



Public Awareness Program

MONTANA

AREAS

- **Great Falls**
Ulm, Cascade, and Hardy Creek
- **Cut Bank**
- **West Yellowstone**

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Glossary of Terms

AGA American Gas Association

API American Petroleum Institute

CFR: Code of Federal Regulations

DOT: Department of Transportation

ETN: Energy Training Network

High Consequence Area (HCAs): A high consequence area is a location that is specially defined in pipeline safety regulations as an area where pipeline releases could have greater consequences to health and safety or the environment.

LDCs: Local Distribution Companies for natural gas and propane.

MEA: Midwest Energy Association

MLGPA: Montana Liquid and Pipeline Association

MUCC: Montana Utility Coordinating Council

PA 12: Polyamide piping

PAPA: Pipeline Association for Public Awareness (see Appendix C for full details of how PAPA is integrated with this plan)

Pipeline Right-of-Way (ROW): A defined strip of land on which an operator has the rights to construct, operate, and/or maintain a pipeline. A ROW may be owned outright by the operator or an easement may be acquired for specific use of the ROW.

PHMSA: Pipeline Hazardous Materials Safety Administration

PSC: Public Service Commission

UULC: Utilities Underground Location Center

PUBLIC AWARENESS

I. Program Purpose

Energy West Public Awareness program is designed to raise the awareness of the affected public and key stakeholders of the presence of pipelines in their communities, and their understanding of pipelines in transporting energy. A more informed public along pipeline routes should supplement an operator's pipeline safety measures and should contribute to reducing the likelihood and potential impact of pipeline emergencies and accidental releases. Public Awareness Programs will also help the public understand that while pipeline accidents are possible, pipelines are a relatively safe mode of transportation. Pipeline operators undertake a variety of measures to prevent pipeline accidents, and that pipeline operators anticipate and plan for management of accidents if they occur. Finally, a more informed public will also understand that they have a significant role in helping to prevent accidents that are caused by third-party damage and ROW encroachment.

Program Objective

Energy West objective is to provide all stakeholders with an overview of the pipeline operation and reliability. Energy West also wants to raise the awareness of the hazards that may result in activity in close proximity to the pipelines and those hazard due to pipeline operations, and measures undertaken to prevent impact to public safety, property or the environment.

Energy West Public Awareness Program is designed to communicate relevant information to the following stakeholder audiences.

Affected Public – Includes Transmission and Distribution Customers and the general public along its pipeline.

Emergency Officials – Fire departments, Police, and Sheriff Departments

Public Officials – Planning boards, zoning boards, civil defense, and public works
Excavators – Construction companies, excavators

Schools & Hospitals – Safety Personal and Maintenance employees

One-Call Centers – Each state, region or other organization established to notify underground facility operators

II. Management Commitment and Support

To achieve the objectives of the Public Awareness Program management has given their support from top level to front line employees. Energy West has given their support to this program through company policy, management participation, and allocation of resources and funding. Full support from management is available to allow Energy West to obtain the listed objectives. Energy West Montana also allows their web site to be used to promote Public Awareness issues and pays for its employees to attend numerous outside meetings related to public safety.

III. Program Administration

The program administrator for Energy West Public Awareness Program is the Safety Director. The Safety Director will make sure that all phases of the program will be followed from implementation, through evaluation, and improvements. The Operations Manager of Energy West Montana will also oversee the program. The Safety Director and Operations Manager will be responsible for the identification of the stakeholders and the distribution of the print materials to the stakeholders. Energy West Public Awareness covers all areas in Montana and will be under one program. The Public Awareness Program is administered out of the Great Falls office by Ira Shaulis who will manage the written plan. The following will be responsible for assistance with the plan.

Title	Name	Department
Operations Manager	Tyler Muzzana	Energy West Montana
Safety Director	Ira Shaulis	Energy West Montana
Construction Supervisor	Tony Pietrykowski	Energy West Montana
Assistant Administrator	Sally Johnson	Energy West Montana
Office Manager	Haley Jensen	Energy West Montana
Information Systems Manager	Mary Cox	Energy West
Administrator Cut Bank	Jane Lindberg	Cut Bank Gas
Administrator West Yellowstone	Evan Mathews	Energy West, West Yellowstone

Identification of LDC – Local Distribution Companies will be obtained by the data base of Energy West customers. By December 20, 2006 all LDC customers will receive baseline messages as outlined in API 1162 Table 2-2 ref. Appendix B pages 21-23. Energy West’s Information System Manager will also be key to the program. This individual will be responsible for the identification and data collection of Energy West customers.

Each stakeholder and the desired means of delivery of the message, the basis for that method and frequency of the message will be defined from Table 2-2 of API 1162 December 2003 edition ref. Appendix B.

Record keeping will include the following:

- a. List, records or other documentation of stakeholder audiences with whom the operator has communicated.
- b. Copies of all materials provided to each stakeholder audiences, which will be retained at the Great Falls headquarters 904 9th Street North.
- c. All program evaluations, including current results, follow-up actions, and expected results
- d. Records of all meetings, attendees, dates, times, and subjects discussed will also be kept.

IV. Pipeline Assets Identifications

ENERGY WEST MONTANA

Great Falls LDC is in Cascade County which also includes the Towns of Ulm and Cascade. Natural gas is received from NorthWestern Energy from city gate 1 east of Great Falls Refinery and city gate 2 on Stuckey road. All gas received at the city gates is odorized before reaching the city gate by NorthWestern Energy. The pipeline sizes and types are from 3/4 to 24 inch steel, both coated and bare, and 1/2 to 8 inch plastic. The pressure in the system ranges from 12 psi to 240 lbs. There are 532 miles of main which serves 28,000 customers. The Town of Ulm has approximately 2 miles of PA 12 piping, the size ranges from 1 to 4 inch.

Cut Bank LDC is in Glacier County, it receives odorized natural from the NorthWestern city gate located north of the town. Cut Bank also receives gas from natural gas wells located 3 miles north of Cut Bank on highway 213, which is odorized by our company. The pipeline sizes and types are from 1 to 6 inch steel both coated and bare and 1/2 to 6 inch plastic. The pressure in the system ranges from 15 psi to 20 lbs. Cut Bank Gas serves 1481 customers and has 33 miles of main.

