

Clearance Center Multi-site Process

For low-risk work that requires entering multiple Premise/Stations in the same day, a multi-site clearance ticket can be granted to reduce the number of phone calls required by the field worker. Here is the general process of creating a multi-site ticket.

- Tickets can be created before going to perform the same work at multiple stations.
 - By emailing clearance@nisource.com by 3pm ET with the **scope of work, list of premises, job/work order numbers, and job type**, the clearance team can pre-make the tickets for the following day.
 - The clearance team (CC) will email back the clearance # to reference in phone call.
- On the day of work, the tech needs to call in to open the ticket before entering the first station and call to close the ticket when the route is over.
 - CC will remind the tech that if they had to adjust any of the pressures at any of the sites, they are to report it when closing the ticket with the new Work/Job Order number and Premise/Station #.
- These tickets may be put on hold and reused throughout the year.

Tasks that are approved for multi-site tickets:

Mowing – Mowing in and around a regulator station for NiSource or Upstream Provider techs.

- They may provide Premise IDs or the station numbers from the Upstream provider.
 - If some of the numbers are not in our Premise/Station list, clearance is allowed but make note of it in the Scope of Work.
 - These tickets can be put on hold and reused for a whole year.
 - A new ticket will be created the first time they call in the Calendar year.

Snow Removal – Removing snow in and around a regulator station.

- They may provide Premise IDs or the station numbers from the Upstream provider.
 - If some of the numbers are not in our Premise/Station list, clearance is allowed but make note of it in the Scope of Work.
 - These tickets can be put on hold and reused for the rest of the season.
 - A new ticket will be created the first time they call in the winter season.

Chart Recording – Replacing the regulator chart with a blank one at a Premise/Station. May be provided for NiSource or Upstream Provider techs.

- All regulators that are not SCADA monitored require a change every month
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the calendar year.

Preventative Pressure Assessments – Checking pressures at regulator station to make sure they are sufficient for customers.

- There are official call outs when the weather dips below a specific threshold. (Varies per state)
 - When the decision is made for the next day call outs, the scheduling leaders will fill out the template and email clearance@nisource.com by 3pm ET.
 - The Clearance Center (CC) will take that data and create pre-made tickets for the identified routes.
 - The CC will send a response email that contains the j5 ticket number for each route.
 - The tech will call in to open the ticket before entering the first station and call to close the ticket when the route is over.
 - The CC will remind the tech to contact Gas Control if they adjust pressure at any SCADA monitored sites.
 - CC will remind the tech that if they have to adjust any of the pressures at any of the sites, they are to report it when closing the ticket with any new Work/Job Order number and the Premise/Station #.
 - These tickets can be put on hold and reused for the rest of the season.
 - A new ticket will be created the first time they call in the winter season.
- There are unofficial call outs – AKA “pressure checks” “winter station verification”
 - When there is a large temperature change, techs get Work/Job Order number to check the pressures at multiple sites (sometimes called out by Gas Control)
 - The Tech will call the Clearance Center before entering the first site and provide all scheduled premises.
 - The CC will remind the tech to contact Gas Control if they adjust pressure at any SCADA monitored sites
 - CC will remind the tech that if they had to adjust any of the pressures at any of the sites, they are to report it when closing the ticket with any new Work/Job Order number and the Premise/Station #.
 - These tickets can be put on hold and reused for the rest of the season.
 - A new ticket will be created the first time they call in the winter season

Updating/Dropping of Paperwork – Retrieving or dropping off the paperwork at a Premise/Station

- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the calendar year.

Odorant Inspection – Checking the odorant levels at a Premise/Station

- THIS IS NOT A MULTI-SITE TASK FOR INDIANA. IT MUST BE DONE ONE AT A TIME.
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- The premises must also be listed in the Premise/Station AND Scope of Work fields.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the calendar year.

Heater Pilot Inspections – Checking a Premise/Station heater to see if it is still lit.

- This does NOT include heater inspections where it is often taken apart and glycol samples are taken. Please make sure to clarify.
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the winter season.

Heater Relights – Relighting a heater at a Premise/Station in preparation for colder weather.

- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the winter season.

Greenhouse Gas Testing – Performing gas testing and reporting per EPA guidelines

- Also referred to as “greenhouse gas sampling” or “greenhouse gas check.”
- The tech will be checking all potential leak locations and will vary based on the station.
- A leak is defined as a reading greater than 10,000 ppm (1% methane gas in air).
- If a leak is found, then the technician should record and report it per GS 1714.010.
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the calendar year.

Corrosion Test Reading – Routine testing/inspections measuring corrosion levels at a Premise/Station

- Steel pipeline is inspected for corrosion in the ground and above ground
- Allowed corrosion inspections include atmospheric inspections, coating inspections, CP test station readings, pipe to soil interface readings, Bi-monthly CP monitoring, close interval surveys, grounding tests, current requirement, and interference tests.
- All of these must be done without affecting the gas stream.
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the calendar year.

Site Visits – Visiting multiple locations where the gas flowing system will not be touched

- Examples include QA/QC audits, PUCO audits, visual checks, patrolling, site surveys, and storm damage checks.
- This excludes any work on pressure containing equipment.
- The tech must clarify the reason for the site visits.
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.

Installing/Updating Signs (No Digging) - Installing/Updating signs on the exterior of a Premise/Station

- This excludes any signage work that requires breaking the ground.
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.

Solar Panel Cleaning – Cleaning off Solar Panels due to low/no voltage readings at a Premise/Station

- Often does not require the Tech to enter the site, and the pressure equipment is not affected
- It is often associated with Job Type: 2651-low voltage callouts.
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the calendar year.

Routine Preventative Leak Survey – Entering a site with a Remote Methane Leak Detector to determine if there is an amount of gas present that is outside the tolerance zone

- Also referred to as “Leak Check” or “Leak Survey”
- No physical work on the system.
- Does not apply to call outs from public complaint or Gas Control
- If a leak is identified, Clearance and Gas Control must be notified after the situation is made safe
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.

Monthly Crane Inspection – Operating a crane to inspect the movement and test the functionality

- The cranes are often built into the Station/Premise and inspected monthly.
- The tech will call the Clearance Center before entering the first site and provide all scheduled premises.
- These tickets can be put on hold and reused for a whole year.
- A new ticket will be created the first time they call in the Calendar year.