

FILE

DEO EXHIBIT 1.0

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

ANTHONY INCORVIA and GRACE
INCORVIA,

Complainants,

v.

THE EAST OHIO GAS COMPANY D/B/A
DOMINION EAST OHIO,

Respondent.

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Case No. 09-355-GA-CSS

**DIRECT TESTIMONY OF
YVETTE HENDERSON
ON BEHALF OF DOMINION EAST OHIO**

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1 **Direct Testimony of**

2 **Yvette Henderson**

3 **I. INTRODUCTION**

4 **Q1. Please state your name, occupation and business address.**

5 A1. My name is Yvette Henderson. I am employed by The East Ohio Gas Company d/b/a
6 Dominion East Ohio ("DEO" or "Company") as a Field Metering Services Supervisor. My
7 business address is 22000 Miles Avenue, North Randall, Ohio 44128.

8 **Q2. What is the purpose of your testimony?**

9 A2. My testimony explains the actions taken by DEO in response to numerous complaints by
10 Anthony and Grace Incorvia of suspected natural gas leaks at their home. I also explain DEO's
11 policies and procedures for responding to suspected natural gas leaks, or "odor complaints." My
12 testimony concludes: (1) DEO responded promptly to all complaints by the Incorvias; (2) in each
13 instance where DEO detected a gas leak, DEO took appropriate action; and (3) pursuant to
14 DEO's tariffs, DEO is not responsible for gas leaks in customer appliances or house lines.

15 **II. BACKGROUND AND QUALIFICATIONS**

16 **Q3. Please describe your work history.**

17 A3. I have been employed by DEO since 1992 in various positions, including call center
18 representative, field metering services representative, supervisor of the field metering services
19 dispatch center, and supervisor of field metering services, which is my current position.

20 **Q4. What are your job responsibilities as supervisor of field metering services?**

21 A4. I supervise the DEO employees who respond to customer service orders.
22
23

Q5. What information have you reviewed to prepare your testimony?

A5. I have reviewed the Complaint filed by Mr. and Mrs. Incorvia and the transcript of Mrs. Incorvia's deposition, taken on July 29, 2009. I have also reviewed DEO's records of various service calls to the Incorvia's home between April 2002 and October 2008.

Q6. What is your understanding of the dispute that gives rise to the Incorvias' Complaint?

A6. According to the Complaint, the Incorvias experienced gas leaks in the house lines and several gas appliances at their home at 252 Lowrie Boulevard, Northfield, Ohio. The Incorvias state that they began to notice these leaks almost immediately after they moved into the property in April 2002. By September 2004, the Incorvias had replaced their gas range, dryer and all inside house lines. The Incorvias claim that they became sick from "natural gas leaks, and CO² poisoning," according to paragraph 19 of their Complaint.

III. DEO'S POLICIES AND PROCEDURES FOR RESPONDING TO SUSPECTED GAS LEAKS

Q7. Does DEO have policies and procedures for responding to natural gas leaks?

A7. Yes.

Q8. Please describe these policies and procedures.

A8. DEO has standard operating procedures for responding to both indoor and outdoor gas odor complaints. Copies of these standard operating procedures are attached to my testimony as DEO Exhibits 1.1 and 1.2. In general, the standard operating procedures provide that, upon receipt of an odor or gas leak complaint, such complaint is to be given top priority for immediate response and investigation. An emergency service order is created and the closest field metering services ("FMS") representative is assigned to proceed immediately to the location of the

1 suspected leak. Upon arrival on scene, the DEO FMS representative uses gas detection
2 equipment to determine whether natural gas or carbon monoxide is present. If a leak is present
3 and cannot be isolated to a particular gas appliance, the FMS representative will inspect and test
4 the interior house lines to determine the precise location of the leak. Upon completion of the
5 investigation, the FMS representative will inform the customer of his or her findings and of what
6 repairs, if any, need to be made. If a gas leak of any amount is detected, the FMS representative
7 will shut off the particular appliance or the entire building until the necessary repairs are
8 completed. If no gas leak is detected, or upon correction of the conditions which caused the leak,
9 the FMS representative will make sure the gas is turned on and that all gas appliances are
10 operating normally.

