

PUBLIC AWARENESS

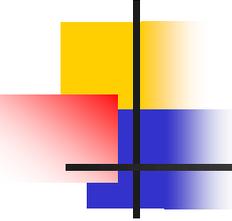


§192.616

- Follow requirements of API RP 1162, 1st edition

Master meter or petroleum gas systems exempt from RP 1162 requirements





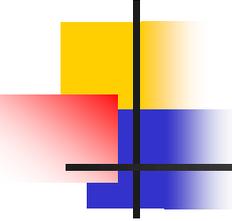
§192.616

- 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

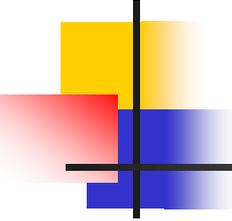
- Gathering lines definitions as found in §192.8 were added in 2006
- §192.9 different implementation dates
 - Plan by April 15, 2008
 - Effectiveness by 2012





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

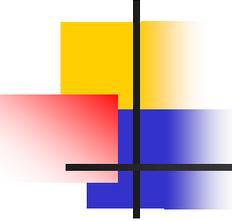
phmsa.dot.gov/pipeline/library/forms

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

**PUBLIC AWARENESS PROGRAM EFFECTIVENESS INSPECTION
SPECIFIC INFORMATION**

Control Information

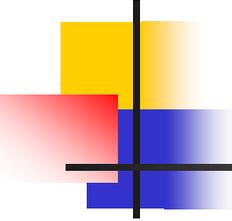
Inspection Start Date*:		
Inspection End Date*:		
OpID:		
Parent Operator Name:		
Unit ID (s):		
State/Other ID:		
Activity Record ID No.		
Address of Company Official*:	Company Official*:	
	Title*:	
	Phone Number*:	



PHMSA Form 21

Divided into five sections

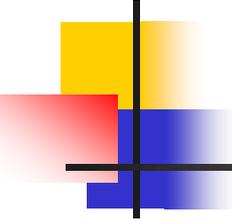
- ❑ Administration and Development of Plan
- ❑ Program Implementation
- ❑ Program Evaluation and Continuous Improvement (annual review)
- ❑ Program Evaluation and Continuous Improvement (effectiveness evaluations)
- ❑ Findings



PHMSA Form 21

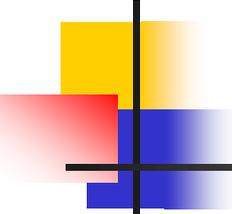
First three pages standard information

- 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

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: § 192.634 (b); § 195.440 (b))

- 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.

<input type="checkbox"/> S - Satisfactory (explain)*	Comments
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> 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: § 192.634 (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.

<input type="checkbox"/> S - Satisfactory (explain)*	Comments
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C - Not Checked (explain)*	
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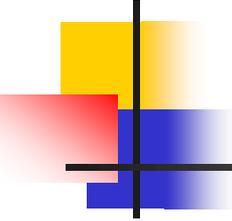
1.03 Unique Attributes and Characteristics

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 pipeline and facilities?

(Reference: § 192.634 (b); § 195.440 (b); 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).

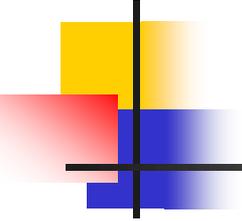
Section 1



Section 1

Commonly found deficiencies

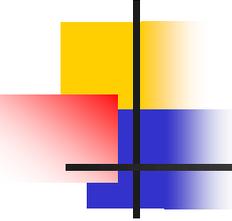
- API 1162 edition
- Management support
- Named administrator
- Unique attributes/asset descriptions/product description
- Inadequate written procedures
- Lack of operator understanding because of use of contractors



Inadequate Procedures

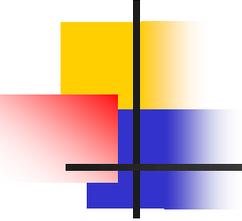
Stakeholder Identification

- How lists determined
- How address affected municipalities, school districts, businesses, and residents? (§192.616(e))
- List accuracy
- Returns or non-attendance



