



### Part 7 Class- Customer Service

**Training-** 2 Day Session.....(Hands-On- 6 Hours).....16 Hours  
**Testing** (48 Hours after Training)- 1 Day Session.....6 Hours

NOTE: Failed Hands-On Evaluations will be charged a retesting fee, and must be done by a NGA evaluator (Minimum time is 48 Hours after a failed evaluation)

#### Classroom Training:

- Class Overview
- Safety/PPE

#### Covers Tasks:

- 11/12/17-Pipe Coatings
  - D – Wax Tape
  - H – Paint
- 23/24- Inspect the Condition of Exposed Pipe
- 29/30- Repair Distribution Line Leaks
- 31- Installation of Pipe
- 32/33- Purging a Pipeline In and Out of Service
- 34- Performing a Pressure Test on a Pipeline
- 35- Stopping Gas Flow( Squeeze-Off-Services Only)
- 49- Mechanical Joining of Pipe
- 50- Stab Fitting
- 71- Operating in the vicinity of a Pipeline
- National Fuel Procedure Manual Sections Referring to Material Listed Above.

#### Hands-On Training:

- Installation of Pipe Coatings
- Pit Depth Gauge
- Leak Repair (Clamp Installation)
- Pipe Squeezing
- One Man Line Hit Repair



**Testing:**

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- NGA-WE-11/12/17A-General Knowledge
- NGA-WE-11/12/17D-Wax Tape
- NGA-WE-11/12/17H- Paint
- NGA-WE-23/24-Inspecting the Condition of Exposed Pipe
- NGA-WE-29B/30B- Repairing a Plastic Distribution Main
- NGA-WE-29C/30C- Repairing a Steel Distribution Main
- NGA-WE-31A-Installation of Pipe
- NGA-WE-31B-Installation of Pipe in a Ditch
- NGA-WE-32-Purging a Pipeline into Service
- NGA-WE-33-Purging a Pipeline out of Service
- NGA-WE-34-Performing a Pressure Test on a Pipeline
- NGA-WE-35C- Stopping Gas Flow (Squeeze-off- Services Only)
- NGA-WE-49-Mechanical Joining of Pipe other than Plastic
- NGA-WE-71- Operating in the vicinity of a Pipeline
- NGA-WE- State Specific NY or PA
- NGA-WE-A-General Knowledge
- NGA-WE-B-Mechanical Couplings
- NFG-WE-800-Part 7 Operating and Maintenance Procedures
- HANDS-ON-Stab-PJQ-07
- HANDS-ON-Compression-49.3
- HANDS-ON—Squeeze-off-35.1

**Below is the Covered Tasks Listing the Domains and Elements that will be covered during Training Class.**

**TASK #11/12/17: Applying Pipe Coating in the Field**

**1. Measurements**

- a. Knowledge of the measurement tools used

**2. Coating Failures and Repairs**

- a. Knowledge of proper surface preparation
- b. Know how to recognize and correct defects in coatings



**2. Wax Tape Pipe Coatings**

- a. Knowledge of proper wax tape application methods
- b. Knowledge of appropriate uses of wax tape pipe coatings

**3. Paint Pipe Coatings (Spray and Brush)**

- a. Knowledge of proper paint pipe coating application methods
- b. Knowledge of proper uses of paint pipe coatings

**TASK #23/24: Inspecting the Condition of Exposed Pipe**

- 1. Types of Pipe and Coating
  - a. Knowledge of the different types of pipe materials
  - b. Knowledge of the different types of coating materials
- 2. Inspecting for Pipe and Coating Damage
  - a. Knowledge of external pipe inspection practices
  - b. Know how to identify gouges, nicks and scratches
  - c. Know how to identify actual or potential facility damage due to improper installation
  - d. Know how to identify coating damage
- 3. Abnormal Operating Conditions Involving Exposed Pipe
  - a. Know how to respond to damage found on exposed pipe

**TASK #29: Repair Distribution Line Leaks**

- 1. Assessment of Distribution Pipeline Damage
  - a. Know how to determine the type of pipe and pipeline uncovered
  - b. Know actions to take when pipeline damage is identified
- 2. Repair of Plastic Pipe
  - a. Know how to identify gouges, kinks and scratches
  - b. Knowledge of potential sources of ignition
  - c. Knowledge of static electricity and steps to prevent it
  - d. Knowledge of the repair clamp process
  - e. Know-when to replace vs. repair a segment of plastic pipe



3. Repair of Steel Pipe
  - a. Know how to identify cause of damage
  - b. Know-how to select a repair method
  - c. Knowledge of the clamp installation process
  - d. Knowledge of the coupling installation process
  - e. Knowledge of the split sleeve installation process
  - f. Know-when to replace vs. repair a segment of steel pipe