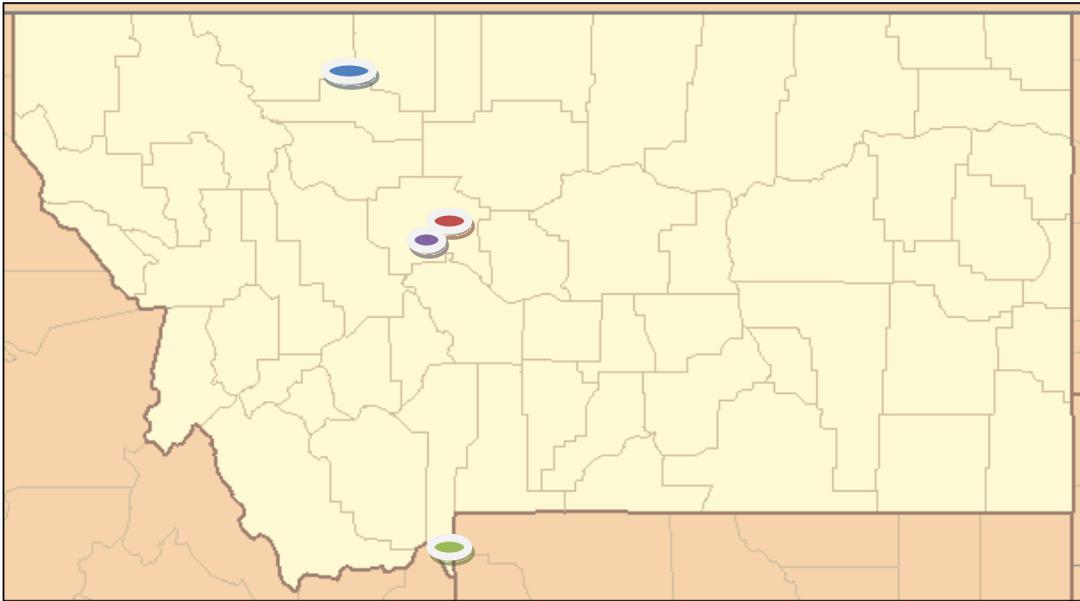
West Yellowstone LDC is a LNG system with a 55,000 gallon steel tank that distributes natural gas in Gallatin County. The LNG plant for West Yellowstone is located 4 miles north of West Yellowstone, on the west side of highway 191. In the Energy West has 1 to 6 inch plastic. The pressure in the system is 30 psi. West Yellowstone serves 630 customers and has 14 miles of main.

Hardy Creek is a Propane distribution system which has a 12,000 gallon propane plant at exit 247 off Interstate 15. In the system Energy West has 1/2 to 3 inch plastic. The pressure in the system is 18 psi. It serves 30 customers with propane and has 2 miles of main.

Shoshone pipeline is a transmission line which extends from Wyoming north 10 miles to Warren, Montana and connects with a NorthWestern Energy pipeline. It is under the jurisdiction of the Federal Energy Regulatory Commission.

All areas have established a key valve maintenance procedure with maps.

LOCATION OF THE DIFFERENT AREAS IN MONTANA



Great Falls  **Cut Bank**  **West Yellowstone** 
Hardy Creek 

Great Falls 28,000 customers and 532 miles of pipeline main. **Cascade county.**

Hardy Creek 30 customers and 2 miles of pipeline main. **Cascade county.**

Cut Bank 1,503 customers and 33 miles of pipeline main. **Glacier county.**

West Yellowstone 630 customers and 14 miles of pipeline main. **Gallatin county.**

V. Stakeholder Audiences

The procedure to identifying potential stakeholders is:

- Locate any parcel of land that has a pipeline on it and in some cases adjacent landholders.
- Adjacent landholders will be determined by pipeline location and pipeline pressure

Tools used in the identification process:

- Company billing records, both active and non active
- ROW's given to the company.
- PAPA
- System mapping of our pipelines.
- Montana Cadastral mapping.
- Company Public building surveys (Schools, Churches, Public, Governmental, and Commercial buildings)
- Leak survey data.

Audience Identification Table

Stakeholder Audience	Audience Definition	Examples
Residents located along the distribution systems	People who live next to or adjacent to gas distribution systems	LDC customers and non-customers living next to Energy West pipelines
Emergency Officials	Local, state, or regional officials, agencies and organizations	Fire Department Police/Sheriff Department
Public Officials	Local, city, county or state officials	Planning boards Zoning boards
Excavators	Private companies and government agencies who are involved in any form of excavation practices	Construction companies Excavation equipment Public works officials
Schools and Hospitals	Public and private schools Hospitals	Safety personnel and maintenance engineers
Land Developers	All entities involved in land development and planning	Home Builders Land Developers Real estate sales
On Call Centers	Excavation On-Call Centers relevant to the area	Each state or region

A list of the following stakeholders and addresses will be retained at the areas offices.

- A. Residents and Businesses along our distribution system.**
- B. Energy West Customers**
- C. Public Officials**
- D. Emergency Officials**
- E. Contractors**
- F. Schools and Hospitals**
- G. One Call Centers**

Stakeholder Audiences - Identification

Affected Public - Energy West's natural gas and propane distribution pipelines customers. Identification of Energy West Customers will be done by system maps and billing records from Energy West information system. This will cover the stakeholders identified as L.D.C. customers. Also meter locations will be used for data to identify customers that are not billed but were customers of Energy West.

Emergency Officials - These agencies include the fire department, police, sheriff departments and any organizations that has jurisdiction along the pipeline route. Energy West uses PAPA to gather the data and distribute print materials and inform of yearly meetings with this group of stake holders. Documentation and lists of mailings sent to this stakeholder group is retained on PAPA web site (see Appendix C for full details of how PAPA is integrated with this plan)..

Public Officials - Local, city, county or state officials and/or their staffs having land use and street/road jurisdiction along the pipeline route. Energy West uses PAPA to gather the data and distribute print materials and inform of yearly meetings with this group of stake holders. Documentation and lists of mailings sent to this stakeholder group is retained on PAPA web site (see Appendix C for full details of how PAPA is integrated with this plan).

Excavators - Companies, local government, and state government agencies who are involved in any form of excavation activities. Energy West uses PAPA to gather the data and distribute print materials and inform of yearly meetings with this group of stake holders. Documentation and lists of mailings sent to this stakeholder group is retained on PAPA web site (see Appendix C for full details of how PAPA is integrated with this plan).

Schools and Hospitals - Public and private schools and hospital personnel that have the responsibility for the safety and well being of adults and children at these facilities. Documentation will be retained at Energy West headquarters in Great Falls.

PA 12 - The affected public which is within 500 feet of the PA 12 pipeline will receive public awareness information. This information is gathered through Montana Cadastral mapping and also bill stuffers for PA 12 customers. This mailing or bill stuffer will be delivered every six months per. Docket No. D2008.9.107. Documentation will be retained at Energy West headquarters in 904 9th Street North, Great Falls.

High Consequence Area - There are no HCAs in any of the Energy West areas at this time. We will watch and adapt the program in the event one of these areas develops.

VI. Message Content and Type

Message Content

Affected Public – the baseline message will include at a minimum the following:

- Pipeline purpose and reliability
- Awareness of hazards and prevention measures undertaken
- Damage prevention and response
- Leak recognition and response
- How to get additional information from Energy West

Method – Public service announcements for Residents along the distribution system and Direct mail and bill stuffers for LDC customers

Frequency will be annual with the initial start date June 20, 2007 or before.