Stakeholder Lists – Common Deficiencies

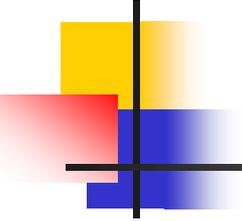
- *Do not account for new developments or communities*
- *Lack of documentation or follow up on returned mailings*
- *Lack of evidence that mailings sent out*
- *Tracked correspondence and those actually reached*
- *Tracked meeting attendance and follow up for non-attendance*



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



Enter Katy Storage and Transportation, LP
 Freshkill Gas Storage, LLC
 Enter Omega Edge Storage and Transportation, LLC
 Colubata Energy Partners, LLC
 877-695-7112
 www.enstorllc.com



Emergency number
 251-675-2872
 Union Oil Company of California
 Emergency number
 251-675-6180



Emergency number 800-768-6904
 www.enlgrapw.com/gila.htm



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



Harp Energy Company/
 Harvest Pipeline Company
 Emergency number 713-259-3400
 www.harp.com



Emergency number 800-734-8117
 www.kernrivergas.com



Emergency number 918-352-0443
 www.keystonegas.com



Emergency number 800-637-6444
 www.marathonpipelines.com



Emergency numbers
 In Kentucky: (877) 675-9378
 In Mississippi: (800) 853-9225
 In Pennsylvania: (866) 342-6914
 In West Virginia:
 Union, Mingo and Wayne Counties
 (877) 675-9378
 Marshall and Ohio Counties
 (866) 342-6914



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



Emergency number 877-620-0999 (NM)
 www.aakmerit.com



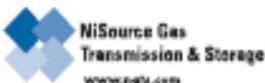
Emergency number 1-877-256-6321
 www.monroegasstorage.com



Emergency number 530-692-2348



Emergency number 888-257-6671
<http://www.northernnaturalgas.com/safety/pipelineactivities/Programs/default.aspx>



A NiSource Company
 800-635-7191



A NiSource Company
 800-635-7191



A NiSource Company
 800-635-7191



www.millenniumpipelines.com
 Operated by Columbia Gas Transmission
 800-635-7191



Cedar Bayou Generating Station
 NRG Texas, LLC
 Emergency number
 281-383-4227



Emergency number 833-530-6000
 www.panthercompany.com



www.nustar.com
 Emergency number 800-729-0033
 www.nustarenergy.com



Portland, OR; Crockett, CA; Vancouver, WA;
 Wilmington, CA; Linden, NE; Virginia Beach, VA;
 Andrews AFB, MD; Macon, GA;
 St. James, LA
 Emergency number 800-422-4320
 www.nustarenergy.com



Emergency number 800-461-0030
 www.nustarenergy.com



Emergency number 866-675-6174



Emergency number 800-747-2375
 www.ppl.com



Emergency number 888-271-6880
 800-564-7753 (Denver)
 www.olympicpipeline.com



Emergency number 261-836-8772



Emergency number 800-996-3329
 www.palmerpipe.com



Emergency number 866-977-7374
 www.seheaderenergy.com/safety



Emergency number 800-422-9696
 www.sicgp.com



Emergency number 479-783-6191

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

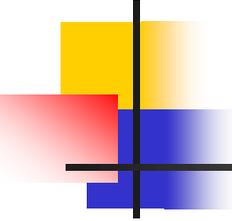
The following guidelines are designed to ensure the safety of the public and the emergency responders in the event of an incident. Coordinating the response with the pipeline company is crucial for an effective and safe response:

- **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?

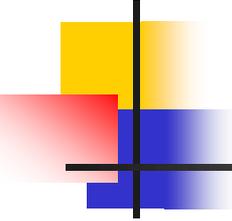
While accidents pertaining to pipelines and pipeline facilities are very rare, awareness of the location of the pipeline, the potential hazards, and what to do if a leak does occur can help minimize the number of accidents that do occur. A leading cause of pipeline incidents is third-party excavation damage. Pipeline companies are responsible for the safety and security of their respective pipelines. To help maintain the integrity of pipelines and their right-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.



