

# September 2006 Safety Meeting

## Inside the Customer's Home

### Introduction

Propane industry employees from time to time find themselves inside a customer's home to perform various work activities such as leak testing, conducting Gas Checks and performing related service operations. Stepping inside a customer's residence is an activity that requires caution and consideration to ensure that the customer's needs are taken care of as well as the company you work for.

Listed below are some general recommendations that you might consider when you are required to enter a customer's residence:

- Identify yourself to the owner and state why you need entry into the home.
- Dress appropriately for the job at hand.
- Clean your shoes and clothing so as to not track any dirt into the home. Wear protective shoe/boot covers if necessary.
- Ask the customer if they are experiencing any propane gas equipment problems that aren't specifically being addressed by this service call?
- Have a clear understanding of why you need to go inside.
- Ensure you have the correct tools and equipment needed to complete the job. Make sure the tools and equipment are clean and in operable condition.
- It's always a good idea to have an adult present while you're inside.
- Smell for the presence of propane gas or products of incomplete combustion like aldehydes. Exit and evacuate the premises if you feel there is a danger.
- Look for the presence of customer repair activity involving propane gas appliances.
- Visually review the home and appliances to ensure they are appropriate.
- Always check the data plate of the gas-burning appliance you are working on to ensure it is designed to burn propane gas.
- To the extent possible, observe the visible parts of the vent system for problems such as corrosion and proper installation.
- Look for the presence of flammable and combustible materials that are stored near gas-burning appliances.
- Look for evidence of flooding that may have damaged sensitive control systems.
- Look for evidence of overheated appliances such as burn marks and melted controls.
- If purging propane gas lines, ensure the purged products don't cause a fire hazard.
- When your service operations are completed, review with the customer what was done and have them sign your service order. If any appliances are red tagged carefully review with the customer why the appliance was red tagged and warn them against trying to restart the appliance on their own. Follow your own company's policies and procedures relative to this topic.
- Document all repair operations on the appropriate company paperwork.

### Class Exercise:

Have the participants discuss various customer 'encounters' that are related to this topic. Discuss what participants did to resolve those issues such as finding flammable liquids stored in or near gas-burning appliances. Also, ask the participants to add to the list above based on their own experiences.

### Summary

Never take lightly the act of entering a customer's residence. The customer expects a great deal from you, as does your company. Pre-plan your entry and work to exit the premise as quickly and safely as possible. And above all, never perform work operations unless you have the proper training and equipment.

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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Instructions: Read and answer each of the following questions. When complete, grade the test and review incorrect answers so each employee is "armed" with the correct answers before they leave the training.

1. Entering a customer's residence should be taken very seriously.
  - a. True
  - b. False
  
2. Purging gas lines into the home is not a concern unless in a basement.
  - a. True
  - b. False
  
3. A water heater with evidence of a flooded control should be replaced.
  - a. True
  - b. False
  
4. It is preferred to have an adult present when you are inside a customer's home.
  - a. True
  - b. False
  
5. A house atmosphere that smells like gas would require immediate evacuation of all occupants.
  - a. True
  - b. False
  
6. A quick check of the \_\_\_\_\_ \_\_\_\_\_ on the appliance will help you determine if it is designed to burn propane.
  
7. Always follow your company policies when inside a customer's home.
  - a. True
  - b. False

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### Answer Sheet

1. a
2. b
3. a
4. a
5. a
6. data plate
7. a