PUBLIC AWARENESS

NTSB Hearings
San Francisco Chronicle, March 2, 2011

San Bruno's fire chief said Wednesday that he was not aware before last year's deadly natural-gas explosion that a major PG&E pipe ran under the city, although he acknowledged that it had been his responsibility to know.

Only after the San Bruno disaster did he realize that "there was a need to know" what lines were in the area, and that online maps and other resources were available to first responders.

He conceded that he should have known about the pipeline that exploded. "We didn't have the information, we didn't have maps of a pipeline going through," Haag said. "I just didn't know about it."

NTSB Hearings
San Francisco Chronicle, March 2, 2011

After the hearing, NTSB chairwoman said Federal officials "…believe the pipeline industry can do a better job" of informing the public, as required under a 5-year-old law for pipeline operators.

People who live near gas-transmission lines should be told as much in a specific mailing, said Rep. Jackie Speier, whose district includes the San Bruno neighborhood devastated in the blast. She is sponsoring a bill to require such notice for people living within 2,000 feet of a pipeline.

§192.616

- Follow requirements of API RP 1162, 1st edition

Master meter or petroleum gas systems exempt from RP 1162 requirements

§192.616

- Plan by June 20, 2006
  - Identify Stakeholder audiences
  - Message including method of message delivery and frequency
  - Supplemental activities
  - Self-assessments
  - Four year effectiveness evaluations

Gathering Lines

- Gathering lines definitions as found in §192.8 were added in 2006
- §192.9 different implementation dates
  - Plan by April 15, 2008
  - Effectiveness by 2012

