



Ohio Administrative Code

Rule 4901:1-16-05 Notice and reports of service failures and incidents; twenty-four hour contacts; and post-incident testing.

Effective: May 21, 2026

(A) Telephone notice of incidents and service failures.

- (1) Operators shall notify the state of Ohio on all incidents by calling 1-844-OHCALL1 (1-844-642-2551) within one hour of discovery unless notification within that time is impracticable under the circumstances. This includes any telephone notice which is required to be made to the United States department of transportation pursuant to 49 C.F.R. 191.5 as effective on the date referenced in paragraph (D) of rule 4901:1-16-02 of the Administrative Code.
- (2) Operators shall notify the state of Ohio on all service failures, which involve an interruption of service to one hundred or more customers for a period of two hours or more, by calling 1-844-OHCALL1 (1-844-642-2551) within one hour after discovery unless notification within that time is impracticable under the circumstances.

(B) Written reports.

- (1) All written reports required to be made to the United States department of transportation pursuant to the regulations in 49 C.F.R. 191 as effective on the date referenced in paragraph (D) of rule 4901:1-16-02 of the Administrative Code, shall be submitted concurrently to the chief.
- (2) Each operator shall submit a written report of the cause(s) of a service failure, where ascertainable, and actions taken to minimize the possibility of a recurrence where appropriate. The report shall be submitted to the chief within sixty days after discovery of the service failure, unless the operator:
 - (a) For good cause, shows more time is needed.
 - (b) Submits interim reports at intervals of not more than sixty days until a final report is submitted.

(C) Twenty-four hour contact report.

- (1) Each operator shall submit a twenty-four hour contact report to the chief not later than March fifteenth of each year identifying the contact information for its emergency contact personnel and any available emergency hotline number.
- (2) Each operator shall, within a reasonable time, notify the chief in writing of any change to the information contained in the report.



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(D) To the extent necessary to carry out its responsibilities under the pipeline safety code, the commission or its staff may require testing of any intrastate gas pipeline facility which is involved in an incident. After making a good faith effort to negotiate a mutually acceptable plan with the owner of the pipeline facility, the commission or its staff may require the operator or choose an independent laboratory to test such pipeline facility.