

DEPARTMENT OF FIRE AND RESCUE SERVICES



MEMORANDUM

2010.006



Originating From	Issue Date	Expiration Date	Attachments
Bureau of Emergency Services	12/01/10	n/a	A

SUBJECT: Current Flammable Gas Guidelines

APPLICABILITY: All Uniformed Personnel

Our responses to gas leak emergencies continue to increase and crews should use due diligence while mitigating these emergencies. I want to thank the committee for their hard work of which a majority of the recommendations are being adopted. This initiative has caused the department to institute a new policy: looking at our training for gas emergencies, proper meter operation, and an analysis of adequate and standardized equipment. The assignments will be based upon the existing conditions when the caller contacts 911. These assignments can range from a full box alarm assignment to a miscellaneous alarm. Over the next ninety days an evaluation of the assignments will be conducted to make sure the resources match the needed objectives and strategies to overcome the emergency. Never become complacent when dealing with a gas emergency and always maintain a high level of situational awareness.

Appendix A has been attached and shows the priority of **Gas** and Electric emergencies as established by BGE. Become familiar with these priorities and use them when requesting a BGE response.

Approved:

Charles M. Sharpe
Deputy Chief, Operations Command



911 Priority List - Electric Lines

Priority Level	Safety Concern	How to Communicate to BGE	BGE Response
<h1>1</h1>	<p>Imminent Life Threatening or Other Emergency Situation</p> <p>* Personnel Evacuation Not Possible Confirmed BGE wires down on car, occupants trapped.</p> <p>Sparking BGE wires on building, occupants trapped.</p> <p>Electric service outage, GAS INCIDENT, imminent life threatening medical situation, evacuation not possible.</p> <p>Request During Fire Emergency Request During Hostage Situation</p>	<p>911 Software Hot-Lines to BGE</p>	<p>Customer Call Rep. (CCR) Receives Call.</p> <p>CCR Immediately Contacts Shift Supervisor. Shift Supervisor immediately Dispatches Closest Qualified Crew.</p> <p>Shift Supervisor Provides ETA to 911 Center.</p>
<h1>2</h1>	<p>Emergency Situation - No Imminent Personal Risk</p> <p>Any other confirmed situation involving BGE's Gas or Electric Facilities (ie.equipment/wires with police/fire personnel on standby).</p> <p>Road closed calls from State, County Municipal roads/highway departments</p>	<p>911 Software Hot-Lines to BGE - (410) 685-0123 or 1-877-778-2222</p>	<p>Normal Operations</p> <p>Customer Call Rep. (CCR) Receives Call. CCR Immediately Contacts Dispatcher. Dispatcher Dispatches Next Available Qualified Crew. Dispatcher Provides ETA to Caller.</p> <p>Storm Operations</p> <p>Customer Call Rep. (CCR) Receives Call. CCR Contacts Customer Service Liason (CSL). CSL Secures ETA from Storm Center Personnel. CSL Provides ETA to Caller.</p>
<h1>3</h1>	<p>Non-Emergency, Gas Event or Customer Report of Wires Down without Confirmation that BGE's equipment is involved.</p>	<p>911 Software Hot-Lines to BGE Customer Care fax number to be provided on an as-need basis</p>	<p>Normal & Storm Operations</p> <p>Customer Call Rep. (CCR) Receives Call. Job Placed in Dispatch Queue with Proper Priority. Dispatch Next Available Qualified Crew After High Priority Jobs Are Completed.</p>