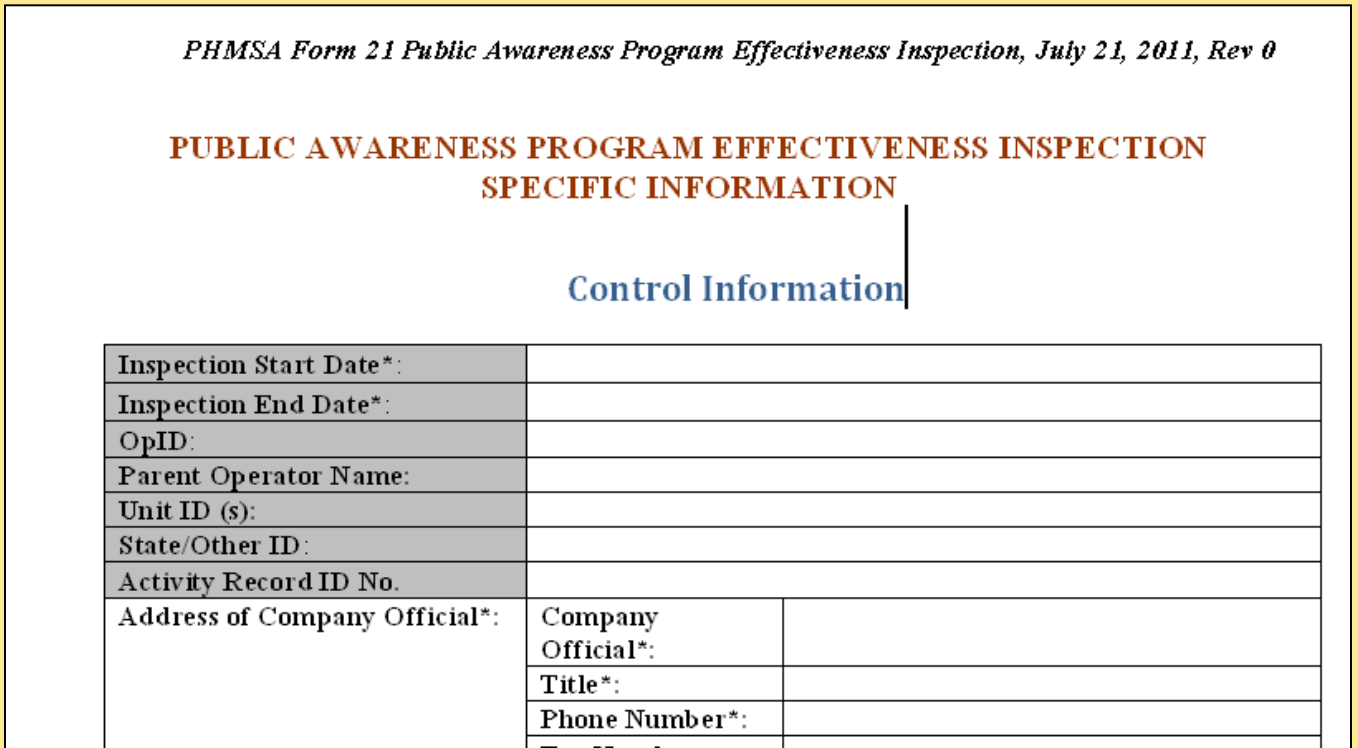
Public Awareness Inspections

- Public Awareness Clearinghouse
  - Not formal review of plan, but checklist that plan contained certain items
  - Inspection may be first true review of plan
- Standard Inspection form includes questions about public awareness
  - Not in detail of this inspection

PHMSA Form 21

- Published July, 2011

phmsa.dot.gov/pipeline/library/forms



PHMSA Form 21 Public Awareness Program Effectiveness Inspection, July 21, 2011, Rev 0

PUBLIC AWARENESS PROGRAM EFFECTIVENESS INSPECTION SPECIFIC INFORMATION

Control Information

Inspection Start Date*:		
Inspection End Date*:		
OpID:		
Parent Operator Name:		
Unit ID (s):		
State/Other ID:		
Activity Record ID No.		
Address of Company Official*:	Company Official*:	
	Title*:	
	Phone Number*:	

PHMSA Form 21

Divided into five sections

- Administration and Development of Plan
- Program Implementation
- Program Evaluation and Continuous Improvement (annual review)
- Program Evaluation and Continuous Improvement (effectiveness evaluations)
- Findings

PHMSA Form 21

First three pages standard information

- Companies covered by plan
- Mileage
- Persons attending
- Date of plan
- Outside resources

Section 1

- Administration and Development of Public Awareness Program
  - Looking at written program and associated procedures and methodologies
  - **WHAT** the operator is going to do
  - Verifying required components are in plan
  - May cross into implementation of plan

Section 1

1.01 Written Public Education Program

1.02 Management Support

1.03 Unique Attributes and Characteristics

1.04 Stakeholder Audience Identification

1.05 Message Frequency and Message Delivery

1.06 Written Evaluation Plan

Section 1

Please provide a comment or explanation for each inspection question.

1. Administration and Development of Public Awareness Program

1.01 Written Public Education Program

Does the operator have a written continuing public education program or public awareness program (PAP) in accordance with the general program recommendations in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 (incorporated by reference), by the required date, except for master meter or petroleum gas system operators?

(Reference: § 192.616 (h); § 195.440 (h))

- Verify the operator has a written public awareness program (PAP).
- Review any Clearinghouse deficiencies and verify the operator addressed previous Clearinghouse deficiencies, if any, addressed in the operator's PAP.
- Identify the location where the operator's PAP is administered and which company personnel is designated to administer and manage the written program.
- Verify the date the public awareness program was initially developed and published.

☐ S – Satisfactory (explain)*	Comments:
☐ U – Unsatisfactory (explain)*	
☐ N/A - Not Applicable (explain)*	
☐ N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

1.02 Management Support

Does the operator's program include a statement of management support (i.e., is there evidence of a commitment of participation, resources, and allocation of funding)?

(Reference: § 192.616 (a); § 195.440 (a); API RP 1162 Section 2.5 and 7.1)

- Verify the PAP includes a written statement of management support.
- Determine how management participates in the PAP.
- Verify that an individual is named and identified to administer the program with roles and responsibilities.
- Verify resources provided to implement public awareness are in the PAP. Determine how many employees involved with the PAP and what their roles are.
- Determine if the operator uses external support resources for any implementation or evaluation efforts.

☐ S – Satisfactory (explain)*	Comments:
☐ U – Unsatisfactory (explain)*	
☐ N/A - Not Applicable (explain)*	
☐ N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

1.03 Unique Attributes and Characteristics

Does the operator's program clearly define the specific pipeline assets or systems covered in the program and assess the unique attributes and characteristics of the pipelines and facilities?

(Reference: § 192.616 (h); § 195.440 (h); API RP 1162 Section 2.7 and Section 4)

- Verify the PAP includes all of the operator's system types/assets covered by PAP (gas, liquid, HVL, storage fields, gathering lines etc).

