

W/O # _____
TKT # _____

OUT OF GAS CALL BOOK

PART 1 – PERSON RECEIVING CALL _____

Customer Information:

Name: _____ Acct: #: _____

Delivery Address _____ Phone #: _____

_____ Work #: _____

Date: _____ Time: _____

Tank Size: _____

Instructions to Customer:

1. Advise to cut off gas at tank and cut off all appliances.
 2. Check tank percentage gauge – does it read 0% YES _____ NO _____
 3. Advise customer that either he or a responsible adult will need to be home for delivery.
 4. Advise customer that a system gas check will be made by the driver – a service charge of \$ _____ could apply for this service.
 5. Ask customer to repeat instructions – understand YES _____ NO _____
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PART 2 – DRIVER/DELIVERY RESPONSIBILITY

1. Identify that the call is a true out-of-gas call.
2. On arrival – check that tank valves are cut off and responsible adult at residence.
3. Check inside for appliances, gas cocks, range top burners, etc. are closed.
4. Check for open lines and appliance changes.
5. Pressurize tank and system – check for leaks – fill tank – relight pilots – check burners – put system back in service.
6. Record on gas delivery ticket the following:
 - A. Out-of-gas procedure performed and system OK.
 - B. Obtain customer or responsible adult signature on gas check form and/or delivery ticket.
 - C. Document leaks found and repaired or document that system is out of service. (Be sure to “RED TAG” if system is out of service.)