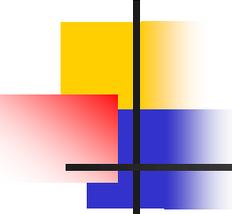
Message – Common Deficiencies

- *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*



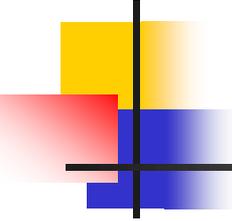
Section 2

- 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

<input type="checkbox"/>	N/A - Not Applicable (explain)*	
<input type="checkbox"/>	N/C - Not Checked (explain)*	
Check exactly one box above. * Required field		

2.06 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), (f); § 195.440 (c), (f))

- 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 audience' surveys and feedback.

<input type="checkbox"/>	S - Satisfactory (explain)*	Comments:
<input type="checkbox"/>	U - Unsatisfactory (explain)*	
<input type="checkbox"/>	N/A - Not Applicable (explain)*	
<input type="checkbox"/>	N/C - Not Checked (explain)*	
Check exactly one box above. * Required field		

2. Program Implementation

2.01 English and other Languages

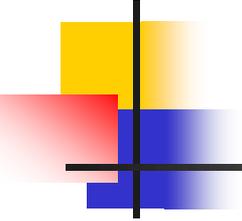
Did the operator develop and deliver materials and messages in English and in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas?

(Reference: § 192.616 (g); § 195.440 (g); API RP 1142 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 languages for each stakeholder audience.
- Identify the source of information the operator used to determine the need for additional languages and the date the information was collected.

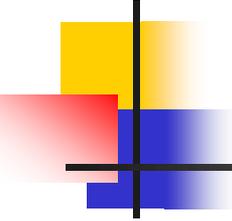
<input type="checkbox"/>	S - Satisfactory (explain)*	Comments:
<input type="checkbox"/>	U - Unsatisfactory (explain)*	
<input type="checkbox"/>	N/A - Not Applicable (explain)*	
<input type="checkbox"/>	N/C - Not Checked (explain)*	
Check exactly one box above. * Required field		

Section 2



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.

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/rspsaid.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

The information provided in this brochure, including but not limited to, One-Call center information, Web sites, state laws, regulatory agencies, has been gathered using the most up to date information available, and provided for informational purposes only. All matter is subject to change without notice. The Paradigm Alliance, Inc. made an attempt to verify all information contained herein as to its accuracy, and is not liable for any misuing or incorrect information.

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, hits 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 leaks, discolored or abnormally dry soil/vegetation, continuous bubbling in wet or flooded areas, an oily sheen on water surfaces, and vaporous logs 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) 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 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.

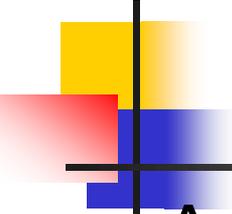
What to do in the event a leak were to occur

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.

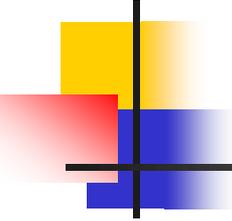
What not to do in the event a leak were to occur

- **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.



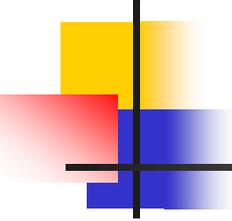
Message

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



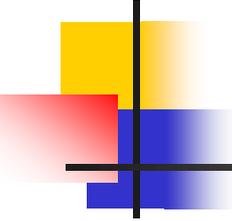
Message – Common Deficiencies

- *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

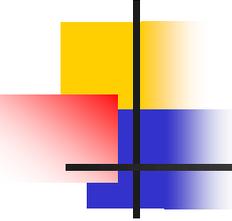
- Interaction with
 - §192.614 – Damage Prevention
 - §192.615 – Emergency Plans



Supplemental Activities

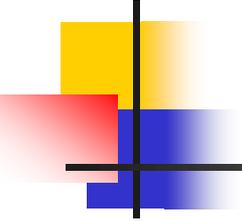
- Emergency drills
- Planning meetings
- School visits
- Other events such as fairs, home shows
- Educational activities