11 **IV. DEO'S RESPONSE TO THE INCORVIAS' COMPLAINTS**

12 **Q9. Has DEO responded to complaints by the Incorvias of suspected gas leaks at their**
13 **property?**

14 A9. Yes. DEO's records show that DEO has responded to odor complaints at the Incorvia
15 property 17 times. DEO received the first complaint on April 23, 2002. The last complaint was
16 received on October 7, 2008. I have prepared a chart summarizing each of these complaints and
17 the action taken by DEO, which is attached to my testimony as DEO Exhibit 1.3. DEO Exhibit
18 1.3 provides the following information with respect to each complaint: (i) date of the complaint
19 and the last name of the service technician who responded; (ii) the time the complaint was
20 received; (iii) the time the technician arrived; (iv) time the technician completed the service call;
21 (v) a description of the complaint; (vi) DEO's findings at the property; and (vii) the resolution of
22 the service request.

1 **Q10. What information did you rely on to prepare DEO Exhibit 1.3?**

2 A10. DEO Exhibit 1.3 is based on my review of DEO's customer information system. The
3 customer information system documents all service requests received by DEO. I queried the
4 system to identify all service calls placed by the Incorvias. This information is maintained by
5 DEO in the normal course of business in business records of the Company.

6 **Q11. Did DEO ever discover gas leaks at the Incorvia property?**

7 A11. Yes. As shown in Exhibit 1.3, DEO identified gas leaks on several different occasions.
8 On April 23, 2002, DEO identified a small amount of gas bleeding through the pilot in the
9 Incorvias' stove. On August 30, 2004, DEO discovered several leaks in the house line and turned
10 the gas service off. On September 27, 2004, discovered a leak around the dial glass on the meter
11 outside the home and replaced the meter. On July 26, 2005, DEO discovered and repaired a gas
12 leak in a house line where it connects to the water heater. DEO was last at the Incorvia property
13 on October 7, 2008, at which time DEO discovered a possible defect in the igniter of the clothes
14 dryer.

15 **Q12. Were there also occasions where the Incorvias called in an odor complaint but no**
16 **problems were found?**

17 A12. Yes. The Incorvias called DEO with odor complaints on July 18, 2002; February 11,
18 2003; September 2, 2004; September 3, 2004; September 7, 2004; September 10, 2004;
19 September 29, 2004; November 11, 2004; June 20, 2005; June 24, 2005; and August 5, 2008.
20 DEO did not identify any leaks in the house line or appliances on any of these occasions. The
21 Incorvias also called in an odor complaint on October 20, 2004. No problems were detected at
22 the Incorvias' residence, but DEO did identify and replace a meter stop on the gas meter located
23 at a neighbor's property.

Q. 13. Of the suspected gas leaks that DEO investigated, is there one in particular that the Incorvias complain about?

A.13. Yes. Paragraphs 18 and 19 of the Complaint allege, "I can not [sic] explain how sick we became in 2004 September due [to] natural gas leak, and CO² poisoning." The transcript of Mrs. Incorvia's deposition confirms that the "September 2004 incident," as she describes it, is the incident that she claims required her and her husband to seek medical treatment.

Q14. What happened during the "September 2004 incident"?

A14. As shown on DEO Exhibit 1.3, DEO responded to an odor complaint on August 30, 2004. Mrs. Incorvia complained that she smelled gas in the basement. The DEO technician, Thomas Baranski, discovered several leaks in the house line in the basement. Mr. Baranski turned off gas service at the meter and instructed Mrs. Incorvia to contact a plumber to make the necessary repairs. Mrs. Incorvia called DEO again to report odor complaints on September 2, September 3 and September 7, 2004, even though the gas was still turned off. DEO restored service on September 10, 2004 after testing the interior house lines.

Q15. Did DEO follow its standard operating procedures in responding to each of the Incorvias' complaints?

A15. Yes.

Q16. Do DEO's tariffs address responsibility for leaks in house lines or appliances?

A16. Yes. This is addressed in several sections of DEO's Rules and Regulations for Service, Second Revised Sheet No. K2. Paragraph 5 of the Rules and Regulations for Service provides, in pertinent part, that DEO shall not be liable "for any damage or loss directly or indirectly resulting from the use of gas appliances on the customer's premises, or the presence thereon of any Company property."