Section 1

Commonly found deficiencies

- API 1162 edition
- Management support
- Named administrator
- Unique attributes/asset descriptions/product description
- Inadequate written procedures
- Lack of operator understanding because of use of contractors

Inadequate Procedures

Stakeholder Identification

- How lists determined
- How address affected municipalities, school districts, businesses, and residents? (§192.614(e))
- List accuracy
- Returns or non-attendance

Stakeholder Lists – Common Deficiencies

- *Do not account for new developments or communities*
- *Lack of documentation or follow up on returned mailings*
- *Lack of evidence that mailings sent out*
- *Tracked correspondence and those actually reached*
- *Tracked meeting attendance and follow up for non-attendance*

Inadequate Procedures

Program Evaluations

- Lack of written process
- What information examined during review
  - Web site hits
  - One call notifications/third party damage
  - Process followed
  - Implementation of recommended changes
- Documentation of evaluation

Inadequate Procedures

Message

- Vendors have gone to a “common” pamphlets
- Generic messages may not convey all the required information.
- Information about several different types of pipelines or products may provide little or no value

ENSTOR

Enstor Katy Storage and Transportation, LP
Freebird Gas Storage, LLC
Enstor Grama Ridge Storage and Transportation, LLC
Caledonia Energy Partners, LLC

877-895-7713
www.enstorinc.com

FOUR STAR OIL & GAS COMPANY

Emergency number
251-675-2072
Union Oil Company of California
Emergency number
251-675-6180

GILA RIVER

Emergency number 800-769-6984
www.antiegaspower.com/gila.htm

hawthorn oil transportation

Emergency number 888-814-0188
www.hawthornpipeline.com

Hiland Energy Company
HARVEST PIPELINE

Hiland Energy Company/
Harvest Pipeline Company
Emergency number 713-209-2400
www.hilcorp.com

Kern River

Emergency number 800-273-6817
www.kernrivergas.com

KEYSTONE GAS CORPORATION

Emergency number 918-352-2443
www.keystonegas.com

Marathon Pipe Line LLC

Emergency number 800-537-6644
www.marathonpipeline.com

MARKWEST Energy Partners, L.P.

Emergency numbers
In Kentucky: (877) 675-9378
In Mississippi: (800) 833-9235
In Pennsylvania: (866) 342-6914
In West Virginia:
Lincoln, Mingo and Wayne Counties:
(877) 675-9378
Marshall and Ohio Counties:
(866) 342-6914

Marlin Midstream

Emergency number 800-715-9133
www.marlinmidstream.com

MERIT ENERGY COMPANY

Emergency number 877-637-4099 (MM)
www.meritenergy.com

MONROE GAS STORAGE COMPANY, LLC

Emergency number 1-877-258-4551
www.monroegasstorage.com

Mustang Gas Products, LLC

Emergency number 580-493-2248

Northern Natural Gas

Emergency number 800-367-6671
http://www.northernnaturalgas.com/safety/pubeducation/Pages/default.aspx

NiSource Gas Transmission & Storage

www.ngtc.com

Columbia Gas Transmission
A NiSource Company

800-835-7191

Columbia Gulf Transmission
A NiSource Company

800-432-1427

Crossroads Pipeline
A NiSource Company

800-835-7191

MILLENNIUM PIPELINE COMPANY, LLC

www.millenniumpipeline.com
Operated by Columbia Gas Transmission
800-835-7191

NRG

Cedar Bayou Generating Station
NRG Texas, LLC
Emergency number
281-452-5237

PANTHER

Emergency number 832-653-4600
www.pantherexpansion.com

NuStar

Emergency number 800-724-0853
www.nustarenergy.com

NuStar

Portland, OR; Crockett, CA; Vancouver, WA; Wilmington, CA; Linden, NJ; Virginia Beach, VA; Andrews AFB, MD; Macon, GA; St. James, LA
Emergency number 800-420-4328
www.nustarenergy.com

NuStar

Emergency number 800-481-0830
www.nustarenergy.com

PIONEER NATURAL RESOURCES

Emergency number 866-475-6176

ppl

Emergency number 800-747-3275
www.pplnc.com

Olympic Pipeline Company

Emergency number 888-271-6880
800-666-7758/General
www.olympicpipeline.com

ONYX Pipeline Company

Emergency number 281-656-7878

PALMER

Emergency number 800-598-5339
www.palmerpetro.com

Southeast Supply Header

Emergency number 866-977-7376
www.centerpointenergy.com/safety

SOUTHERN STAR CENTRAL GAS PIPELINE

Emergency number 1-800-634-9696
www.sscgp.com

Emergency number 479-783-6191

How emergency responders are trained in case of a pipeline incident.

