



Operator Response Guidelines

New Hampshire Dept of Environmental Services (NHDES)

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 NHDES Spill Response and Complaint Investigation Section
 - a. Monday – Friday, 8am to 4pm, [\(603\) 271-3899](tel:6032713899)
 - b. Weekends and Evenings, Call the State Police [\(603\) 223-4381](tel:6032234381)

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 Phone Numbers

1. New Hampshire Department of Safety (24 hours) – [1-800-346-4009](tel:18003464009) or [\(603\) 223-4381](tel:6032234381)
2. New Hampshire Department of Environmental Services (Monday through Friday, 8 AM – 4 PM) – [\(603\) 271-3899](tel:6032713899)
3. Class A Operator, _____, (____) _____ - _____.
4. Class B Operator, _____, (____) _____ - _____.

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 into service until problem has been addressed and fixed

Enunciation Panel (aka leak monitor) 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