- Documentation
 - Credit for what you do



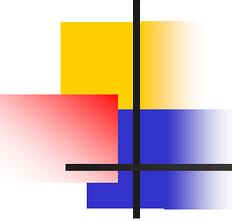
Supplemental Activities

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



Emergency Response Liaison

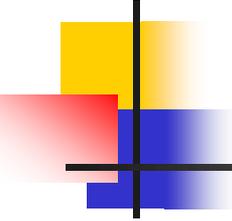
- ADB - 10 – 08, October 28, 2010
 - Emergency Preparedness Communications
 - To ensure a prompt, effective, and coordinated response to any type of emergency involving a pipeline facility, pipeline operators are required to maintain an informed relationship with emergency responders in their jurisdiction.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

<input type="checkbox"/> S - Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> 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: § 192.436 (c), (f); § 195.440 (c), (f); API RP 1162 Section 8.3)

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

<input type="checkbox"/> S - Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C - Not Checked (explain)*	
Check exactly one box above. * Required field	

3.02 Acceptable Methods for Program Implementation Audit

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

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

<input type="checkbox"/> S - Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C - Not Checked (explain)*	
Check exactly one box above. * Required field	

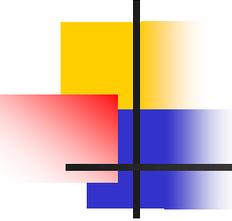
3.03 Program Changes and Improvements

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

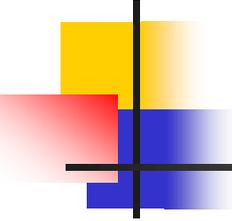
- Determine if the operator assessed the results of its annual PAP audit/review then developed and implemented changes in its program, as a result.
- If not, determine if the operator documented the results of its assessment and provided justification as to why no changes were needed.

Section 3



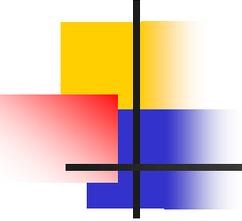
Program Evaluation

- 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



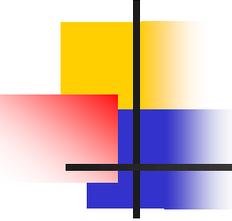
Annual Review

- 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?

<input type="checkbox"/> S - Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> 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?

(Reference: § 192.636 (c); § 195.640 (c); API RP 1162 Section 8.6)

- 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 size for audiences in performing its effectiveness evaluation.

<input type="checkbox"/> S - Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C - Not Checked (explain)*	
Check exactly one box above. * Required field	

4.02 Measure Program Outreach

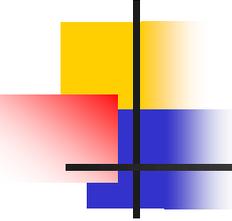
In evaluating effectiveness, did the operator track actual program outreach for each stakeholder audience within all areas along all assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.636 (c); § 195.640 (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., questionnaire, 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
- Operators

Section 4



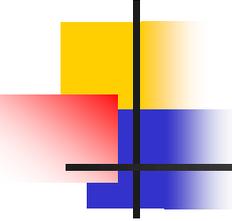
Section 4

4.01 Evaluating Program Effectiveness

4.02 Measure Program Outreach

4.03 Measure Percentage Stakeholders
Reached

4.04 Measure Understandability of Message
Content

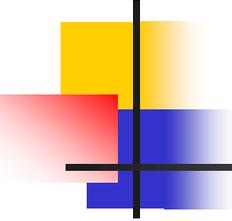


Section 4

4.05 Measure Desired Stakeholder Behavior

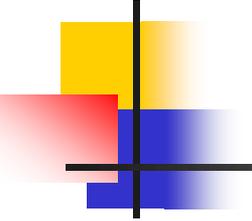
4.06 Measure Bottom-Line Results

4.07 Program Changes



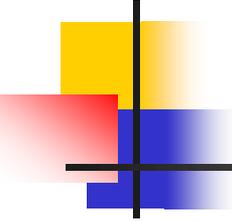
Section 4

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



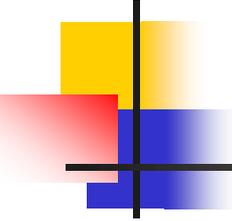
Program Effectiveness – Common Deficiencies