The following guidelines are designed to ensure the safety of the public and the emergency responders in the event of an incident. Coordinating the response with the pipeline company is crucial for an effective and safe response:

- ***Secure the area around the leak to a safe distance.*** Because vapors from the products carried in pipelines can migrate great distances, it is important to remove all ignition sources from the area. Keep in mind, Highly Volatile Liquid (HVL) vapors are heavier than air and can collect in low areas such as ditches, sewers, etc. If safe, evacuating people from homes, businesses, schools and other places of congregation, as well as controlling access to the site may be required in some incident scenarios. Sheltering in place may be the safest action if the circumstances make going outdoors dangerous.
- If the pipeline leak is not burning ***DO NOT*** cause any open flame or other potential source of ignition such as an electrical switch, vehicle ignition, light a match, etc. ***DO NOT*** start motor vehicles or electrical equipment. ***DO NOT*** ring doorbells. Knock with your hand to avoid potential sparks from knockers. ***DO NOT*** drive into a leak or vapor cloud at any time.
- If the pipeline leak is burning attempt to control the spread of the fire, but ***DO NOT*** attempt to extinguish a petroleum product or natural gas fire. When extinguished, petroleum products, gas and vapor could collect and explode if reignited by secondary fire.
- ***DO NOT*** attempt to operate any pipeline valves yourself. You may inadvertently route more product to the leak or cause a secondary incident.
- ***Establish a command center.*** Work with pipeline representatives as you develop a plan to address the emergency. The pipeline operator will need to know:
  - Your contact information and the location of the emergency
  - Size, characteristics and behavior of the incident, and if there are any primary or secondary fires
  - Any injuries or deaths
  - The proximity of the incident to any structures, buildings, etc.
  - Any environmental concerns such as bodies of water, grasslands, endangered wildlife and fish, etc.
- ***Evacuate or shelter in place.*** Depending on the level of chemical, natural gas, or product, and whether or not the product was released, or other variables, it may be necessary to evacuate the public or have the public shelter in place. Evacuation route and the location of the incident will determine which procedure is required, but both may be necessary. Evacuate people upwind of the incident if necessary. Involving the pipeline company may be important in making this decision.

How can you help?

While accidents pertaining to pipelines and pipeline facilities are very rare, awareness of the location of the pipeline, the potential hazards, and what to do if a leak does occur can help minimize the number of accidents that do occur. A leading cause of pipeline incidents is third-party excavation damage. Pipeline companies are responsible for the safety and security of their respective pipelines. To help maintain the integrity of pipelines and their rights-of-way, it is essential that pipeline and facility neighbors protect against unauthorized excavations or other destructive activities. Here's what you can do to help:

- *Become familiar with the pipelines and pipeline facilities in the area (marker signs, fence signs at gated entrances, etc).*
- *Record the company name, contact information and any pipeline information from nearby marker/facility signs and keep in a permanent location near the telephone.*
- *Be aware of any unusual or suspicious activities or unauthorized excavations taking place within or near the pipeline right-of-way or pipeline facility; report any such activities to the pipeline operator and the local law enforcement.*

Message – Common Deficiencies

- *Messages did not include all required outreach messages*
- *Multiple company logos/information*
- *Appropriate hazards not always identified or failed to address unique attributes*
- *Creative outreach approaches such as e-mails, websites, children campaigns*

Section 2

- Program Implementation
  - How did operator implement written program
  - Ensure and verify required components in plan are being done according to written plan, procedures and methodologies

Section 2

2.01 English and other Languages

2.02 Message Type and Content

2.03 Messages on Pipeline Facility Locations

2.04 Baseline Message Delivery Frequency

2.05 Considerations for Supplemental Program Enhancements

2.06 Maintaining Liaison with Emergency Response Officials

Section 2

Common deficiencies

- Language considerations
- Message content
- Supplemental activities
- Documentation

