

SECTION 4

PUBLIC AWARENESS (192.616)

A. PUBLIC AWARENESS POLICY

This program has been developed to meet our overall goal of providing safe and reliable service to our customers. This program has been developed in accordance with Part 192 of the Federal Pipeline Safety Code utilizing guidance from API RP 1162. Public awareness is part of our safety program to provide our customers, emergency responders, excavators, public and school officials and those living near our facilities with education on natural gas. This program shall be fully funded and has the full support of the Utility Superintendent.

Signed by: _____ Date: _____

Title: _____

B. PUBLIC AWARENESS PROGRAM PURPOSES

1. To educate our customers on the how to recognize and respond to natural gas odors and to be aware of, recognize and know how to react to potential hazards associated with natural gas.
2. To educate excavators in our area on how to prevent third party damage and proper response should they cause damage to our facilities. To educate area excavators on the how to recognize and respond to natural gas odors and to be aware of, recognize and know how to react to potential hazards associated with natural gas.
3. To educate the general public on the presence of natural gas facilities in our service area and explain their role in preventing third party damage and to be aware of, recognize and know how to react to potential hazards associated with natural gas.
4. To provide liaison with emergency forces, public and school officials that would be involved in the event of a natural gas emergency.
5. To educate all stakeholders on the purpose and the reliability of our natural gas facilities.

C. STAKEHOLDER GROUPS

The following stakeholder groups have been identified:

- Customers
- Persons living near system
- Emergency Forces - Police, Fire Department, Sheriff
- Public Officials - Mayor, Council
- Public Schools
- Excavators who operate in area

A list of these individuals and organizations will be kept on file at the City Hall and/or the Gas Department.

D. MESSAGE TYPE, FREQUENCY AND DELIVERY METHODS

The following messages will be sent to each audience at the frequencies indicated.

1. Customers – Twice Annually
 - a. Leak recognition and response
 - b. Damage prevention awareness - one call system
 - c. Recognition, prevention and awareness of natural gas hazards
 - d. System purpose and reliability
 - e. Safety near gas meters
 - f. How to get additional information

This information will be communicated at least once through an annual mailing and a second time through either a repeat mailing or through bill messages directly to customers. Should the program administrator determine a higher than normal occurrence of third party damage by customers then the program administrator shall send a letter to the customers in the area of the increased occurrences. The letter shall emphasize damage prevention awareness and the one call system.

2. Persons Near Facilities – Once Annually
 - a. Leak recognition and response
 - b. Damage prevention awareness - one call system
 - c. Recognition, prevention and awareness of natural gas hazards
 - d. System purpose and reliability
 - e. Safety near gas meters
 - f. How to get additional information

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This information will be mailed to the persons identified by the plan administrator. Should the program administrator determine higher than normal occurrences of third party damage by persons living near the system then the program administrator shall provide supplemental public awareness. This supplemental information shall be delivered by either mail or in newspapers and/or community newsletters. The information shall emphasize damage prevention awareness and the one call system.

3. Emergency, Public and School Officials – Once Annually

- a. Emergency Communications
- b. Leak recognition and response
- c. Damage prevention awareness - one call system
- d. Recognition, prevention and awareness of natural gas hazards
- e. System purpose and reliability
- f. How to get additional information.

This information will be communicated directly between the Gas Superintendent and/or the plan administrator and the appropriate official, by direct contact, at group meetings or through direct mailings.

4. Excavators – Once Annually

- a. Leak recognition and response
- b. Damage Prevention Awareness - One Call System
- c. Pipeline Purpose and System Reliability
- d. How to get additional information
- e. Recognition, prevention and awareness of natural gas hazards

Huntingburg Municipal Gas is a member of Indiana811. Huntingburg Municipal Gas will support and supplement Indiana811 public awareness efforts for excavators with information that will be provided in a handout to excavators who regularly work in the area or through direct mailings. The program administrator should consider supplemental notification if they identify an excavator who is not using the one call system or who is not using the system correctly. The supplemental information can be a meeting with the contractor or requesting additional public awareness outreach from the one-call center.

E. PROGRAM MATERIALS

The program administrator is responsible for obtaining the materials and messages to present to the various audiences. A copy of the materials provided to each stakeholder group can be found at the end of this section.

F. PROGRAM ADMINISTRATION AND IMPLEMENTATION

The program administrator will be the gas or utility superintendent who will be responsible for the program implementation. The operator should complete an annual audit or review of whether the program has been developed and implemented according to the guidelines set forth in API 1162. The purpose of the audit is to ensure that the program has been developed and written to address the objectives, plus implemented and documented according to this program. Responsibilities of the program administrator also include:

1. Identification of the persons in each stakeholder group.
2. Approval of this written plan and obtaining high level management's signature of the statement of support.
3. Obtaining and approving of materials provided to persons in each group.
4. Overseeing the distribution of materials on a timely basis.
5. Keeping records of the dates materials where distributed.
6. Completion of the Public Awareness Annual Review found at the end of this section and implementing changes to this plan if necessary.
7. All other Recordkeeping and documentation in accordance with part H of this section.

G. PROGRAM EFFECTIVENESS

The program administrator is responsible for determining the effectiveness of the program. This should include:

1. Is the information reaching the intended audience?
2. Is the information understood?
3. Is the public awareness program reducing pipeline incidents and incidents of third party damage?
4. Is the program achieving bottom line results?

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The following measures will be taken to measure effectiveness, items 1 through 3 will be done on an annual basis and documented: SEE Exhibit A

1. Tracking number of calls in response to materials.
2. Reviewing third party damage.
3. Tracking all pipeline incidents to determine whether additional public awareness measures are necessary.
4. Every four years a survey of the effectiveness of this public awareness program will be done. A survey of a representative portion of each stakeholder group will be conducted. The number of persons surveyed in each stakeholder group shall be divided by the total number of persons in that group to determine the percentage actually surveyed. The first survey will be conducted in 2010 and every four years thereafter. A copy of the survey can be found at the end of this section. SEE Exhibit B

H. RECORDS

The program administrator will maintain the following records:

1. Lists, records and documentation of audiences.
2. Copies of all material provided including publication certificate if obtained.
3. Minutes from annual emergency plan meetings.
4. Documentation of annual letter to contractors concerning damage prevention program.
5. Documentation of the annual review of program effectiveness and, if necessary, program changes.
6. Responses from the surveys done in each 4th year of the program and, if necessary, the changes made to the program as a result of the survey responses. The percentage of each stakeholder group completing surveys.
7. See copies of Exhibits in this plan for materials distributed to stakeholders, as well as documents used for review and for internal auditing purposes.

These records shall be maintained for five (5) years.

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