Emergency Responders – the baseline message will include at a minimum the following:

- Pipeline purpose and reliability
- Awareness of hazards and prevention measures undertaken
- Emergency preparedness communications
- How to get additional information from Energy West

Method – Group meetings and print material.

Frequency will be annual with the initial start date June 20, 2007 or before.

Public Officials – the baseline message will include at a minimum the following:

- Pipeline purpose and reliability
- Awareness of hazards and prevention measures undertaken
- Emergency preparedness communications
- How to get additional information from Energy West

Method – Print materials.

Frequency will be annual with the initial start date June 20, 2009 or before

Excavators – the baseline message will include at a minimum the following:

- Pipeline purpose and reliability
- Awareness of hazards and prevention measures undertaken
- Leak recognition and response
- One-call requirements
- How to get additional information from Energy West

Method – Group meetings.

Frequency will be annual with the initial start date June 20, 2007 or before.

Schools – the baseline message will include at a minimum the following:

- Pipeline purpose and reliability, One-call requirements
- Awareness of hazards and prevention measures undertaken
- Damage prevention and response
- Leak recognition and response
- How to get additional information from Energy West

Method – Print materials distributed to school maintenance personal and a face to face meeting with each school. Contact meeting once yearly with school safety coordinator and, or district administrator. Meet one to every four years with individual maintenance personal at each school and hospital.

Energy West has determined the message type and baseline message to be used for LDC customers and will use direct mail for reaching this stakeholder group. The start date for initial distribution will be December 20, 2006 and another distribution of June 20, 2007.

Other Languages

Energy West considers languages commonly understood by a significant number and concentration of no-English speaking populations located with the company's system. If it is determined during program reviews that other languages are warranted, alternative materials will be created distributed to reach target areas. At this time, Energy West has determined that there are no areas within the service territory where there are a significant concentration of non-English speaking populations.

ENERGY WEST BASELINE MESSAGES PUBLIC AWARENESS

Great Falls – Ulm – Cascade

Pipeline Purpose and Reliability

Pipelines are an integral part of America's transportation network that delivers vital resources to your home, your work place, and your community. Natural gas pipelines supply the energy for heat, light, and various energy needs for everyday life, helping us to maintain our quality of life. Natural gas is the cleanest of the conventional fuel sources available to provide energy America needs. Pipelines are considered to be the safest way to transport natural gas.

Damage Prevention

Protect yourself and family from injury. Before digging make a call to your one call center. In Montana, call **UULC (Utilities Underground Location Center) 1-800-424-5555 or 811** at least two business days before you dig, auger, or move dirt in any way. Energy West will arrange to mark underground gas pipelines so you can work safely. If you see suspicious activities or other non-routine excavation around pipeline facilities or pipeline right-of-way, we ask you to immediately report to the toll free number **1-800-570-5688** listed on the pipeline marker.

Awareness of Hazards and Prevention Measures

If you come in contact with a natural gas pipeline leaking or suspect a pipeline leak take the following steps:

- Leave the area immediately
- Move to a safe location and then call **Energy West 406-791-7500**
- **or 1-800-570-5688**
- Abandon any equipment being used in or near the suspected leak
- Warn others to stay away when possible

Leak Recognition

Learn the warning signs of a natural gas pipeline leak.

- A rotten egg smell
- Dirt spraying in the air
- A hissing sound
- Bubbling in a pond, creek, or river
- Dead or dying vegetation

Leak Response

What to do when a leak occurs

- **Do NOT** light a match, start an engine, use a telephone or cell phone, turn on or off light switches, or do anything that may cause a spark
- **Do NOT** attempt to extinguish a natural gas fire
- **Do NOT** attempt to operate pipeline equipment
- **Call 911**

Additional Information

If you need additional information call **Energy West 406-791-7500 or 1-800-570-5688**.

CALL BEFORE YOU DIG 1-800-424-5555 or 811
ENERGY WEST EMERGENCY NUMBER
406-791-7500 OR 1-800-570-5688

PUBLIC AWARENESS

PA 12

Pipeline Purpose and Reliability

Pipelines are an integral part of America's transportation network that delivers vital resources to your home, your work place, and your community. Natural gas pipelines supply the energy for heat, light, and various energy needs for everyday life, helping us to maintain our quality of life. Natural gas is the cleanest of the conventional fuel sources available to provide energy America needs. Pipelines are considered to be the safest way to transport natural gas.

Polyamide 12 (PA 12) Pipe

Energy West has installed a new gas main in your area that incorporates new material technology. The material is higher strength than current polyethylene gas mains which allows for higher pressure delivery. The material was installed under a special permit by the Federal DOT and the Montana PSC. The PA 12 main will be leak surveyed yearly and sections will be removed periodically and tested. The PA 12 material has been used for years in other high pressure applications such as brake lines for trucks.

Damage Prevention

Protect yourself and family from injury. Before digging make a call to your one call center. In Montana, call **UULC (Utilities Underground Location Center) 811** at least two business days before you dig, auger, or move dirt in any way. Energy West will arrange to mark underground gas pipelines so you can work safely.

If you see suspicious activities or other non-routine excavation around pipeline facilities or pipeline rights-of-way, we ask you to immediately report to the toll free number **1-800-570-5688** listed on the pipeline marker.

Awareness of Hazards and Prevention Measures

If you come in contact with a natural gas pipeline leaking or suspect a pipeline leak take the following steps:

- Leave the area immediately
- Move to a safe location and then call **Energy West 406-791-7500 or 1-800-570-5688**
- Abandon any equipment being used in or near the suspected leak
- Warn others to stay away when possible

Leak Recognition

Learn the warning signs of a natural gas pipeline leak.

- A rotten egg smell
- Dirt spraying in the air
- A hissing sound
- Bubbling in a pond, creek, or river
- Dead or dying vegetation

Leak Response

What to do when a leak occurs

- **Do NOT** light a match, start an engine, use a telephone or cell phone, turn on or off light switches, or do anything that may cause a spark
- **Do NOT** attempt to extinguish a natural gas fire
- **Do NOT** attempt to operate pipeline equipment
- **Call 911**

Additional Information

If you need additional information call **Energy West 406-791-7500 or 1-800-570-5688**.

**CALL BEFORE YOU DIG 811
ENERGY WEST EMERGENCY NUMBER
406-791-7500 OR 1-800-570-5688**

PUBLIC AWARENESS

Hardy Creek

Pipeline Purpose and Reliability

Pipelines are an integral part of America's transportation network that delivers vital resources to your home, your work place, and your community. Propane pipelines supply the energy for heat, light, and various energy needs for everyday life, helping us to maintain our quality of life. Propane is the cleanest of the conventional fuel sources available to provide energy America needs. Pipelines are considered to be the safest way to transport propane.