- *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*



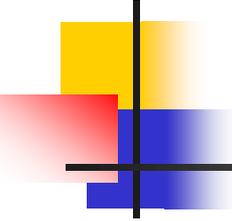
Operator Challenges

- *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*



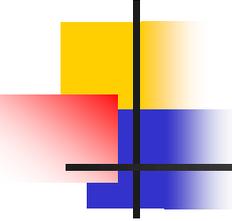
Public Awareness Inspections

**Operators are consistently
not taking credit for
everything that is done**



§192.615 – Emergency Plans

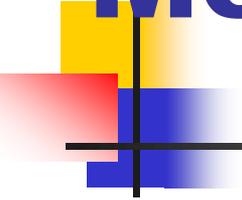
- (c) Each operator shall establish and maintain liaison with appropriate fire, police, and other public officials to:
- 1) Learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency;
 - 2) Acquaint the officials with the operator's ability in responding to a gas pipeline emergency;
 - 3) Identify the types of gas pipeline emergencies of which the operator notifies the officials; and,
 - 4) Plan how the operator and officials can engage in mutual assistance to minimize hazards to life or property.



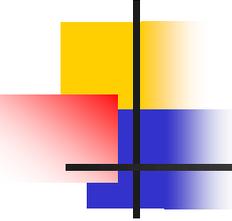
What is liaison?

- Coordination: the exchange of information or the planning of joint efforts by two or more people or groups, often of military personnel
- A communication for establishing and maintaining mutual understanding and cooperation

Meetings

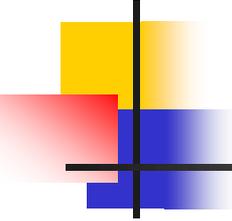


- Generic message to attend meeting doesn't catch attention
 - Use term “**PIPELINE EMERGENCY**”
 - Use titles rather than names for invitations
 - Multiple invitations for large departments
- Credit for training
 - Qualify for HAZWOPER or emergency training
 - Make credits easy



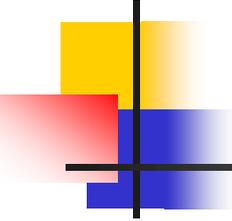
Meetings

- Prefer face to face meetings rather than public meetings
 - At their facility
 - Prefer local operations people
 - Contact all shifts
 - Volunteer departments – weekends rather than weekday



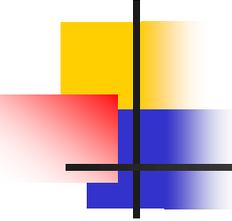
Emergency Plans

- ADB – 10 – 08 – Emergency Plans
- Don't want full plan
- Quick reference on:
 - what to do and
 - contact lists
- Portable – multiple copies and available in their vehicles



MAPS

- NPMS
 - Limited access – especially out in field
- Prefer hard copies of maps
 - Not cartoons
- Secure portals for emergency responders
 - Include 911 centers
 - Password entry
 - Maps, emergency contacts



Miscellaneous

- Document the invitations
 - Review several years
 - Target the ones that haven't attended for several years for additional outreach
- Stakeholder Identification
 - By title, not name
- VALIDATES LISTS

FAQ's

Available at

<https://primis.phmsa.dot.gov>

</comm/PublicAwareness/>

<PublicAwareness.htm>

Stakeholder Communications



Public Awareness Regulatory Requirements

API Recommended Practice

API RP 1162
API RP 1162 Summary Tables

Briefing Sheet

Workshops

Inspection Observations

FAQs

Inspection Form
Enforcement Guidance (Gas, 49 CFR 192)
Enforcement Guidance (Liquid, 49 CFR 191)

Site Pages

Safety Standards
Inspection
Enforcement (PHMSA)
Enforcement (States)
Incident & Mileage Reports
Operator Reports
Damage Prevention
Grants
Alternative Fuels
Community Assistance and Technical Services
Land Use Planning (PLPA)
Public Meetings

Public Awareness Programs

PHMSA, the pipeline industry and other stakeholders continue working to improve the outreach and effectiveness of pipeline operator public awareness programs.

