



Description The purpose of this procedure is to establish customer notification guidelines.

**Regulatory
Applicability**

- Regulated Transmission Pipelines
- Regulated Gathering Pipelines (Type A)
- Regulated Gathering Pipelines (Type B)
- Regulated Distribution Pipelines

This applies to each operator of a service line who does not maintain the customer's buried piping up to entry of the first building downstream, or, if the customer's buried piping does not enter a building, up to the principal gas utilization equipment or the first fence (or wall) that surrounds that equipment.

For the purpose of this procedure, "customer's buried piping" does not include branch lines that serve:

- yard lanterns
- pool heaters
- other types of secondary equipment.

Also, "maintain" means monitor for corrosion according to §192.465 if the customer's buried piping is metallic, survey for leaks according to §192.723, and if an unsafe condition is found:

- shut off the flow of gas,
 - advise the customer of the need to repair the unsafe condition, or
 - repair the unsafe condition.
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Frequency Upon the beginning of each customer service agreement.



Reference 49 CFR 192.16 *Customer Notification*
LA Title 43 Part XIII 516 *Customer Notification*

**Forms / Record
Retention** None / Evidence of Notices within previous 3 years

**Related
Specifications** None

**OQ Covered
Task** None



Procedure

West Texas Gas will issue each customer a notification packet upon the beginning of each service agreement that addresses each of the following:

1. West Texas Gas does not maintain the customer's buried piping.
2. If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
3. Buried gas piping should be :
 - a. Periodically inspected for leaks;
 - b. Periodically inspected for corrosion if the piping is metallic; and
 - c. Repaired if any unsafe condition is discovered.
4. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.
5. West Texas Gas (if applicable), plumbing contractors, and heating contractors can assist in locating, inspecting, and repairing the customer's buried piping.

West Texas Gas will make the following records available for inspection by the Administrator or a State agency participating under 49 U.S.C. 60105 or 60106:

1. A copy of the notice currently in use; and
2. Evidence that notices have been sent to customers within the previous 3 years.



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