Section 2

☐ N/A – Not Applicable (explain)*	
☐ N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

1.06 Written Evaluation Plan

Does the operator's program include a written evaluation process that specifies how the operator will periodically evaluate program implementation and effectiveness? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c), (i); § 195.440 (c), (i))

- Verify the operator has a written evaluation plan that specifies how the operator will conduct and evaluate self-assessments (annual audits) and effectiveness evaluations.
- Verify the operator's evaluation process specifies the correct frequency for annual audits (1 year) and effectiveness evaluations (no more than 4 years apart).
- Identify how the operator determined a statistical sample size and margin-of-error for stakeholder audiences' surveys and feedback.

☐ S – Satisfactory (explain)*	Comments:
☐ U – Unsatisfactory (explain)*	
☐ N/A – Not Applicable (explain)*	
☐ N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

2. Program Implementation

2.01 English and other Language

Did the operator develop and deliver materials and messages in English and in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's area?

(Reference: § 192.616 (g); § 195.440 (g); API RP 1162 Section 2.3.1)

- Determine if the operator delivers material in languages other than English and if so, what languages.
- Identify the process the operator used to determine the need for additional language for each stakeholder audience.
- Identify the source of information the operator used to determine the need for additional language and the date the information was collected.

☐ S – Satisfactory (explain)*	Comments:
☐ U – Unsatisfactory (explain)*	
☐ N/A – Not Applicable (explain)*	
☐ N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

Language

- No written or inadequate consideration
- Automatic in Spanish
- Other languages on web site

Message

- Contain all the required elements from code:
  - Use of one-call
  - Hazards associated with unintended releases
  - Physical indications of such a release
  - Steps that should be taken for public safety in event of a release
  - Procedures for reporting the event

Call before you dig
IT'S FREE, AND IT'S THE LAW!

811 is a federally-mandated number designated by the FCC to consolidate all local "Call Before You Dig" numbers and help save lives by minimizing damages to underground utilities. One easy phone call to 811 starts the process to get your underground pipelines and utility lines marked for **FREE**. When you call 811 from anywhere in the country, your call will be routed to your state One-Call Center. Once your underground lines have been marked for your project, you will know the approximate location of your pipelines and utility lines, and can dig safely. More information regarding 811 can be found at **www.call811.com**.

811 Know what's below. Call before you dig.

For more information regarding pipeline safety and an overview of the pipeline industry please visit the following Web sites:

Pipeline Resources and Information

- Pipeline 101 - **www.pipeline101.com**
- Association of Oil Pipe Lines (AOPL) - **www.aopl.org**
- American Petroleum Institute (API) - **www.api.org**
- In the Pipe - Newsletter from the Oil Pipeline Industry - **www.enewsbuilder.net/aopl/**
- Interstate Natural Gas Association of America (INGAA) - **www.ingaa.org**
- American Gas Association (AGA) - **www.aga.org**
- Dig Safely - **www.digsafely.com**
- Common Ground Alliance (CGA) - **www.commongroundalliance.com**

Regulatory Agencies

- Department of Transportation (DOT) – **www.dot.gov**
- DOT Research and Special Programs Administration (RSPA) - **www.dot.gov/affairs/rspaind.htm**
- Office of Pipeline Safety (OPS) - **phmsa.dot.gov**
- National Transportation and Safety Board (NTSB) - **www.ntsb.gov**
- Federal Energy Regulatory Commission (FERC) – **www.ferc.gov**
- Federal Energy Regulatory Commission (FERC - Oil Pipelines) - **www.ferc.gov/industries/oil.asp**
- Occupational Safety & Health Administration (OSHA) – **www.osha.gov**
- National Fire Protection Association (NFPA) - **www.nfpa.org**

To view this information on the Web or to take our online survey, go to **www.pipelinesafetyinfo.com**

Because even relatively minor excavation activities like landscaping or fencing can cause damage to a pipeline, its protective casing and/or buried utility lines, always contact your state One-Call Center before engaging in any construction or digging activities on your property. In fact, most serious damage done to pipelines is done when a third party inadvertently excavates, blasts or drills within a pipeline right-of-way. By simply contacting the One-Call Center first, this type of damage can be prevented. Once the One-Call Center has been contacted, local pipeline and utility operators will come out to locate and properly mark their pipelines at the excavation site.

