



Part 7 Class- Customer Service

NY

Training- 3 Day Session..... (Hands-On 12 Hours) 24 Hours

Testing (48 Hours after Training)- 1 Day Session..... 8 Hours

PA

Training- 2 Day Session..... (Hands-On 12 Hours) 16 Hours

Testing (12 Hours after Training)- 1 Day Session..... 8 Hours

NOTE: NY will qualify in the **NFG HYB** series and PA will qualify in the **NFGPA** series. NFG Trainer will discuss the specifics/differences of each series during class.

Classroom Training:

- Class Overview
- Safety/PPE

Covers Tasks:

- 23/24- Inspecting the Condition of Exposed Pipe
- 29/30- Repairing a Plastic and Steel Distribution Pipe
- 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 other than Plastic to Plastic Pipe
- 50- Joining Plastic Pipe
 - Stab

Hands-On Training:

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



Testing:

- Written Evaluation (WE) -23/24-Inspecting the Condition of Exposed Pipe
- WE-29B/30B- Repairing a Plastic Distribution Main
- WE-29C/30C- Repairing a Steel Distribution Main
- WE-31A-Installation of Pipe
- WE-31B-Installation of Pipe in a Ditch
- WE-32/33-Purging a Pipeline in and Out of Service
- WE-34-Performing a Pressure Test on a Pipeline
- WE-35C- Stopping Gas Flow (Squeeze-off- Services Only)
- WE-49-Mechanical Joining of Pipe other than Plastic
- WE-A-General Knowledge
- WE-B-Mechanical Couplings
- Performance Evaluation (PE) -Stab-PJQ-07
- PE-Compression-49.3
- PE-Squeeze-off-35.1

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

COVERED 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



COVERED TASK #29/30BC: Repair Distribution Plastic & Steel Pipe

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

COVERED TASK #31AB: 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
 - a. Knowledge of pipe inspection practices
 - b. Know how to verify the correct pipe material
 - c. 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

COVERED TASK #32: Purging a Pipeline into Service

COVERED 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

COVERED 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

COVERED 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



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

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

COVERED TASK #50: Joining Plastic Pipe

1. Static Electricity on Plastic Pipe
 - a. Knowledge of the causes of static electricity on plastic pipe
 - b. Knowledge of the hazards of static electricity and related safety procedures
 - c. Know how to eliminate static electricity on plastic pipe
2. Mechanical Joining of Plastic Pipe
 - a. Knowledge of the Pipe Preparation Process
 - b. Knowledge of Mechanical Fittings Installation Process
 - c. Demonstrate Installation of a Stab Fitting
 - d. Demonstrate Installation of a Compression Fitting
 - e. Demonstrate Installation of a Bolted Fitting
3. Abnormal Operating Conditions
 - a. Know how to recognize and respond to material defects
 - b. Know how to recognize and respond to equipment malfunctions
 - c. Know how to recognize and respond to improper fusions

