information necessary to process a customer’s call. An acknowledgement that the customer is waiting on the line does not constitute an answer.

Code 1 Orders – Gas leak or customer reported odor complaint calls involving a strong gas leak, carbon monoxide, illness, broken service main or gaslight, fire in progress, explosion, uncontrolled appliance heat, steam or noise, gas blowing or hissing, second call, or pressure alarm.

Code 2 Orders – Gas leak or customer reported odor complaint calls involving a “medium” gas leak, or noise.

Code 3 Orders – Gas leak or customer reported odor complaint calls involving a “slight” gas leak.

Commission – Public Service Commission of the District of Columbia.

Condensate Drips – Devices installed on low pressure natural gas distribution system at its lowest elevation to facilitate collection of condensates such as ground water or other liquids infiltrating the gas piping.

Dispatch – Unit of the Natural Gas Utility that receives calls, disseminates information and assigns service calls to technicians and field crews, and acknowledges their feedback during responses to gas leaks, incidents and emergencies.

Distribution Line – Gas pipelines that provide natural gas delivery service to customers.

Gas Emergency – Any sudden and unexpected situation where leakage, blowing gas, loss of gas pressure, an overpressure condition, or loss of telemetry or control-system has caused or may cause serious injury or damage to life and/or property.

Examples of emergencies include gas-fed fires, explosions involving gas, escaping gas, unplanned supply interruptions, releases of hazardous material, carbon monoxide poisonings, and odorant releases.

Gas Main – A distribution line that serves as a common source of supply for more than one service line.

Gas Main Segments – Each part of a gas distribution line that serves as a common source of supply for more than one service line.

Gas Pipeline Facility – A pipeline, a right of way, a building, or equipment used in transporting natural gas or treating natural gas during its transportation.

Grade 1 – A leak that presents an immediate or probable hazard to persons or property, and requires immediate repair or continuous action until the conditions are no longer hazardous;

Grade 2 – A leak that is recognized as being non-hazardous at the time of detection, but requires scheduled repair based on probable future hazard; and

Grade 3 – A leak that is non-hazardous at the time of detection and can be reasonably expected to remain non-hazardous.

High Pressure (HP) System – A gas pipeline in which the gas pressure is higher than the pressure provided to the customer. Typically, high pressure pipelines operate over sixty (60) pounds per square inch gauge (psig) and are not transmission pipes.

Interruption Duration – The period of time, truncated or rounded to the nearest minute, during which a Reportable Service Outage occurs.

Incident – An event involving the release of natural gas that interrupts normal operations. An incident is an event that involves the release of gas and a death or injury requiring in-patient hospitalization or property damage or costs of \$5,000 or more to the Natural Gas Utility, or an event receiving media attention or that requires closing a public street.

Leak Survey - A systematic inspection of a pipeline for the purpose of finding leaks on a gas piping system. Leakage surveys may be done with or without instruments, depending on the class location and type of system.

Limited Service Outage(s) (LSO) – Customer service outage(s) caused by failure of gas piping integrity or a deviation from normal operation or a malfunction of a component on gas piping infrastructure affecting twenty-five (25) to one hundred (100) customers and lasting more than eight (8) hours.

Low Pressure (LP) System – A gas pipeline in which the pressure is substantially the same as the pressure provided to the normal residential customer. Low pressure lines normally operate at 7.8 inches water column.

Medium Pressure (MP) System – A gas pipeline in which the gas pressure is higher than the pressure provided to the customer. Typically, medium pressure pipelines operate higher than the LP System (at 7.8 inches water column) up to sixty (60) pounds per square inch gauge (psig).

Natural Gas – Is a gaseous flammable fossil fuel consisting primarily of methane.

Natural Gas Service Provider – A natural gas supplier, including an Aggregator, Broker, or Marketer, who generates or produces natural gas, sells natural gas, or purchases, brokers, arranges, or markets natural gas for sale to customers.