Use your *SENSES*

How would you recognize a pipeline leak?

Although pipeline leaks are rare, knowing how to recognize and respond to a possible leak is a key component in pipeline safety. Trust your senses. You may recognize a pipeline leak by:

- ***Sight:*** Liquid pools, discolored or abnormally dry soil/vegetation, continuous bubbling in wet or flooded areas, an oily sheen on water surfaces, and vaporous fogs or blowing dirt around a pipeline area can all be indicative of a pipeline leak. Dead or discolored plants in an otherwise healthy area of vegetation or frozen ground in warm weather are other possible signs.
- ***Sound:*** Volume can range from a quiet hissing to a loud roar depending on the size of the leak.
- ***Smell:*** An unusual smell, petroleum odor, or gaseous odor will sometimes accompany pipeline leaks.
  - *Gas transmission/gas gathering pipelines are odorless, but may contain a hydrocarbon smell.*
  - *Highly Volatile Liquids (HVL's) can be odorless and colorless in their natural state and most are considered irritants to eyes and nose. Commercial odorants are added to many HVL's to assist in detection of a leak.*
  - *Gas distribution systems are odorized with the chemical Mercaptan or other similar chemicals.*
    - *Mercaptan is a harmless nontoxic chemical that is added to make it easier to detect a gas leak due to its skunk like odor.*
  - *Landfill gas, which is becoming a popular source of natural gas, has a more pungent and unpleasant odor similar to the smell of rotting garbage.*

What *to do* in the event a leak were to occur

The following guidelines are designed to ensure your safety and the safety of those in the area if a petroleum product or natural gas pipeline leak is suspected or detected:

- ***Leave the area*** by foot immediately. Try to direct any other bystanders or unsuspecting individuals to leave the area. Attempt to stay upwind.
  - *HVL vapors are heavier than air and can collect in low areas such as ditches, sewers, etc.*
- If known, from a safe location, notify the pipeline operator immediately and **call 911** or your local emergency response number. The operator will need your name, your phone number, a brief description of the incident, and the location so the proper response can be initiated.
- ***Turn off*** any equipment and eliminate any ignition source, if able to do so without risk of injury.

What *not to do* in the event a leak were to occur

- ***DO NOT*** come into direct contact with any escaping liquids or gas.
- ***DO NOT*** attempt to operate any pipeline valves yourself. You may inadvertently route more product to the leak or cause a secondary incident.
- ***DO NOT*** cause any open flame or other potential source of ignition such as an electrical switch, vehicle ignition, light a match, etc. Do not start motor vehicles or electrical equipment. Do not ring doorbells to notify others of the leak. Knock with your hand to avoid potential sparks from knockers.
- ***DO NOT*** drive into a leak or vapor cloud while leaving the area.
- ***DO NOT*** attempt to extinguish a petroleum product or natural gas fire. Wait for local firemen and other professionals trained to deal with such emergencies.

AFFECTED PUBLIC MESSAGE

Message

- Additional Requirements from API RP 1162
  - Pipeline purpose and reliability
  - How to get additional information
  - Reference to NPMS (Transmission only)
  - Integrity Management information
  - Facility purpose
  - Security
  - Right-of-way encroachment prevention
  - Pipeline location

Message – Common Deficiencies

- *Messages did not include all required outreach messages*
- *Multiple company logos/information*
- *Appropriate hazards not always identified or failed to address unique attributes*

- *Creative outreach approaches such as e-mails, websites, children campaigns*

Supplemental Activities

- Interaction with
  - §192.614 – Damage Prevention
  - §192.615 – Emergency Plans

Supplemental Activities

- Emergency drills
- Planning meetings
- School visits
- Other events such as fairs, home shows
- Educational activities

- Documentation
  - Credit for what you do

Supplemental Activities

- Lack of written procedures regarding supplemental activities
- If operator did not consider supplemental activities, need to have written justification in program

Emergency Response Liaison

- ADB - 10 – 08, October 28, 2010
  - Emergency Preparedness Communications
  - To ensure a prompt, effective, and coordinated response to any type of emergency involving a pipeline facility, pipeline operators are required to maintain an informed relationship with emergency responders in their jurisdiction.
  - **……..the need to share the operator's emergency response plans with emergency responders.**