1 Paragraph 25 states: "Before applying to East Ohio to turn on gas, it shall be the duty of
2 the applicant to see that the gas lines on the outlet side of the meter and all associated fittings and
3 connections and gas appliances and equipment connected thereto have been installed and tested
4 and are maintained in accordance with applicable governmental codes and regulations including,
5 but not limited to, the International Fuel Gas Code and with the reasonable requirements of East
6 Ohio and are free of leaks. East Ohio shall comply with rule 4901:1-13-05 of the Ohio
7 Administrative Code with respect to testing gas piping downstream of the meter."

8 Paragraph 27 states: "The customer shall install and maintain, at the customer's expense,
9 the house piping from the outlet of the meter to gas burning appliances."

10 Paragraph 28 states: "The customer shall install and maintain all appliances, at the
11 customer's expense."

12 **Q17. When did these tariff provisions become effective?**

13 A17. The tariff sections quoted above are contained in DEO's current tariffs, which became
14 effective December 22, 2008. The prior tariffs contained language substantially similar, and in
15 most cases identical, to the provisions quoted above.

16
17 **Q18. Referring to DEO Exhibit 1.3, how many of the odor complaints were attributed to
18 something other than an indoor appliance or house line?**

19 A18. Two. In responding to the odor complaint called in on September 27, 2004, DEO
20 discovered a leak at the meter and DEO replaced the meter. On October 20, 2004, DEO
21 repaired a small leak on a neighbor's outside meter stop.

22 **Q19. Is it unusual to find a leak in one of DEO's gas meters?**

23 A19. While it is not a common occurrence to discover a leak in a meter, meters leak from time
24 to time due to a number of factors beyond DEO's control, including changes in weather and

1 temperature, exposure to rain, snow and the freezing and thawing process, and general
2 deterioration of gaskets caused by exposure to dust, dirt and other particles. When DEO
3 discovers a leak in a meter it will replace it, as DEO did here.

4 **Q20. Are there occasions where DEO responds to an odor complaint but no leaks are**
5 **detected?**

6 A20. Yes. It is not uncommon to respond to an odor complaint but not find a leak. Often
7 times the odor complained of by a customer can be attributed to a non-gas related source, such as
8 paint fumes, cleaning products, skunks, gasoline, sewer gas and fumes and odors from
9 neighboring properties and businesses.

10 **Q21. Does this conclude your testimony?**

11 A21. Yes.

DEO EXHIBIT 1.1



Dominion
East Ohio

Standard Operating Procedure

SECTION: 080 / Customer Service

SOP: 03 / Leak and Odor Complaints - Inside

EFFECTIVE DATE:

04/01/2000

REVISION DATE:

06/30/2009

PREVIOUS REVIEW DATE: 06/30/2009

I. SCOPE

This procedure provides requirements for responding to leak and odor complaints inside of buildings.

II. GENERAL

- A. Maximum protection shall be provided for customers and the general public against personal injury or property damage through prompt investigation of all complaints involving gas leaks, odor, explosions or fire. All complaints involving gas leaks, odor, explosions or fire are regarded as top priority and shall be handled accordingly. Primary attention shall be directed to the protection of public safety.
- B. This procedure, Leak and Odor Complaints - Inside, should be followed in its entirety regardless of other conditions discovered on the premise which may appear to be the cause of the complaint.
- C. Any employee who receives knowledge of a complaint of odor or gas leakage is responsible for immediate action to reduce the possibility of personal injury or property damage which may result from the odor or gas leakage.

III. LEAK AND ODOR RESPONSE

- A. Prior to entering the building, perform system checks on gas detection equipment and "zero" the gas detection equipment in fresh air. If building access cannot be gained, follow **Customer Service SOPs 80-04 Leak and Odor Complaint - Outside** and **80-06 Turn-Off/Disconnect Meter**.
- B. Advise the occupants of safety precautions to observe relating to

leaks, odors, accidental ignition, and inquire regarding the location of the leak and odor, and the location of each gas appliance.

C. The leak survey should begin upon entering the building and should include testing in the free air.

D. Where an investigation discloses a concentration of gas inside of a building (a strong odor of gas or any measurable gas reading in the free air) use a telephone remote of the leak to call dispatch or a supervisor for assistance from the local emergency responders:

1. Clear the room, building, or area of all occupants.

Do not re-enter the room, building, or area until the space has been determined to be safe using a combustible gas indicator.

