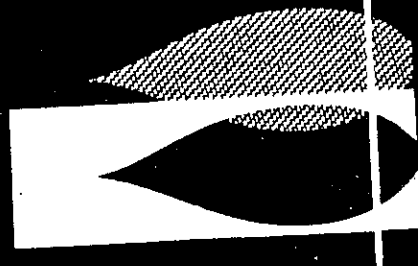


SERVICE DEPARTMENT MANUAL



Laclede Gas Company

"PUBLIC SERVICE IS OUR DAILY BUSINESS"

EXHIBIT

3

ALL-STATE LEGAL®

Odor Present - Source Found

1. Leaking from outside premises with readings of 1% or above in the free air.

Follow "Combustible Readings" Section 19-5 Above

2. Leaking from outside premises with readings of less than 1% in the free air.

If the CGI readings indicate that gas is migrating inside a building from an outside source:

- a. Shut off service to building at curb, if possible.
- b. Ventilate building
- c. Notify Leak Department Supervisor and Central Dispatching. Technician should have Central Dispatching notify their area Supervisor or the Supervisor on duty.
- d. Monitor premises and surrounding areas until Leak Department crew arrives. After Leak Department arrives and is advised of problem, continue to monitor premises and surrounding areas for migrating gas.

Note: When a CGI reading is obtained from underground sources it is the primary function of S.A.I.D. to determine the extent that the gas is migrating and the impact of the migration to cause a potential emergency situation(s). It is the primary function of the Leak Department to locate the source and repair the underground leaks. Even after the Leak Department arrives and is advised of the problem, continue to monitor premises and surrounding areas for migrating gas until released by Supervision.

3. Leaking from Laclede's facilities:

Any leak found on a lock cock, service riser, regulator, meter, header or any of Laclede's facilities on the premises must be repaired.

(See Special Curb Box Inspection, Section 19-12)

4. Leaking from customer's equipment:

Advise customer that Laclede can make repairs on a time and material basis.

If a customer is a tenant, get owner's approval before beginning repairs. When an approval for repairs is not obtained, try to isolate leak so the customer can use gas and have at least one appliance functioning. If this can be done, issue a "Hazardous Appliance Report" (F-627) for the leaking section of fuel line.