

GAS ODOR

A Gas Odor is used when a caller is reporting the smell of natural gas.

THERE MUST BE NO DIGGING INVOLVED AT THIS TIME.

- If any excavation is involved process a Digup request.
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1. Answer the phone "Missouri One Call, this is (1st name only), can I help you?"
 - Do NOT provide your last name, or any personal information about yourself or any other employees, to any caller.
2. Identify the type of ticket the caller needs processed.
 - Select "Ticket Entry" for all GAS ODOR tickets.
3. Follow the ROUTINE procedures with the following exceptions.
4. Enter "N/A" in the "Excavator" field.
5. In "Type of Work" enter "GAS ODOR-NO EXCAVATION INVOLVED".
6. Enter "N/A" in "Equipment", "Work Being Done For", and "Depth" fields.
7. Enter "N" in "Trenchless Excavation", "Explosive" and "ROW" fields.
8. Change the header to "GAS ODOR".
 - This header generates an immediate start date and time.
 - Do not ask for, or refer to, a start time
9. Map only the specific area of the gas odor.