2. Use every practical means to eliminate sources of ignition.

Take precaution to prevent smoking, striking matches, operating electrical switches or devices, etc. If necessary, cut off all electrical circuits at a remote source to eliminate operation of automatic switches in the dangerous area and use a telephone remote of the leak to advise dispatch to notify the electric and phone companies for possible service shut downs.

3. After it has been determined safe using a combustible gas indicator, ventilate the affected portion of the building by opening windows and doors.

4. Shut off the supply of gas to the appliance, areas involved or building.

5. **Implement Safety SOP 360-20 Prevention of Accidental Ignition of Natural Gas** and Emergency Shutdown Procedures as necessary.

E. After the actions in D have been performed or considered and the building is safe for entry, continually check the atmosphere in the building for gas and proceed with the inside leak investigation.

F. Conduct a leak survey of all meter fittings and house line piping using one of the following techniques:

1. Meter Dial Test - Verify the operation of the test dial hand of the meter. This method is limited to diaphragm meters.

Allow five (5) minutes for fractional foot test hands, ten (10) minutes for two (2) foot hands, twenty (20) minutes for five (5) foot hands and thirty (30) minutes for ten (10) foot test hands.

2. Survey With Gas Detection Instrument - This method can only be utilized when ALL house line piping is accessible and visible.
3. Pressure Drop Test - This can be performed with air or natural gas at the operating pressure for a period of 10 minutes. If natural gas is used insure that the meter stop does not leak through.

- G. If a minor leak is discovered inside, the leak should be isolated by a house line valve. If the leak cannot be isolated by a house line valve, advise the customer or installer, if present, to have the leak repaired. The gas should be shut off at the meter stop and locked. A red tag shall be attached stating the reason for the action taken. Follow **Customer Service SOP 80-06 to Turn-Off/Disconnect Meters**.
- H. If gas service is shut off due to minor repairs and reinstated, it is recommended that the houseline be retested with the same method as was originally used to discover the leak and follow **Customer Service SOP 80-05 Turn-On Meter**.
- I. If the investigation reveals that the gas indication found inside the building is not related to the inside piping or facility, the investigation should continue in accordance with **Customer Service SOP 080-04 Leak and Odor Complaints - Outside**, and **Leak Management SOP 160-02 Leak Classification and Action Criteria**, until the leak indication is identified and reported.
- J. If leakage is not detected or if the condition is corrected, all gas appliances should be checked for safe operation. This may include a carbon monoxide test.
- K. Any appliance or gas line which is judged to present a hazard to life or property if operated in its present condition should be shut off and isolated. If the appliance or gas line cannot be isolated, the gas should be shut off at the meter stop and locked. In either situation, a red tag shall be attached stating the reason for the shutoff. Follow **Customer Service SOP 80-06 to Turn-Off/Disconnect Meters**.
- L. Upon completion of the inside leak survey, at a minimum, a leak

survey should be conducted at the following outside locations:

1. At street openings.
 2. Over the Company and customer-owned service lines, including any buried house line piping to neighboring buildings, if applicable.
 3. At the meter and foundation wall and neighboring buildings, if applicable.
- M. If a leak indication is discovered outside follow **Customer Service SOP 080.04 – Leak and Odor Complaints – Outside**. This procedure provides requirements for responding to leak and odor complaints outside of buildings.

IV. RECORDS

- A. Leak and odor investigations shall be recorded on the appropriate form or ACCLAIM.
- B. Records of leak and odor investigations shall be retained for three (3) years.
- C. Verify the meter number, read the meter, verify the meter reading with the remote reading or AMR device to ensure all devices are operating properly and accurately. Record meter number and meter reading on the appropriate form or Acclaim.

Exceptions: N/A

Environmental

Safety

360-07 Portable Fire Extinguishers
360-19 Personal Protective Equipment
360-20 Prevention of Accidental Ignition of Natural Gas

DEO EXHIBIT 1.2



Dominion
East Ohio

Standard Operating Procedure

SECTION: 080 / Customer Service

EFFECTIVE DATE:

04/01/2000

SOP: 04 / Leak and Odor Complaints - Outside

REVISION DATE:

06/30/2009

PREVIOUS REVIEW DATE: 06/30/2009

I. SCOPE

This procedure provides requirements for responding to leak and odor complaints outside of buildings.

