Pro Cooperative Gas Leak Call Form

Any suspected gas leak, even without an odor detected, **requires immediate emergency action.** Ignoring a suspected leak or a gas odor can result in a flash fire or explosion causing serious injury or death.

Give the caller these instructions and then collect the information below:

• **GET EVERYONE OUT OF THE HOUSE.** Immediately evacuate the residence/building without hanging up the phone, turning off/on light switches, appliance motors, or anything else that could create a spark.

• We will dispatch a service technician immediately and if needed we will notify local emergency personnel.

• Instruct caller to call 911 and move to a safe area and keep all persons away from the leak area until emergency service personnel arrive on-site, and the area has been determined to be safe.

• Once everyone is outside the house, shut the tank or cylinder valves noting the level/% of propane left in the tank, **only if it can be done safely.**

• Do not allow anyone except qualified gas professionals or fire department personnel to enter the home until a complete inspection can verify the dwelling is safe to enter.

• **Do not re-enter the area** until a trained service person or the fire department advises it is safe to do so.

Do not try to judge for yourself the level of danger of a gas leak by trying to determine if the smell of gas is weak or strong. All gas leaks pose a serious threat. A combustible mixture of propane may still be present even if no gassy odor is detected.

Person Reporting Leak: _____ Date: _____ Time: _____

Address of Tank: _____

Description of Reported Leak: _____

Call Taken By: _____ Date: _____ Time: _____

Forwarded to: _____ at _____ Date: _____ Time: _____

(Pro Employee) (Location)

Internal Review:

Service Call By _____ at Date _____ Time _____

Describe problems encountered and actions taken during the service call:_____

_____

Energy Department Manager Review: _____ Date _____

PRO Cooperative " I smell gas" Emergency Contact Numbers (Who to Call)

South Accounts: Energy Service Tech: - 712-335-2308 **North Accounts: Energy Service Tech:** - 712-380-2104

Vice Pres Of Operations : - 712-260-2647 Energy Manager: - 712-335-2097

Form Reviewed and Revised 10/15/2026