

Con Edison Gas Piping Inspections App FAQs

Last Revised 4/16/2020

Id	Issue	Potential Cause	Fix
1	ITS Verification failed	- Plumber is not qualified for Covered Task 86 - ITS ID is incorrect or doesn't exist - Last name registered with ITS is incorrect	Contact ITS (Industrial Training Services)
2	Login Failed	- User does not have ConEdison account - Email address used to login doesn't match email address registered with ITS	Make sure user is logging-in with a ConEdison account and the email address matches their ITS account's email address
3	A new update is available for this app. Please visit the App Store to update to the latest version.	App is not on the latest required version	Update the app from Apple App Store/Google Play Store
4	Missing submitted inspections on the 'Your Inspections' page.	App only shows jobs submitted within the last 7 days.	N/A
5	Upon starting inspection the user is prompted that their location could not be determined and they must enter an address or BIN number manually.	- The user is in an area with poor reception and GPS location cannot be determined. - The user has not granted Location Services permissions for the app. - The user is outside the Con Edison gas service territory.	- If the user is in an area with poor reception, ask the user to go near a window or search address manually. - Ask the user to ensure Location services permissions have been granted for the app in the phone's settings.
6	Upon entering an address, the user is presented with an error: "The selected address does not have a Con Edison gas account. Please select a different address."	The address selected likely does not have gas service provided by Con Edison.	Ask the user to check who the gas service provider is for this address and contact the relevant party.
7	When searching for an address, the exact address the user is looking for does not appear in the list of addresses.	The building/establishment the user is searching for may be registered as part of another address by the NYC Dept. of Buildings (as in the case of joined buildings).	- Verify the address and/or BIN number with the NYC Dept. of Buildings. - Try looking up the address using the BIN number.
8	When generating a GPS Report, the user gets an error message.	This error may be caused by network congestion.	Ask the user to wait a few minutes and try to generate the report again.
9	When pairing a PS200 Gas Detector via the Bluetooth Page, the user is unable to find the device in the list of devices.	The PS200 device is not in pairing mode at the time bluetooth scan is performed.	Ask the user to first turn on the PS200 device and make sure that a countdown from 30 seconds is visible on the device screen. During this window, tap 'Search' on the bluetooth page. The device should appear in the list of devices.
10	When selecting a PS200 on the bluetooth device list, the user is unable to sync their gas readings from the PS200 device to the app.	- The PS200 does not have any gas readings to upload. - The connection between the device and the phone is unstable.	- Verify that the user capture readings on the PS200 device since the last upload. - If the user has captured readings, ask the user to bring the device closer to the phone and repeat the pairing process.