Damage Prevention

Protect yourself and family from injury. Before digging make a call to your one call center. In Montana, call **UULC (Utilities Underground Location Center) 1-800-424-5555 or 811** at least two business days before you dig, auger, or move dirt in any way. Energy West will arrange to mark underground propane pipelines so you can work safely. If you see suspicious activities or other non-routine excavation around pipeline facilities or pipeline right-of-way, we ask you to immediately report to the toll free number **1-800-570-5688** listed on the pipeline marker.

Awareness of Hazards and Prevention Measures

If you come in contact with a propane pipeline leaking or suspect a pipeline leak take the following steps:

- Leave the area immediately
- Move to a safe location and then call **Energy West 406-791-7500 or 1-800-570-5688**
- Abandon any equipment being used in or near the suspected leak
- Warn others to stay away when possible

Leak Recognition

Learn the warning signs of a propane pipeline leak.

- A rotten egg smell
- Dirt spraying in the air
- A hissing sound
- Bubbling in a pond, creek, or river
- Dead or dying vegetation

Leak Response

What to do when a leak occurs

- **Do NOT** light a match, start an engine, use a telephone or cell phone, turn on or off light switches, or do anything that may cause a spark
- **Do NOT** attempt to extinguish a propane fire
- **Do NOT** attempt to operate pipeline equipment
- **Call 911**

Additional Information

If you need additional information call **Energy West 406-791-7500 or 1-800-570-5688**.

CALL BEFORE YOU DIG 811 or 1-800-424-5555

ENERGY WEST EMERGENCY NUMBER

406-791-7500 OR 1-800-570-5688

PUBLIC AWARENESS

Cut Bank Gas

Pipeline Purpose and Reliability

Pipelines are an integral part of America's transportation network that delivers vital resources to your home, your work place, and your community. Natural gas pipelines supply the energy for heat, light and various energy needs for everyday life, helping us to maintain our quality of life. Natural gas is the cleanest of the conventional fuel sources available to provide energy America needs. Pipelines are considered to be the safest way to transport natural gas.

Damage Prevention

Protect yourself and family from injury. Before digging make a call to your one call center. In **Montana call UULC (Utilities Underground Location Center) 1-800-424-5555 or 811** at least two business days before you dig, auger or move dirt in any way. Cut Bank Gas will be glad to locate your natural gas line free of charge after you have called UULC & we receive a line locate request from them. After we have received the proper paperwork Cut Bank Gas will arrange to mark underground gas pipelines so you can work safely. If you see suspicious activities or other non-routine excavation around pipeline facilities or pipeline rights-of-way, we ask you to immediately report to the number **1-406-873-5533** listed on the pipeline marker.

Awareness of Hazards and Prevention Measures

If you come in contact with a natural gas pipeline leaking or suspect a pipeline leak take the following steps:

- Leave the area immediately
- Move to a safe location and then call **Cut Bank Gas at 1-406-873-5533**
- Abandon any equipment used in or near the suspected leak
- Warn others to stay away when possible

Leak Recognition

Learn the warning signs of a natural gas pipeline leak.

- A rotten egg smell
- Dirt spraying in the air
- A hissing sound
- Bubbling in a pond, creek or river
- Dead or dying vegetation

Leak Response

What to do when a leak occurs:

- **Do NOT** light a match, start an engine, use a telephone or cell phone, turn on or off light switches, or do anything that may cause a spark
- **Do NOT** attempt to extinguish a natural gas fire
- **Do NOT** attempt to operate pipeline equipment
- **Call 911**

Additional Information

If you need additional information call Cut Bank Gas at **1-406-873-5533**

CALL BEFORE YOU DIG 1-800-424-5555 OR 811

CUT BANK GAS EMERGENCY NUMBER

406-873-5533

PUBLIC AWARENESS

West Yellowstone

Pipeline Purpose and Reliability

Pipelines are an integral part of America's transportation network that delivers vital resources to your home, your work place, and your community. Natural gas pipelines supply the energy for heat, light, and various energy needs for everyday life, helping us to maintain our quality of life. Natural gas is the cleanest of the conventional fuel sources available to provide energy America needs. Pipelines are considered to be the safest way to transport natural gas.

Damage Prevention

Protect yourself and family from injury. Before digging make a call to your one call center. In Montana, call **UULC (Utilities Underground Location Center) 1-800-424-5555 or 811** at least two business days before you dig, auger, or move dirt in any way. Energy West will arrange to mark underground gas pipelines so you can work safely. If you see suspicious activities or other non-routine excavation around pipeline facilities or pipeline right-of-way, we ask you to immediately report to the toll free number **1-800-570-5688** listed on the pipeline marker.

Awareness of Hazards and Prevention Measures

If you come in contact with a natural gas pipeline leaking or suspect a pipeline leak take the following steps:

- Leave the area immediately
- Move to a safe location and then call **Energy West 406-646-4437 or 1-800-570-5688**
- Abandon any equipment being used in or near the suspected leak
- Warn others to stay away when possible

Leak Recognition

Learn the warning signs of a natural gas pipeline leak.

- A rotten egg smell
- Dirt spraying in the air
- A hissing sound
- Bubbling in a pond, creek, or river
- Dead or dying vegetation

Leak Response

What to do when a leak occurs

- **Do NOT** light a match, start an engine, use a telephone or cell phone, turn on or off light switches, or do anything that may cause a spark
- **Do NOT** attempt to extinguish a natural gas fire
- **Do NOT** attempt to operate pipeline equipment
- **Call 911**

Additional Information

If you need additional information call **Energy West 406-646-4437 or 1-800-570-5688.**

CALL BEFORE YOU DIG 1-800-424-5555 or 811

ENERGY WEST EMERGENCY NUMBER

406-646-4437 OR 1-800-570-5688

PUBLIC AWARENESS School Information Sheet

(To be used in all areas-Insert proper phone numbers)

Pipeline Purpose and Reliability

Pipelines are an integral part of America's transportation network that delivers vital resources to your home, your work place, and your community. Natural gas pipelines supply the energy for heat, light, and various energy needs for everyday life, helping us to maintain our quality of life. Natural gas is the cleanest of the conventional fuel sources available to provide energy America needs. Pipelines are considered to be the safest way to transport natural gas.

Awareness of Hazards and Prevention Measures

If you come in contact with a natural gas pipeline leaking or suspect a pipeline leak take the following steps:

- Leave the area immediately
- Move to a safe location and then call **Energy West 406-791-7500 or 1-800-570-5688**
- Abandon any equipment being used in or near the suspected leak
- Warn others to stay away when possible
- Have a predetermined site if evacuations is necessary

Leak Recognition

Learn the warning signs of a natural gas pipeline leak.

