



<b>Date of Incident</b>	12-22-2020
<b>Prepared By</b>	Felicia Howell
<b>Property</b>	Eola
<b>Time of Incident</b>	05:00:00
<b>Location of Incident</b>	Third Floor

<b>Description of Incident</b>
Carolyn Hernandez in unit 307, called the office say she smelled gas. Dawn called David who was still working. . He confirmed he got a bit of a beep on his meter but it didn't last long . He checked all floors. David also opened the hall window. David did get another slight beep on his meter on the 3rd floor between apt 307 and apt 303 but then the beeping stopped. Carolyn had called PGW earlier while waiting for David to come out. After David left PGW went up to the 3rd floor and got a slight reading too. He pointed his meter toward 307 door and got nothing. He pointed it in the upper right hand corner of apt 303 and he got a reading. He knocked on the door of apt 303, the young lady said she had been cooking and let PGW in. A short while later PGW knocked on Carolyn door and said she had a pilot out and that the gas was most definitely coming from apt 303. He lit the pilot.
<b>Corrective action taken at the time of the incident</b>
David the maintenance tech arrived at Eola to check for gas with a gas detector..
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
Carolyn Hernandez from Eola 307 and Karen English from Eola 209 sent me an email about the gas smell. Karen asked that i send an email to all residents reminding them to call the office if they smell gas or if their pilot is out.
<b>Witnesses names and phone number</b>
Carolyn Hernandez, Eola 307 (215) 227-9095 or (215) 216-0212
<b>Is criminal activity involved</b>
No
<b>Was there security camera footage of this incident?</b>
No
<b>Link to security footage video in Box</b>
http://