### TASK #31: Installation of Pipe

1. Transportation, Storage, and Handling of Pipe
  - a. Understand pipe storage requirements
  - b. Know how to move pipe without damaging it
2. Inspection of Pipe
  - b. Knowledge of pipe inspection practices
  - c. Know how to verify the correct pipe material
  - d. AOC - Know how to respond to a damaged pipe
3. Pipe Depth
  - a. Knowledge of the proper pipe depth requirements
  - b. AOC – Know how to respond to insufficient pipe depth
4. Utility Separation
  - a. Knowledge of separation requirements from other utilities and structures
  - b. AOC - Know how to respond to insufficient utility clearance
5. Pipe Locating Material Installation
  - a. Knowledge of the materials used to assist with pipe locating and the installation process
  - b. AOC - Know how to respond to tracer wire failure
6. Documentation
  - a. Knowledge of the documentation requirements
  - b. AOC - Know how to respond to an undocumented or improperly documented existing pipeline facility
7. Post-Installation Markings
  - a. Knowledge of the locating and marking requirements
8. Weak Links
  - a. Knowledge of weak link methods
  - b. AOC - Know how to respond to weak link breaks



9. Installing Pipe in an Open Trench
  - a. Know how to properly prepare a trench
  - b. Know how to minimize plastic pipe stresses
  - c. Knowledge of pipe lowering practices
  - d. AOC - Know how to respond to rocks in a trench
  
10. Installing Pipe by Horizontal Directional Drill
  - a. Knowledge of reaming and pull back process
  - b. Knowledge of acceptable bend radius and factors affecting bend radius
  - c. Know when and in what situations to inspect
  - d. AOC - Know how to respond to unanticipated pipe resistance
  - e. AOC - Know how to respond to an improper bend radius
  - f. AOC - Know how to respond to an improper reamer size
  
11. Installing Pipe by Horizontal Boring (Piercing Tools)
  - a. Knowledge of pipe and piercing tool selection
  - b. Knowledge of the boring process
  
12. Installing Pipe by Vibratory Plow (Planting and Plow)
  - a. Knowledge of blade tool, pipe selection and length of pipe
  - b. Knowledge of plowing process
  
13. Installing Pipe by Insertion
  - a. Know how to protect pipe during insertion process
  - b. Knowledge of the insertion process

**TASK #32: Purging a Pipeline into Service**

**TASK #33: Purging a Pipeline Out of Service**

1. Purging Fundamentals
  - a. Knowledge of the Purging Purpose
  - b. Knowledge of Hazards of Static Electricity in Purging a Pipeline
  - c. Knowledge of the Components to Ground
  - d. Knowledge of the Communication Requirements
  - e. Knowledge of the Purging Medium
  
2. Purging Process
  - a. Knowledge of Vent Stack Requirements
  - b. Knowledge of the Vent Stack Location
  - c. Knowledge of the Inert Gas Process
  - d. Knowledge of the Purge Velocity
  - e. Know how to Secure the Required Sample Readings



3. Abnormal Operating Conditions
  - a. Know how to identify and respond to an activated EFV
  - b. Know how to identify and respond to inadequate odorization
  - a. Know how to respond to an incomplete purge

### **TASK #34: Performing Pressure Test on a Pipeline**

1. Pressure Testing Fundamentals
  - a. Knowledge of the Equipment Required for Pressure Testing
  - b. Knowledge of the Appropriate Test Pressure
  - c. Knowledge of Testing Duration
  - d. Knowledge of the Medium Used
2. Pressure Testing Process
  - a. Knowledge of the Pressure Testing Process
  - b. Knowledge of the Documentation Requirements
3. Abnormal Operating Conditions
  - a. Know How to Identify and Respond to a Leak During a Pressure Test
  - b. Know How to Identify and Respond to a Gauge Malfunction

### **TASK #35: Stopping Gas Flow**

1. Stopping Gas Flow Fundamentals
  - a. Knowledge of system flow and pressures
  - b. Knowledge of system monitoring during stopping operations
  - c. Knowledge of reasons for stopping gas flow
2. Stopping Gas Flow by Squeeze-off
  - a. Knowledge of squeeze-off tool selection, inspection and use
  - b. Know how to verify pipe specifications
  - c. Knowledge of where to squeeze off
  - d. Knowledge of the plastic squeeze-off process
3. Abnormal Operating Conditions
  - a. Know how to identify and respond to insufficient shutoff
  - b. Know how to identify and respond to pipe damaged in stopping off gas



## **TASK #49: Mechanical Joining of Pipe Other Than Plastic**

1. Pipe Preparation
  - a. Know how to prepare pipe for fitting installation
  
1. Compression Fitting
  - a. Knowledge of fitting types
  - b. Knowledge of fitting installation
  - c. Demonstrate fitting installation process
  
2. Flange Fitting
  - a. Knowledge of fitting types
  - b. Knowledge of fitting installation
  
3. Threaded Fitting
  - a. Knowledge of fitting types
  - b. Knowledge of fitting installation
  
4. Abnormal Operating Conditions
  - a. Know how to recognize and respond to a failed soap or leak test