Brightdial safety calls (gas, carbon monoxide, fire)

Last Modified on 11/23/2026 1:41 pm EST

Reader group: Team Brightdial
In a live knowledge base, only signed-in agents on the Brightdial team would see this page. It's public in this demo so you can explore.

Stop troubleshooting. Customer safety comes before everything else on this call.

What to say

- **Carbon monoxide alarm or symptoms** (headache, dizziness, nausea): "Please leave your home now and call 911 from outside."
- **Gas smell:** "Please leave your home now, don't switch anything on or off, and call your gas company's emergency line or 911 once you're outside."
- **Smoke, sparks or burning smell from the thermostat:** "Please turn off the power to your heating and cooling system at the breaker if it's safe to do so, and call 911 if there's any fire."

After the call

1. Note exactly what the customer reported and what you told them.
2. Use wrap-up code ESC and tell your supervisor right away.
3. Your supervisor files a Brightdial safety report within 1 hour.