- A rotten egg smell
- Dirt spraying in the air
- A hissing sound
- Bubbling in a pond, creek, or river
- Dead or dying vegetation

Leak Response

What to do when a leak occurs

- **Do NOT** light a match, start an engine, use a telephone or cell phone, turn on or off light switches, or do anything that may cause a spark
- **Do NOT** attempt to extinguish a natural gas fire
- **Do NOT** attempt to operate pipeline equipment
- **Call Energy West 791-7500 then 911**

A map has been provided with this public awareness sheet to give you a location of the natural gas piping in relation to your school. If you do any digging you have to call 811 at least two business days before work is to begin.

PRODUCT INFORMATION SHEET

Natural Gas	Specific Gravity	Explosive Range	Ignition Temperature
CH ₄	0.60	4.5% - 14.5%	1163

EMERGENCY NUMBER ENERGY WEST 406-791-7500 or 1-800-570-5688

**DAMAGE PREVENTION Call Before You Dig at least two business days before you dig.
811 or 1-800-424-5555**

For Additional Information Contact

Safety Director Ira Shaulis Office 791-7552 Cellular 868-0748

Changes or modifications maybe made to the above baseline message. The school information sheet is also in a form that is used for hospitals.

VI. Message Type

Energy West Montana will use 3 different ways to reach the affected stakeholders regarding all public safety and duty to warn issues. The types of messages that are being used are visual, vocal, and written.

The 3 different ways are listed below:

Visual

- Bill stuffers: Notice or advisements placed into the customer's monthly bill and then delivered through the US mail service
- News paper ads: These are ads placed in the local newspapers and then delivered to the newspapers subscribers through manual delivery of in some cases the internet.
- Face to face meetings: Meetings will be held with certain stakeholders addressing Public Awareness issues.
- Mailings: Public Awareness issues information delivered through the US mail. This is different than bill stuffers as this mailing goes to non customers of the utility also.
- 811 advertisements: Bumper stickers, license plates, large signage are few ways this message is put before the stakeholders.
- Energy West web site: Aspects of the Public Awareness program are highlighted on the company's web site.

Vocal

- Face to face meetings: Meetings will be held with certain stakeholders addressing Public Awareness issues.
- Phone hold messaging: When on hold Public Awareness issues are talked about.

Written

- Bill stuffers: Notice or advisements placed into the customer's monthly bill and then delivered through the US mail service
- News paper ads: These are ads placed in the local newspapers and then delivered to the newspapers subscribers through manual delivery of in some cases the internet.
- This is different than bill stuffers as this mailing goes to non customers of the utility also.
- 811 advertisements: Bumper stickers, license plates, large signage are few ways this message is put before the stakeholders.
- Energy West web site: Aspects of the Public Awareness program are highlighted on the company's web site.

VII. Delivery Frequency

Frequency of delivery has been defined in Table 2-2 for Distribution systems. Initial delivery has been defined by AGA and PHMSA.

One area of pipeline operators have been defined to which 1162 applies.

(1) Local Natural Gas Distribution pipeline operations (LDC).

Energy West will customize our program so these categories and stakeholders will be addressed.

The selected method will be bill stuffers for Local Distribution Customers. All delivery of selected information will be documented. An annual audit will take place at the end of 2007 to review residents along the distribution system and LDC. The audit will determine if the Public Awareness Program has been developed and written to address the objectives, elements, and baseline schedule as described Section 2 and the remainder of 1162 – API Initial distribution of print material December 20, 2006.

GREAT FALLS

Ulm and Cascade

	Fire & Police	Public Officials	Residents Businesses	Schools Hospitals	Contractors
Bill stuffer in June			X		
News paper in December	X	X	X	X	X
MLGPA meetings February	X	X			X
Duty to warn in May			X		
PA 12 Mailings February			X		
PA 12 Mailings August			X		
Meetings April				X	
811 and Emergency number	X	X	X	X	X
Energy West web site	X	X	X	X	X
PAPA mailings	X	X			X

Call hold messaging will run through the entire year.

Cut Bank Gas

	Fire & Police	Public Officials	Residents Businesses	Schools Hospitals	Contractors
General mailer in June			X		
Newspaper in December	X	X	X	X	X
MLGPA meetings February	X	X			X
Duty to warn in May			X		
Meetings April				X	
811 and Emergency number	X	X	X	X	X
Energy West web site	X	X	X	X	X
PAPA mailings	X	X			X

West Yellowstone

	Fire & Police	Public Officials	Residents Businesses	Schools Hospitals	Contractors
General mailer in June			X		
News paper in December	X	X	X	X	X
MLGPA meetings February	X	X			X
Duty to warn in May			X		
Energy West Web site	X	X	X	X	X
Radio ad	X	X	X	X	X
PAPA mailings	X	X			X

VIII. Delivery Methods

Energy West Montana will use 7 different delivery methods to reach the affected stakeholders regarding all public safety and duty to warn issues.

The 7 different delivery methods are listed below:

- **Bill stuffers:** Notice or advisements placed into the customer's monthly bill and then delivered through the US mail service
- **News paper ads:** These are ads placed in the local newspapers and then delivered to the newspapers subscribers through manual delivery of in some cases the internet.
- **Face to face meetings:** Meetings will be held with certain stakeholders addressing Public Awareness issues.
- **Mailings:** Public Awareness issues information delivered through the US mail. This is different than bill stuffers as this mailing goes to non customers of the utility also.
- **811 advertisements:** Bumper stickers, license plates, large signage are few ways this message is put before the stakeholders.
- **Energy West web site:** Aspects of the Public Awareness program are highlighted on the company's web site.
- **Phone hold messaging:** When on hold Public Awareness issues are talked about.
- **Radio ads:** Ad heard over the radio using the local radio stations

IX. Supplemental Program Enhancements

Program enhancements are decisions to supplement Energy West's Public Awareness beyond the recommended baseline. Management, operations, and safety personnel will review whether these enhancements are needed based upon results from the baseline survey. If enhancements are needed they will take place 1 to 4 years after the baseline material has been distributed and the data has been processed. Energy West will also solicit input from pipeline operations, and maintenance personnel for other messages that could be used to target the stakeholder audiences.

X. Program Implementation

Energy West will determine the amount of customer and meter sets after this determination there will be resources available through a budget line item. The use of outside consulting firms in the assistance of mailing and data collection maybe used. Periodic updates to the program will be determined after data collection and processing of this information. Managements key to the implementation of this program and its commitment to the funding of this program. Key personnel in the Public Awareness team will be committed to the success of the program.

XI. Program Evaluation

There will be an evaluation of the program after all material has been distributed to each stakeholder. The evaluation will be a reasonable amount of time after stakeholders have received their message and returned survey data. The evaluation plan should determine whether the program is being implemented as planned and whether the program is effective. The evaluation of the plan will be done on a yearly time table, and after every audit. The safety director will administer the meetings with all employees responsible for the public awareness plan. The President, Operations Manager, Safety Director, Constructions Supervisor, Office Manager and Administrative Assistant will meet to perform the evaluation. The ad program, bill stuffers, duty to warn fliers, newspaper ads, radio ads, billboards and all special meetings attended will be evaluated.