II. GENERAL

- A. Maximum protection shall be provided for customers and the general public against personal injury or property damage through prompt investigation of all complaints involving gas leak, odor, explosion or fire. All complaints involving gas leak, odor, explosion or fire are regarded as top priority and shall be handled accordingly. Primary attention shall be directed to the protection of public safety.
- B. This procedure, Leak and Odor Complaints - Outside, should be followed in its entirety regardless of other conditions discovered on the premise which may appear to be the cause of the complaint.
- C. Any employee who receives knowledge of a complaint of odor or gas leakage is responsible for immediate action to reduce the possibility of personal injury or property damage.
- D. When responding to a reported leak, particularly associated with third-party damage, consider the possibility of multiple leaks, check for gas accumulation in near-by buildings, and if necessary, take steps to promptly prevent accidental ignition, refer to **Safety SOP 360-20 Prevention of Accidental Ignition of Natural Gas** and stop the flow of gas by closing valves or taking other appropriate measures.

III. REPORTABLE LEAK INDICATIONS

- A. Leak Management SOP 160-01 Leak Reporting provides specific

criteria for determining reportable leak indications. This procedure should be reviewed prior to classifying leak indications.

IV. LEAK AND ODOR RESPONSE

- A. Upon arrival at the location, gas detection equipment should be "zeroed" in fresh air.
- B. Advise the customer of safety precautions relating to leaks and odors and determine the location of the leak and odor.
- C. Conduct a leak survey at the following outside locations:
 - 1. At street openings.
 - 2. Over the mainline and Company and customer-owned service lines, including any buried house line piping to neighboring buildings, if applicable.
 - 3. At the meter and foundation wall and neighboring buildings, if applicable.
- D. If a leak indication is found and the source is unknown, apply a pressure test for ten (10) minutes to the service line as follows:

Low Pressure - 3 psig

Medium Pressure - Operating Pressure

NOTE1: If the meter set is remote from the dwelling, test the buried houseline using one of the following method:
1. meter dial test, 2. gas detection equipment, 3. pressure drop test.

NOTE2: If the service line is not equipped with a curb valve
OR IF THE CURB VALVE IS NOT ACCESSIBLE
conduct a leak survey.

- E. If a leak indication is found and the source is known, follow Leak Management **SOP 160-02 Leak Classification and Action Criteria**. This provides classification and action criteria for leak indications on distribution (including Company and customer-owned service lines), transmission, storage, and regulated gathering pipelines.

NOTE: If a minor leak is discovered at the meter set, the leak

should be repaired if the repair can be completed in a reasonable amount of time.

- F. If a leak indication is not found but a combustible source, other than pipeline gas, is discovered, advise the customer and the appropriate supervisor immediately.
- G. If gas service is shut off due to minor repairs and reinstated, follow **Customer Service SOP 80-05 Turn-On Meter**.
- H. Advise the customer of the outcome of the investigation.
- I. Notify Dispatch if the gas was left off or if any further action is required and complete required documentation.

V. RECORDS

- A. Leak and odor investigations shall be recorded on the appropriate form or ACCLAIM.
- B. Records of leak and odor investigations shall be retained for three (3) years.
- C. Verify the meter number, read the meter, verify the meter reading with the remote reading or AMR device to ensure all devices are operating properly and accurately. Record meter number and meter reading on the appropriate form or ACCLAIM.

Exceptions: N/A

Environmental

Safety

360-07 Portable Fire Extinguishers
360-19 Personal Protective Equipment
360-20 Prevention of Accidental Ignition of Natural Gas

DEO EXHIBIT 1.3

INCORVIA SERVICE ORDERS (2002-2008)