Natural Gas Supplier – A licensed Person, broker, or marketer, who generates natural gas; sells natural gas; or purchases, brokers, arranges or markets natural gas for sale to customers.

Natural Gas Utility – The company that owns or controls the distribution facilities required for the transmission and delivery of natural gas to customers, provides sales service and delivery of distribution service of natural gas, and is regulated by the Public Service Commission of the District of Columbia.

Normal Business Hours – Monday through Friday, 8:00 a.m. to 9:00 p.m., and Saturday, 8:00 a.m. to 4:30 p.m. (except major holidays). The main office serves customers Monday through Friday (except holidays) from 8:30 a.m. to 4:30 p.m. The Anacostia office accepts bill payments by check or money order only, Monday through Friday (except holidays), 8:00 a.m. to 4:00 p.m. All other hours including, holidays and Sunday are designated as non-normal business hours.

Occupational Safety and Health Administration (OSHA) 300 log (OSHA 300 Log) – A log of all recordable occupational injuries and illnesses on forms approved by OSHA. This form is called OSHA 300 Log. It is regularly updated by OSHA. OSHA 300 Log shall be used to record each case within seven (7) calendar days after the employer received information that a recordable work-related injury or illness has occurred.

Office of the Commission Secretary (OCMS) – Secretary of the Public Service Commission of the District of Columbia.

Office of Compliance and Enforcement (OCE) – Office of Compliance and Enforcement of the Public Service Commission of the District of Columbia.

Office of the People’s Counsel (OPC) – Office of the People’s Counsel of the District of Columbia.

On Cycle Meter Reads – The service period that a customer’s bill is read during the course of each month.

Outside Assistance – Resources not routinely used by a Natural Gas Utility for service restoration. Natural Gas Utility resources transferred among utility operating areas are not considered outside assistance.

Pipeline – All parts of those physical facilities through which gas moves in transportation, including pipe, valves, and other appurtenance attached to pipe, compressor units, metering stations, regulator stations, delivery stations, holders, and fabricated assemblies.

Pipeline Facility – New and existing pipeline, rights-of-way, and any equipment, facility, or building used in the transportation of gas or in the treatment of gas during the course of transportation.

Pipeline Network – The group or system of interconnected gas transmission and distribution lines.

PSIG – Pounds per square inch gauge.

Regulator Station – A facility for controlling the pressure and flow of natural gas serving a distribution system.

Reportable Service Outage(s) – Customer service outages caused by failure of gas piping integrity or a deviation from normal operation or a malfunction of a component on gas piping infrastructure affecting more than one hundred (100) customers and lasting more than eight (8) hours; or any outage occurring at a Master-Metered Apartment Building (as defined in 15 DCMR § 499.1) affecting more than one hundred (100) residential units.

Service Line – A distribution line that transports gas from a common source of supply to an individual customer, to two adjacent or adjoining residential or small commercial customers, or to multiple residential or small commercial customers served through a meter header or manifold. A service line ends at the outlet of the customer meter or at the connection to a customer's piping, whichever is further downstream, or at the connection to customer piping if there is no meter.

Telephone Service Factor – The percentage of calls answered within a specified amount of time. For example, if the service level time is set at thirty (30) seconds and seventy (70) percent of calls are answered in less than thirty (30) seconds, then the telephone service factor is seventy (70).

Transmission Line – A pipeline, other than a gathering line, that: (1) transports gas from a gathering line or storage facility to a gas distribution center, storage facility, or large volume customer that is not down-stream from a gas distribution center; (2) operates at a hoop stress of twenty (20) percent or more of Specified Minimum Yield Strength (SMYS); or (3) transports gas within a storage field.

SOURCE: Notice of Final Rulemaking published at 56 DCR 7646 (September 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 1827, 1848 (February 27, 2009); as amended by Final Rulemaking published at 56 DCR 9562 (December 25, 2009), incorporating text of Proposed Rulemaking published at 56 DCR 8599, 8601 (October 30, 2009); Notice of Final Rulemaking published at 66 DCR 15460 (November 22, 2019).