The following will be considered:

- Cost
- Man Power
- Effectiveness (Survey, Actual Hits, number reached)

Survey evaluation and time table follow:

Survey sent out in January

Collection of data during December and first part of January

Evaluation of surveys, group meetings, and message content reviewed in March and April.

Using statistical formulas a confidence level will be determined.

The program Easy Sample Inc. and Annex D from 1162 will be used to determine:

- Sample size
- Statistical Confidence
- Sample error

Some examples of past data collections that were analyzed are:

- Energy West in Great Falls sends out 1,200 to 1,600 surveys based on meter reading cycles and routes. These areas are picked to represent low, middle, and higher income level families.
- Cut Bank Gas sent out a total survey to all customers in this service area in 2012.
- Actual hits will be compared for the proceeding year and current year.

Numbers and the effect on the stakeholders reached will be determined by using the actual number of mailings, bill stuffers, surveys returned, and attendees at the special meetings (survey from the meetings) and then comparing them to the preceding years.

XII. Continuous Improvement

After the program evaluation, there will be a determination made if program changes or modifications will be done based on the evaluation. If any changes are implemented, there will be documentation of these changes. Budgets will be reviewed annually to determine future funding requirements. Additional resource requirements will be discussed annually. Documentation of program changes will be noted and modifications of the changes will be added to the Public Awareness Program.

References

- (a) MEA/ETN Public Awareness Program
- (b) Title 49 CFR 192.616 Public Education
- (c) API Recommended Practice 1162
Second Edition, December 2010

APPENDIX B

TABLE 2-2 – Summary Public Awareness Communications for Local Natural Gas Distribution (LDC) Companies

Affected Public

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
<p>Residents along the Local Distribution System(LDC)</p>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> - Pipeline purpose and reliability - Awareness of hazards and prevention measures undertaken - Damage prevention and response - Leak recognition and response - How to get additional information 	<p>Baseline Frequency:</p> <p>Annually</p> <p>Initial Dist. June 20,2007</p>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> - Public service announcement, OR - Paid advertising, OR - Bill stuffers (for combination electric and gas companies)
		<p>Supplemental Frequency:</p> <ul style="list-style-type: none"> - Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment 	<p>Supplemental Activity:</p> <ul style="list-style-type: none"> - Targeted distribution of print materials - Newspaper and magazines - Community events or Community neighborhood newsletters
<p>LDC Customers</p>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> - Pipeline purpose and reliability - Awareness of hazards and prevention measures undertaken - Damage prevention awareness - Leak recognition and response - How to get additional information 	<p>Baseline Frequency:</p> <p>Twice Annually</p> <p>Initial Start Dec. 20th 2006</p>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> - Bill Stuffers
		<p>Supplemental Frequency:</p> <ul style="list-style-type: none"> - Additional Frequency and supplemental efforts as determined by specifics of the pipeline segment or environment 	<p>Supplemental Activity:</p> <ul style="list-style-type: none"> - Targeted distribution of print materials

Emergency Officials

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
Emergency Officials	Baseline Messages: - Pipeline purpose and reliability - Awareness of hazards and prevention measures undertaken - Emergency preparedness communications - How to get additional information	Baseline Frequency: Annual Initial Dist. Date June 20, 2007	Baseline Activity: - Print material, OR group meetings
		Supplemental Frequency: - Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment	Supplemental Activity: - Targeted distribution of print materials - Newspaper and magazines - Community events or Community neighborhood newsletters
Public Officials	Baseline Messages: - Pipeline purpose and reliability - Awareness of hazards and prevention measures undertaken - Emergency preparedness communications - How to get additional information	Baseline Frequency: 3 Years Initial Dist. June 20, 2009	Baseline Activity: - Targeted distribution of print materials
		Supplement Frequency: Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment	Supplemental Activity: - Targeted distribution of print materials

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
Excavators/ Contractors	Baseline Messages: <ul style="list-style-type: none"> - Pipeline purpose and reliability - Awareness of hazards and prevention measures undertaken - Leak recognition and response - One-call requirements - How to get additional information 	Baseline Frequency: Annual Initial Dist. June 20, 2007	Baseline Activity: <ul style="list-style-type: none"> - One-Call Center outreach OR - Group meetings
One-Call Center	Baseline Messages: <ul style="list-style-type: none"> - Pipeline location information - Other requirements of the applicable One-Call Center 	Baseline Frequency: <ul style="list-style-type: none"> - Requirements of the applicable One-Call Center 	Baseline Activity: <ul style="list-style-type: none"> - Membership in appropriate One- Call Center - Requirements of the applicable One-Call Center - Maps (as required)
		Supplemental Frequency: <ul style="list-style-type: none"> - As changes in pipeline routes or contact information occur or as require by state requirements 	Supplement Activity: <ul style="list-style-type: none"> - Targeted distribution of print materials - Personal contact - Telephone calls - Maps (as required)

APPENDIX C

Pipeline Association for Public Awareness

Excavator Direct Mail Program

Purpose

The purpose of this program is to provide general pipeline safety information to commercial excavators. The message will include the basic “Dig Safely” message, information about the use of one-call centers, how to recognize and respond to pipeline emergencies, and how to obtain additional information from the Association and its supporting members.

Scope

The program is directed toward all commercial excavators on a countywide level. It may be expanded to a statewide level, depending on member participation. Excavators are identified through several sources: commercial data providers (Info USA and USA Data), excavators who have registered on the web site, industry listings, member lists, and other sources. The complete listing of SIC codes is included below. Examples of excavators include:

- Construction companies
- Excavation equipment rental companies
- Public works officials
- Public street, road and highway departments (maintenance and construction)
- Timber companies
- Fence building companies
- Drain tiling companies
- Landscapers
- Well drillers

Program Elements

The elements include a direct mailing of the *Excavation Safety Guide - Pipeline Edition* and additional information available on the web site. The mailing is scheduled to be sent early in April. Follow up educational meetings will be coordinated on a local level with the one call organizations. In addition to the mailing, all state one call organizations will be shipped a sample quantity of the guides and additional copies will be made available to them upon request, free of charge.

Message Content

- The “Dig Safely” message (Call the One-Call Center before digging, Wait for the site to be marked, Respect the marks, and Dig with care)
- The One-Call Center telephone numbers and 811
- General information about what happens when the One-Call Center is notified, that the call may be required by law, and that the one-call locate service is typically free
- Direction to report even relatively minor damage to a pipeline or its protective coating because it can create an unsafe condition
- Consistency with the damage prevention best practices developed by the Common Ground Alliance (CGA) is required for all messages
- Potential hazards of various products
- Recognition of unsafe conditions and pipeline leaks by sight, sound, and smell
- Actions to take in response to leaks or other pipeline emergencies
- Pipeline purpose and reliability
- How to get additional information.

Pipeline Association for Public Awareness

Excavator Direct Mail Program

Program Evaluations

An evaluation of program effectiveness will be performed at least once every four years. Previous evaluations were performed in 2007 and 2010. A more detailed evaluation addressing outreach was performed in 2011. The next scheduled overall evaluation will be performed in 2014.

Program History

- 2006 – Initial mailing of the magazine to excavators in 8 states. The pipeline safety messages were included on the inside front and back cover in English and Spanish and also in the pullout safety poster.
- 2007 – 440,000 copies mailed to excavators with 11 of the states involving full statewide coverage. The CGA Excavation Best Practices and the Federal Laws covering excavation safety were included.
- 2008 – 450,000 copies mailed to excavators with 12 of the states involving full statewide coverage. A member directory was included listing emergency and non-emergency contact information.
- 2009 – 550,000 copies mailed to excavators with 16 of the states involving full statewide coverage. A specific article about pipelines and an article about PIPA were also included in this edition.
- 2010 – 575,000 copies mailed to excavators with 17 of the states involving full statewide coverage. A specific article about pipelines and the evacuation chart for natural gas pipelines were included in this edition.
- 2011 – 535,000 copies mailed to excavators with 17 of the states involving full statewide coverage. A specific article about pipelines and a quick reference chart identifying the indications of a pipeline leak, hazards of a release, and appropriate emergency response actions by product transported was included.
- 2012 – 776,000 copies mailed to excavators across 50 states with 17 states (AL, AZ, CA, CO, CT, ID, LA, MN, MS, MT, ND, NM, NV, SD, UT, WI, and WY) involving full statewide coverage. Two sources, Info USA and USA Data, were used to develop the mailing list. Eight pages were added and a new section titled “What’s Happening in Your State” was incorporated into the guide and the new Pipeline Safety video was featured on the back cover.

Documentation

All program documentation will be available from the website, including: identity of participating members, excavator lists, mail piece, and survey results.

Follow-up Communications

Stakeholders are encouraged to contact PAPA for additional information by sending e-mail correspondence to info@pipelineawareness.org. They typically request additional materials, change mailing list information or request other resources. PAPA responds directly to all

Pipeline Association for Public Awareness

Excavator Direct Mail Program

incoming e-mails and also forwards specific requests to local members. E-mails are identified with the following naming configuration: date of request-city-state-type of request; and archived in a program documentation folder entitled "Follow-Up Communications".

Sign up

Companies may sign up by completing and submitting a Member Application form. Current members may sign up by sending an email to info@pipelineawareness.org. State One-Call organizations may participate as sustaining members.

Dues

The cost per piece for the program is \$1.15. Program dues are determined by dividing the number of participating member/counties into the total projected cost for a state. Each state will have a different member/county (MC) rate depending upon participation levels and total number of excavators. Final member/county fees will be established in February when final member participation levels are known. The dues for extending the program to additional counties are based on the number of excavators in that county. To determine the program cost for any county, multiply the number of excavators in that county by \$1.15.

Pipeline Association for Public Awareness Emergency Responder Program

Purpose

The purpose of the program is to provide pipeline safety information to Emergency Responders.

Scope

The program is directed toward local, state, or regional officials, agencies, and organizations with emergency response and/or public safety jurisdiction over areas involving pipelines. These agencies include:

- Fire departments
- Police/sheriff departments
- Local Emergency Planning Commissions (LEPC)
- County Emergency Management Agencies (CEMA)
- Other local emergency response and public safety organizations

Emergency Officials will be identified through commercially available data sources, member information, and the web sign up database. The primary mailing list will be obtained from the National Public Safety Information Bureau. Background information about this list service can be found at: www.safetysource.com. InfoUSA will be used as a second source of data for agency locations. Data from all sources will be CASS certified, normalized, combined, and duplicates removed. This process will be used to develop the final mailing list. A listing of the NPSIB department descriptions along with the corresponding SIC Code and SIC description is included below under Standard Industry Classifications.

Program Elements

The elements in the program include:

- A direct mailing of the *Pipeline Emergency Response Guidelines* booklet with the training CD and the *Pipeline Awareness* newsletter for public officials. The mailing packet will include a customized cover letter listing the names of member companies in the county along with a description of the types of facilities they operate and their emergency and non-emergency phone numbers.
- An online interactive training web site with various pipeline emergency scenarios.
- The online training resource: Responding to Utility Emergency Emergencies.
- A mobile friendly web application providing pipeline information for specific locations.
- A web based listing of emergency response capabilities for pipeline members and emergency response agencies.
- A password protected web based mapping application displaying pipeline specific information for emergency planning purposes (company name, product transported, pipeline size, recommended evacuation distance, emergency phone, non-emergency phone, and links to additional documents).
- Email communications to the emergency management organizations, fire departments, and law enforcement agencies who have provided their email addresses to the Association during past communications.

Pipeline Association for Public Awareness
Emergency Responder Program

Message Content

The following information will be communicated to the Emergency Responders:

- Availability of the National Pipeline Mapping System and how to learn the location of pipelines in their area of jurisdiction,
- Names of pipeline operators and their emergency contact information,
- Information about potential hazards associated with natural gas, hazardous liquids, and other materials transported by pipeline,
- Information about how to safely respond to a pipeline emergency and general Emergency Response Procedures,
- General information about the emergency response capabilities of pipeline operators and the capabilities expected of first responders,
- An overview of what operators do to prevent accidents and mitigate the consequences of accidents when they occur,
- How to contact pipeline operators to obtain additional information about specific pipelines, Integrity Management Programs to protect High Consequence Areas, emergency preparedness, or other public safety matters.

Program Evaluations

An evaluation of program effectiveness will be performed at least once every four years. Previous evaluations were performed in 2007 and 2010. The next scheduled evaluation will be performed in 2014.

Program History

2006 – Initial mailing of *Pipeline Emergency Response Guidelines* Booklet to over 26,000 agencies.

2007 – Mailing of *Pipeline Emergency Response Guidelines* Booklet and Pipeline Emergency Contact Directory to over 26,000 agencies. The booklet included a chart of recommended evacuation distances for a natural gas pipeline leak (Appendix A) and a procedure for responding to a natural gas leak in a building (Appendix B).

2008 – Mailing of the *Pipeline Emergency Response Guidelines* Booklet and Pipeline Emergency Contact Directory to over 24,000 agencies. An interactive training web site with emergency response scenarios and other training materials was created and launched. Safety Source became the new provider of the mailing list.