| Date | Time Customer Call | Technician Arrive | Technician Depart | Complaint | Determination | Resolution |
|-----------------------------|--------------------|-------------------|-------------------|-------------------------------------|---|---|
| Tues. 4/23/2002 (Molnar) | 10:25 a.m. | 10:48 a.m. | 11:48 a.m. | gas smell near stove | gas leaking through defective pilot on stove | gas shut off to stove; advised Incorvias to repair stove |
| Thurs. 7/18/2002 (Baranski) | 10:15 a.m. | 11:00 a.m. | 11:33 a.m. | complain smell gas | no gas leaks or carbon monoxide detected | left gas on |
| Tues. 2/11/2003 (Watkins) | 8:20 a.m. | 8:58 a.m. | 9:55 a.m. | complain carbon monoxide | gas appliances (furnace, dryer, range, water heater) checked, no gas leaks or carbon monoxide detected | left gas on |
| Mon. 8/30/2004 (Baranski) | 7:54 a.m. | 8:37 a.m. | 9:31 a.m. | complain smell odor in the basement | found several leaks in inside house lines in the basement | turned off gas; advised Incorvias need to repair inside house gas lines |
| Thurs. 9/2/2004 (Matthews) | 4:15 p.m. | 5:04 p.m. | 5:26 p.m. | complain of odor inside house | no gas leaks or carbon monoxide detected | left gas turned off |
| Fri. 9/3/2004 (Baranski) | 1:53 p.m. | 2:49 p.m. | 3:20 p.m. | complain of odor inside house | determined Incorvias had not completed inside house line repairs and informed them repairs must be done; determined gas still off; no gas leaks, carbon monoxide or odor detected | left gas turned off |

| | | | | | | |
|----------------------------|-----------|-----------|------------|--------------------------------------|---|--|
| Tue. 9/7/2004 (Goins) | 9:00 a.m. | 9:22 a.m. | 9:32 a.m. | complain of odor inside house | customer canceled service order at door | left gas turned off |
| Fri. 9/10/2004 (Strzalka) | 9:12 a.m. | 9:18 a.m. | 10:42 a.m. | complain of carbon monoxide symptoms | checked all gas appliances; no gas leaks or carbon monoxide detected | gas still off when FMS rep arrived; FMS rep turns gas back on before leaving |
| Mon. 9/27/2004 (Rodriguez) | 1:07 p.m. | 1:21 p.m. | 2:48 p.m. | complain of odor and carbon monoxide | no gas leaks or carbon monoxide found inside home; found gas leak around dial glass on gas meter located outside house | replaced outside gas meter |
| Wed. 9/29/2004 (Murphy) | 2:32 a.m. | 3:06 a.m. | 4:11 a.m. | complain of odor and carbon monoxide | no gas leaks or carbon monoxide detected; all gas appliances checked; advised Incorvias to go to hospital if felt ill | gas left on |
| Wed. 10/20/2004 (Molnar) | 1:59 p.m. | 2:32 p.m. | 3:38 p.m. | smell odor in sunroom and garage | checked outside gas meter and all interior gas appliances; found no gas leaks; did find small leak on next door neighbor's outside gas meter stop | repaired small leak on neighbor's meter stop |
| Mon. 11/11/2004 (Molnar) | 8:46 a.m. | 9:01 a.m. | 10:00 a.m. | complain of odor inside house | checked all gas appliances and interior gas lines; soap tested all fittings; no gas leaks detected | left gas on |

| | | | | | | |
|---------------------------|------------|------------|------------|---|--|--|
| Mon. 6/20/2005 (Molnar) | 7:19 a.m. | 8:18 a.m. | 9:33 a.m. | complain of odor inside and outside house | checked all gas appliances, interior gas lines, service lines, and service lines of house next door; soap tested all fittings; no gas leaks detected | left gas on |
| Fri. 6/24/2005 (Motley) | 11:11 a.m. | 11:47 a.m. | 12:27 p.m. | complain of odor inside house | checked all gas appliances and interior gas lines; soap tested all fittings; no gas leaks detected | left gas on |
| Tue. 7/26/2005 (Maslanka) | 1:01 p.m. | 1:59 p.m. | 2:47 p.m. | complain of odor inside house | found leak in house line near hot water heater in basement | repaired leak in house line near hot water heater; left gas on |
| Tue. 8/5/2008 (Goins) | 4:00 p.m. | 4:36 p.m. | 4:52 p.m. | complain of odor near hot water heater | gas shut off day before for non-payment; double-checked and found no problems in or around hot water heater | left gas turned off from prior non-payment disconnection |
| Tue. 10/7/2008 (Welker) | 8:47 p.m. | 9:36 p.m. | 9:58 p.m. | complain hot water heater not working | found pilot in hot water heater out; re-lit hot water heater; found possibly defective igniter in dryer; checked all gas appliances and found operating properly | re-lit hot water heater; left gas on |