

Emergency Plan

A. Introduction

This emergency plan provides a format of data essential in an emergency situation.

B. Definition of Emergency Incident

An emergency condition exists when we determine that extraordinary procedures, equipment, manpower, and/or supplies must be used to protect people from existing or potential hazards.

These hazards may include, but are not limited to:

1. Facility failures that result in:
 - a. Underpressure in the system;
 - b. Overpressure in the system;
 - c. Large amounts of escaping gas;
 - d. Fire, explosion, etc;
 - e. Any leak considered hazardous; and
 - f. Danger to major segment(s) of the system.
2. Natural disasters (floods, tornadoes, hurricanes, earthquakes, etc.).
3. Civil disturbances (riots, etc.)
4. Load reduction conditions (result in voluntary or mandatory reduction of gas usage).

C. Contents of Emergency Plan

1. Emergency Notification List
2. Map of Key Valve Locations
3. Emergency Equipment
4. Responding to Gas Leak Reports and Interruption of Gas Service
5. Major Emergency Check List
6. Reporting Requirements (Telephone Report)
7. Restoration of Gas Service After Outage
8. Education and Training
9. Accident Investigation

1. **Emergency Notification List**

The telephone numbers of the operator, fire department, Gas Company and any other entity whose service may be necessary in an emergency must be readily accessible. A copy of this list will be posted in a public area. The direct lines to emergency services such as the fire department will be included in addition to the general emergency number (i.e., 911). These numbers will be kept up-to-date.

Emergency Notification List (Page 8 of Emergency Plan)

2. Map of Key Valve Locations

A system map that shows the location of master meters, key valves, pipelines, system pressures, and source of supply available will be included in the emergency plan. The map is readily available in an easily accessible emergency file. All employees know its contents and location.

ONLY authorized personnel will operate valves. Fire, Police, and other officials, or other outside individuals ARE NOT AUTHORIZED to operate or to instruct others, including gas company personnel, to operate valves (except the “end-use” valve, commonly called the meter shut-off).

3. Emergency Equipment

(State here the location of such equipment as key valves, maps and records, etc., necessary to adequately meet emergency condition, such as shutoff tools, backhoe, shovels, leak repair equipment, air compressor, jack hammer, and key valve wrenches.)

Equipment	Location
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Periodic checks of emergency equipment will be taken and records of these inspections shall be kept in file.

Locations and addresses where additional manpower and equipment or supplies may be obtained are as follows:

4. Responding to Gas Leak Reports and Interruption of Gas Service

Ask the person calling if they are in the area where they are smelling the gas, if they are ask them to put the phone down and leave. If they are calling from another location continue with the following:

- a. The employee receiving a report of a gas leak should get as much information as possible to properly fill out the leak report form.
- b. All reports of leaks on tenant premises get priority.
LEAKS INSIDE A BUILDING GET TOP PRIORITY.
- c. After obtaining the information and determining a hazardous leak exists inside a building, remind the tenant of all the following information:
 1. No one is to turn ON or OFF any electrical switches.
 2. No one is to ring the door bells or use the phone, including cell phones.
 3. Let the phone drop to the floor; do not hang it up.
 4. Extinguish all open flames. DO NOT LIGHT MATCHES, CIGARETTES, ETC.
 5. Turn off gas supply, if feasible.
 6. Everyone in the building is to leave the building and go a safe distance, about a block away. GO ON FOOT-no engines or sparks.
- d. Properly trained personnel are dispatched to the location of the reported leak.
- e. Duties of first company employee on the scene:
Take every corrective action necessary to protect life and property from danger (in that order). It is the responsibility of the person I charge to:
 1. Set up communication.
 2. Coordinate the operation.
 3. Make all decisions concerning emergency valves (isolating areas) and the use of emergency equipment.

5. Major Emergency Check List (Page 7 of Emergency Plan)

Implement the following check list:

- a. Leaks Outside Building
 1. Extinguish all open flames. No smoking.
 2. Assess danger to public, surrounding buildings, occupants, and property.
 3. If necessary, notify fire and police.
 4. Notify gas utility supplier.
 5. Block street.
 6. Notify supervisor or other responsible persons.
 7. Bar probe next to foundation of building.
 8. Check neighboring buildings for gas.
 9. Repair leak.
 10. When **positively sure** it is safe, return occupants to building.

b. Leaks inside Building

1. Evaluate immediately, and then determine concentration of gas and source of leak.
2. DO NOT operate any electrical switches.
3. DO NOT use phone, including cell phones.
4. Shut off gas meter valve.
5. If more than four percent of gas is present, open doors and windows, ventilate building.
6. Bar probe areas especially around foundation. Check water meter and other openings.
7. If ground is gas free and if house is gas free, turn meter valve. CHECK ALL GAS PIPING AND APPLIANCES FOR LEAKS. (Is meter hand turning normally or spinning? