

Operator Response Guidelines

Spill Reporting Procedures

If a spill occurs and any one of the following is true:

- a. 25 gallons or greater
- b. Is not contained
- c. Is not removed within 24 hours
- d. There is impact to groundwater or surface water
- e. Vapors have been emitted that cause an immediate threat to human health

1. Contact your local 911 responder or fire department
2. Call the DES Spill Response and Complaint Investigation Section
 - a. Monday – Friday, 8am to 4pm, (603) 271-3899
 - b. Weekends and Evenings, Call the State Police (603) 223-4381

If a spill occurs where all 5 of the circumstances above are false, contact your A or B operator immediately. If possible, try to mitigate the spill by throwing speedy dry onto the spill area and/or using absorbent pads.

Contact Phones Numbers

1. New Hampshire Department of Safety (24 hours) – 1-800-346-4009 or (603) 223-4381
2. New Hampshire Department of Environmental Services (Monday through Friday, 8 AM – 4 PM) – (603) 271-3899
3. Class A Operator, John Doe, (xxx) xxx-xxxx
4. Class B Operator, Jane Doe, (xxx) xxx-xxxx

Malfunctioning Equipment Lock-Out/Tag-Out and Notification Procedures

Nozzle malfunctioning

- a. Bag the nozzle with a “do not use” type bag
- b. Put up signage stating dispenser is not available to use
- c. Notify A or B operator so that they can address the problem
- d. Do not put back in to service till problem has been addressed and fixed

Enunciation Panel is in Alarm

- a. Contact your A or B operator immediately

Initial Mitigation Protocol for Emergencies

Fuel has spilled and is on fire

- a. Immediately hit the emergency pump shutoff switch and call 911.
- b. Activate any other emergency controls