2009 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training scenarios CD, the Pipeline Emergency Contact Directory, and the Pipeline Awareness Newsletter for public officials to over 24,000 agencies. Three additional scenarios were added to the interactive training site and the CD Pipeline Association for Public Awareness

Emergency Responder Program

- 2010 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training scenarios CD, the Pipeline Emergency Contact Directory, and the Pipeline Awareness Newsletter for public officials to over 24,000 agencies. Two additional scenarios were added to the interactive training site and the CD, one for 911 dispatchers and one for a gas leak in a building. The online training program: *Responding to Utility Emergencies* developed by Mike Callan was also added to the training site. A new emergency response capabilities database and web application was also created and provided to the agencies.
- 2011 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training scenarios CD and the Pipeline Awareness Newsletter for public officials to over 21,000 agencies. Scenario number 9 addressing a liquids pipeline leak near a body of water was added to the interactive training site and the CD. The cover letter for the emergency responder mailing was customized by county and included information just for the member companies in that county. The *Pipeline Emergency Response Guidelines* booklet was redesigned and color illustrations were added to each section. Product specific leak, hazard, and emergency response information was added as a new Appendix C. A questionnaire was included in the emergency responder mailing to facilitate two way communications with the agencies and guide program improvements going forward. An additional data source (InfoUSA) was used to enhance the mailing list for emergency responders. This increased the list by approximately 12% and added additional substation or auxiliary locations. A new video for emergency responders addressing the lessons learned from a serious pipeline incident in Lafayette IN was created. Three additional capabilities were added to the ER capabilities application: certification under NFPA 472, familiarity with NFPA 329, and accessing the National Pipeline Mapping System.
- 2012 – Mailing of Pipeline Emergency Response Guidelines Booklet with the training CD and the Pipeline Awareness Newsletter for public officials to over 25,000 agencies. A stand-alone version of the online training course “Responding to Utility Emergencies” and a copy of the lessons learned video from the pipeline incident in Lafayette IN were included on the CD. The information in the *Pipeline Emergency Response Guidelines* booklet was reorganized and a new section titled “Emergency Preparedness” was added. A questionnaire was included in the emergency responder mailing to facilitate two way communications with the agencies and guide program improvements going forward.

Documentation

All program documentation will be available from the website, including: identity of participating members, Emergency Responders contacted, copies of communications, and any survey results or feedback received.

Follow-up Communications

Stakeholders are encouraged to contact PAPA for additional information by sending e-mail correspondence to info@pipelineawareness.org. They typically request additional materials, change mailing list information or request other training resources. PAPA responds directly to all incoming e-mails and also forwards specific requests to local members. E-mails are Pipeline

Association for Public Awareness

Emergency Responder Program

identified with the following naming configuration: date of request-city-state-type of request; and archived in a program documentation folder entitled "Follow-Up Communications".

Dues

The base dues for participation in the program are \$300 per member/county. This will be lowered in states where participation levels are sufficient to create cost sharing. Final program dues will be established in mid February when all participation levels are known. Members will be invoiced in late February.

Sign up

Companies may sign up by sending an email to info@pipelineawareness.org indicating the states and counties they wish to register. The deadline for registering in the program is February 1. The deadline for supplying company specific GIS files and pipeline information for the mapping application is July 1.

Pipeline Association for Public Awareness Public Officials Newsletter

Purpose

The purpose of the program is to provide general pipeline safety information to Public Officials. The message will include: awareness of hazards associated with pipeline facilities, what types of emergencies may occur on pipeline facilities, how to obtain information about the location of pipeline facilities (maps), general one call requirements, and how to contact pipeline companies for additional information.

Scope

The program is directed toward local, city, county or state officials and/or their staffs having land use and street/road jurisdiction in areas where pipelines are located. Public Officials will be identified through commercially available data sources (InfoUSA) and include:

- Planning boards
- Zoning board
- Licensing departments
- Permitting departments
- Building code enforcement departments
- City and county managers
- Public and government officials
- Public utility boards
- Includes local Governing Councils as defined by many communities
- Public officials who manage franchise or License agreements

Program Elements

The elements in the program will be the newsletter - *Pipeline Awareness* with additional information available on the web site. The mailing is scheduled for late summer.

Message Content

The basic message will include:

- Pipeline purpose and reliability
- Awareness of hazards and prevention measures undertaken
- Emergency preparedness communications
- Land use practices associated with the pipeline ROW that may affect community safety
- General One-call requirements
- Pipeline location information and availability of NPMS
- How to get additional information about public safety issues, additional overview information on Integrity Management Programs to protect High Consequence Areas under their jurisdiction, land use practices, emergency preparedness, or other matters.

Program Evaluations

At a minimum, an evaluation of program effectiveness will be performed every four years. Evaluations were performed in 2007 and 2010. The next evaluation will be performed in 2014.

Pipeline Association for Public Awareness
Public Officials Newsletter

Program History

- 2006 – Initial mailing of four page newsletter to over 10,000 officials with an article about the various types of pipelines and their purposes featured on the cover front.
- 2007 – Mailing of four page newsletter to over 47,000 officials featuring an article about locating pipelines near you on the front cover.
- 2008 – Mailing of six page newsletter to over 50,000 officials featuring articles about construction of new pipeline infrastructure and the actions pipeline operators take to promote safety on the front cover.
- 2009 – Mailing of six page newsletter to over 53,000 officials featuring an article about school pipeline safety on the front cover.
- 2010 – Mailing of eight page newsletter to over 64,000 officials featuring an article about 911 dispatchers on the front cover.
- 2011 – Mailing of eight page newsletter to over 69,000 officials featuring an article about PIPA on the front cover.
- 2012 – Mailing of eight page newsletter to over 69,000 officials featuring an article about why it is important to know about the pipelines in their area. The newsletter was poly-bagged with a cover letter that included the names of operators in their county or state, the facilities operated, emergency and non-emergency phone numbers.

Documentation

All program documentation will be available from the website, including: identity of participating members, lists of Public Officials, mail piece, and any survey results or feedback.

Follow-up Communications

Stakeholders are encouraged to contact PAPA for additional information by sending e-mail correspondence to info@pipelineawareness.org. They typically request additional materials, change mailing list information or request other resources. PAPA responds directly to all incoming e-mails and also forwards specific requests to local members. E-mails are identified with the following naming configuration: date of request-city-state-type of request; and archived in a program documentation folder entitled “Follow-Up Communications”.

Dues

The base dues for participation in the program are \$120 per member/county. This fee will be reduced in states where participation levels are sufficient to create cost sharing. The final dues for each state will be established in mid February when participation levels are known. Members will be invoiced in late February.

Pipeline Association for Public Awareness
Public Officials Newsletter

Sign up

Companies may sign up by sending an email to info@pipelineawareness.org indicating the states and counties they wish to participate in. The deadline for signing up to participate in the program is February 1.