

City Of Garden Plain

EFFECTIVE IMMEDIATELY

Process Change to Orders for Garden Plain Utilities

In an effort to help protect our City Employees and customers, as of Tuesday, March 17, 2020, we are implementing the following process for handling **all** service orders that require a City employee to enter a home.

Customers will be asked if anyone in the household has:

- Experience a dry cough, fever or shortness of breath in the last 48 hours
- Been quarantined or tested positive for COVID-19
- Traveled outside of the U.S. to a country on the CDC highly affected countries list in the last two weeks

ACTION REQUIRED: Please review the entire process below:

PROCESS:

CITY HALL WILL ASK THE FOLLOWING FOR ALL ORDERS THAT REQUIRE ENTRY INTO A HOME.

Has anyone in your household:

1. *Experienced a dry cough, fever or shortness of breath in the last 48 hours*
2. *Been quarantined or diagnosed with COVID-19*
3. *Traveled outside of the U.S. in the past two weeks? If so, which country?*

WHAT TO DO IF THE CUSTOMER ANSWERS NO:

If the customer answers “**NO**” to all of these questions, the order will be created as normal.

Once the order is scheduled, please advise the customers of the following:

Thank you, should you develop a cough, fever or shortness of breath within 48 hours of, become quarantined or diagnosed with COVID-19 before your appointment please call us to reschedule.

WHAT TO DO IF THE CUSTOMER ANSWERS YES:

If the Customer answers “**YES**” to questions 1 or 2, or has traveled to an area on the [CDC's highly affected country](#) list, or refuses to respond, the following steps will be:

IF YES ON AN EMERGENCY ORDER-

We are considering the following an emergency:

- Gas explosion or gas related fire
 - Inside or outside gas leak
 - Hit or exposed gas line
 - Damage to meters or hit gas line
 - Carbon monoxide calls
1. Call City Hall 316-531-2321 during normal business hours 8am - 5pm or after hours call Michael Martinez, Natural Gas Superintendent at 316-833-0652
 2. We will dispatch a City Employee
 3. The gas will be turned off, outside leak investigation will be completed.
 4. When customer contamination is no longer present we the City of Garden Plain or our contractor, Black Hills Energy will complete the inside leak investigation.

IF YES ON A NON-EMERGENCY ORDER-

CITY HALL OR GAS DEPARTMENT WILL NOT CREATE ORDERS, BUT FOLLOW THE STEPS LISTED BELOW.

- Re-lights
 - Turn On/Turn Off orders
 - Routine meter exchange scheduling request
1. **If the customer indicates they are experiencing flu-like symptoms (a dry cough, fever or shortness of breath) the City of Garden Plain will contact the area Gas Department for further review of that order. Entry into customer homes who experience flu-like symptoms can be scheduled only after City Council approval. If the Gas Department is advised by the the City Council to schedule the order, the Gas Department will follow up with the customer.**

Advising the customer of the following:

For the safety and well-being of both our City Employees and customers, we are currently following the recommended CDC guidelines to avoid close contact with people who are sick. Therefore, at this time we cannot currently schedule your service and will be in contact soon.

Until further notice, City Hall or Gas Department will not schedule non-emergency orders that require entering the home of a customer who has been diagnosed with COVID-19, who has been quarantined, or who has traveled to a country on the CDC's highly affected list.

Advising the customer of the following:

For the safety and well-being of both our technicians and customers, we are currently following the recommended CDC guidelines to avoid close contact with people who are sick. Therefore, at this time we cannot currently schedule your service and ask that once you have been cleared by the CDC or local health department to please call us back to schedule your service.