Federal pipeline safety regulations require pipeline operators to conduct continuing public awareness programs to provide pipeline safety information to four stakeholder audiences, including:

- affected public,
- emergency officials,
- local public officials, and
- excavators.



Regulatory Requirements

PHMSA's pipeline safety regulations (49 CFR 192.616 and 49 CFR 195.440) require pipeline operators to develop and implement public awareness programs that follow the guidance provided by the American Petroleum Institute (API) Recommended Practice (RP) 1162, "Public Awareness Programs for Pipeline Operators" (incorporated by reference in federal regulation). [More...](#)

API Recommended Practice 1162

API RP 1162 is an industry consensus standard that provides guidance and recommendations to pipeline operators for the development and implementation of enhanced public awareness programs. It addresses various elements of such programs, including the intended audiences, the kinds of information to be communicated, frequencies and methodologies for communicating the information, and evaluation of the programs for effectiveness. [More...](#)

Public Awareness Program Workshops

PHMSA sponsored a public workshop on effectiveness evaluations of pipeline operator public awareness programs in June 2010. Previously, PHMSA sponsored a public workshop in February 2008 and co-sponsored workshops in 2005 and in 2003 to help pipeline operators develop and implement effective public awareness programs. [More...](#)

Inspection and Enforcement Documents

As part of our continuous improvement approach for inspecting pipeline operator public awareness program effectiveness, an [inspection form](#) and enforcement guidance for [gas](#) and [hazardous liquid](#) pipelines have been developed for federal and state inspectors. These documents may be modified to reflect insights and lessons learned from inspections to further assure that public awareness objectives are being achieved. Any updates to these documents will be made available when they are finalized.

Public Awareness FAQs

We have documented various frequently asked questions (FAQs) and their responses to provide insight into PHMSA's inspection approach to the issues they describe. [More...](#)

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



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, dent 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 the following 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

Call toll-free 24 hours a day, 1-800-231-7794

• 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 Marshalls and the U.S. Department of Transportation, is available free to emergency responders at www.pipelinemergencies.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:

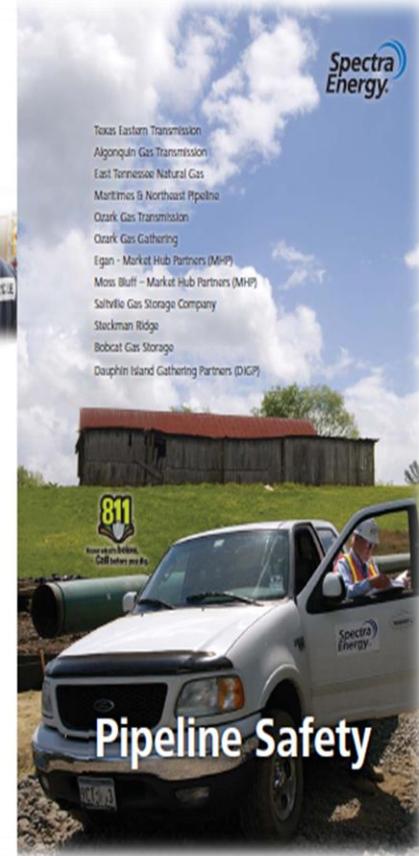
Operational Compliance Department
Spectra Energy
P.O. Box 1642
Houston, TX 77251-1642

Check us out at www.spectraenergy.com

and follow us on:



- Texas Eastern Transmission
- Algonquin Gas Transmission
- East Tennessee Natural Gas
- Mainlines & Northwest Pipeline
- Ozark Gas Transmission
- Ozark Gas Gathering
- Egon - Market Hub Partners (MHP)
- Moss Bluff - Market Hub Partners (MHP)
- Saltville Gas Storage Company
- Stockman Ridge
- Bobcat Gas Storage
- Dauphin Island Gathering Partners (DIGP)



Pipeline Safety