

# Chambersburg Gas Department - 2019 GOAL Survey Q&A

## Frequently Asked Consumer Questions about the public awareness survey

### **1. Why are you calling me?**

First, a federal regulation requires that we measure the public awareness of the safe use of natural gas. Second, we want to make sure that we are doing everything we can to insure your safety.

### **2. I am on the “Do Not Call List.” Aren’t you in violation by calling me?**

No, the “Do Not Call List” is meant for solicitations. The exceptions include market research and a company’s communications with its customers. Additionally, this is a federally mandated safety survey, and we want to make sure that our customers and their neighbors are safe.

Even though the national Do Not Call list is not applicable for this purpose, we can still add you to our internal Do Not Call list. It may take a day or two to become effective. We just need your 10-digit phone number.

\*\* Customer Service: Submit Do Not Call requests to [ops@blueottersolutions.com](mailto:ops@blueottersolutions.com). Please include the full 10-digit phone number.

### **3. How many times can I expect to be called?**

Typically, we place no more than three calls. If we reach an answering machine on the first two calls, we will make a third attempt. However, once you have taken the survey you will not be called again.

### **4. When do you call?**

We only call Monday through Saturday between the hours of 9:00 am and 8:30 pm local time. [BlueOtterSolutions.com](http://BlueOtterSolutions.com) | 866.615.6470 | 6136 Frisco Square Blvd. Suite 400 Frisco, TX 75034

### **5. I tried to enter my responses, but something happened.**

Don’t worry about that. The survey is a sampling of responses, so we will be able to complete our sample without your response. We appreciate your participation and feedback. However, if you would like to take the survey, we just need your 10-digit phone number, and we will make sure the system makes another attempt.

\*\* Customer service: Email [ops@blueottersolutions.com](mailto:ops@blueottersolutions.com) with the full 10-digit phone number and we will add that phone number back to the queue.

### **6. How do I find out more information on this?**

You can go to the website of the American Public Gas Association at [www.apga.org](http://www.apga.org) to see a description of this initiative. It is called the APGA GOAL Program.

GOAL stands for Gas Overall Awareness Level. It measures the effectiveness of a participating utility’s efforts to educate customers and non-customers living near gas lines about gas safety. Such effectiveness assessments are required by pipeline safety regulations.

Or you can go the website of the U.S. Department of Transportation’s Office of Pipeline Safety at <http://primis.phmsa.dot.gov/comm/PublicAwareness>. There is information on the Public Awareness Regulation for you to review.