Section 3 – Program Evaluation

- Annual reviews or audits of Public Awareness Program

- Called by different terminology
  - Annual audit
  - Annual review
  - Self Assessment

Section 3

3.01 Measuring Program Implementation

3.02 Acceptable Methods for Program Implementation Audits

3.03 Program Changes and Improvements

Section 3

S – Satisfactory (explain)*	Comments:
U - Unsatisfactory (explain)*	
N/A - Not Applicable (explain)*	
N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

3. Program Evaluation & Continuous Improvement (Annual Audits)

3.01 Measuring Program Implementation

Has the operator performed an audit or review of its program implementation annually since it was developed? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c), (i); § 195.440 (c), (i); API RP 1162 Section 8.3)

- Verify the operator performed an annual audit or review of the PAP for each implementation year.

S – Satisfactory (explain)*	Comments:
U - Unsatisfactory (explain)*	
N/A - Not Applicable (explain)*	
N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

3.02 Acceptable Methods for Program Implementation Audits

Did the operator use one or more of the three acceptable methods (i.e., internal assessment, 3rd-party contractor review, or regulatory inspections) to complete the annual audit or review of its program implementation? If not, did the operator provide valid justification for not using one of these methods?

(Reference: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.3)

- Determine how the operator conducts annual audits/reviews of its PAP.

S – Satisfactory (explain)*	Comments:
U - Unsatisfactory (explain)*	
N/A - Not Applicable (explain)*	
N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

3.03 Program Changes and Improvements

Did the operator make changes to improve the program and/or the implementation process based on the results and findings of the annual audit? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.3)

- Determine if the operator assessed the results of its annual PAP audit/review then developed and implemented changes to its program, as a result.
- If not, determine if the operator documented the results of its assessment and provided justification as to why no changes were needed.

Program Evaluation

- Verifying done according to one of the methods allowed by API RP 1162
  - Internal Self-assessments
  - Third party audits
  - Regulatory inspections
- If other method, operator should provide written justification

Annual Review

- Done according to written plan
- What items required to address
- Was plan implemented as required
- Documentation of reviews

Annual Review – Common Deficiencies

- *No written procedure*
- *Lack of documentation*
- *Implementation of recommended changes*

Section 4

- Effectiveness Evaluations
  - By June 20, 2010
  - Pretest Material
- More important than evaluation is did the operator
  - Review results,
  - Document their findings
  - Implement changes?

Section 4

☐ S – Satisfactory (explain)*	Comments:
☐ U - Unsatisfactory (explain)*	
☐ N/A - Not Applicable (explain)*	
☐ N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4. Program Evaluation & Continuous Improvement (Effectiveness)

4.01 Evaluating Program Effectiveness

Did the operator perform an effectiveness evaluation of its program (or no more than 4 years following the effective date of program implementation) to assess its program effectiveness in all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(References: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4)

- Verify the operator conducted an effectiveness evaluation of its program (or no more than 4 years following the effective date of program implementation).
- Document when the effectiveness evaluation was completed.
- Determine what method was used to perform the effectiveness evaluation (in-house, by 3rd party contractor, participation in and use the results of an industry group or trade association).
- Identify how the operator determined the sample sizes for audiences in performing its effectiveness evaluation.

☐ S – Satisfactory (explain)*	Comments:
☐ U - Unsatisfactory (explain)*	
☐ N/A - Not Applicable (explain)*	
☐ N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4.02 Measure Program Outreach

In evaluating effectiveness, did the operator track actual program outreach for each stakeholder audience within all areas along all assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(References: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.1)

- Examine the process the operator used to track the number of individuals or entities reached within each intended stakeholder audience group.
- Determine the outreach method the operator used to perform the effectiveness evaluation (e.g., questionnaires, telephone surveys, etc).
- Determine how the operator determined the statistical sample size and margin-of-error for each of the four intended stakeholder audiences.

☐ Affected public
☐ Emergency officials
☐ Public officials
☐ Excavators

Section 4

4.01 Evaluating Program Effectiveness

4.02 Measure Program Outreach

4.03 Measure Percentage Stakeholders Reached

4.04 Measure Understandability of Message Content

Section 4

4.05 Measure Desired Stakeholder Behavior

4.06 Measure Bottom-Line Results

4.07 Program Changes

Section 4

Just having effective evaluation data does not meet the intent of evaluating program

Program Effectiveness – Common Deficiencies

- *Operators considered effectiveness evaluation complete when data collected, did not review data to understand improvement opportunities*
- *Lack of understanding of survey methodologies*
- *Stakeholder audience or product type*

Operator Challenges

- *Information overload to stakeholders*
- *Stakeholders to stop and listen to the messages*
- *School messages because of Federal/State mandates*
- *Emergency Plan information to appropriate emergency officials*
- *Inconsistent or no documentation*

FAQ's

Available at

https://primis.phmsa.dot.gov/comm/PublicAwareness/PublicAwareness.htm

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QUESTIONS

Use your senses to detect a natural gas leak

Natural gas pipelines have a proven record of safety. Sometimes, however, pipeline failure can occur. Hazards associated with a pipeline failure and gas release may include blowing gas, line rupture, fire, explosion or, if gas is present in a confined area, possible asphyxiation.

Damage by outside force, often by someone digging into a pipeline, is the largest single cause of pipeline failures. Incidents may occur due to corrosion, material failure, equipment failure or other causes, also.

Look

- Dirt being blown or appearing to be thrown in the air
- Water bubbling or being blown into the air at a pond, creek, river or other wet areas
- Fire coming from the ground or appearing to burn above the ground
- Dead or dying vegetation on or near a pipeline right of way in an otherwise green area
- Dry or frozen spot on the right of way

Listen

- Hissing, blowing or roaring sound

Smell

- Rotten egg or petroleum odor

If you suspect a gas leak . . .

Contractors and excavators

Pipeline damage is most frequently caused by contractors doing excavation or other work that could disturb underground utility lines. Don't take chances! Dig-ins may result in loss of life, personal injury, property damage, or liability for costly repairs. Call Miss Utility at 811 at least three working days in advance of any excavation, or if you're planning to cross pipeline right-of-ways with heavy equipment or to perform blasting in the vicinity of any pipelines.

If you hit a pipeline . . .

If you expose, hit, or touch a pipeline or other natural gas equipment, call your community's emergency responders at 911 and Columbia Gas at 1-800-544-5606 immediately. Even if it looks minor at the time, a scratch, scrape, gouge, de or crease to the pipe or coating might cause a safety problem in the future. It's important that we inspect any potential damage, whether or not it's apparent.

Emergency responders and public safety officials

As a public utility, we consider emergency responders as part of our safety team. It's important for fire and police officials to be familiar with the location of our pipeline facilities in their area. That's why we participate in meetings with other pipeline companies, mail information regularly, and work with emergency responders to be prepared for any possible incident.

What the gas company will do

In the event of a pipeline emergency, our company will work to control the situation immediately by taking these actions:

- Evacuate and isolate the area
- Notify appropriate public safety officials and work with them during the emergency
- Locate the site of the emergency and stop or reduce gas flow to the affected area
- Repair the equipment and restore service to customers
- Investigate the cause of the incident

Planning, Zoning, and Property Development

It is crucial to coordinate with pipeline operators like Spectra Energy to take the location of pipelines into consideration in land use plans, zoning, and property development activity. Pipeline depth is a crucial consideration during development planning to ensure the developer's costs for lowering or relocation are identified. Changes to the topography on either side of the pipeline may impose unacceptable stresses on the pipeline. Spectra Energy would like to coordinate the development of site plans, including those for subdivisions, roads, schools, churches, etc.

Pipeline Emergency Training Resources

A pipeline emergency training program, developed jointly by the National Association of State Fire Marshals and the U.S. Department of Transportation, is available free to emergency responders at www.pipelinesafetytrainingonline.com or by calling toll-free 1-877-627-3605.

In case of an emergency, call toll-free 24 hours a day.
1-800-231-7794

We strive every day to be North America's premier natural gas infrastructure company – and a responsible and caring neighbor. If you have questions or comments, we'd like to hear from you. Please fill out and return the enclosed feedback card, call us or write to us. Thank you for your time and support.

Frequently Asked Questions: Answers to frequently asked questions can be found on our Web site: www.spectraenergy.com or contact us and we'll send you a printed version.

How to Contact Us

If you need general information or have a non-emergency question, please call us toll-free at 1-888-293-7867 – or write to us at:

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Spectra Energy

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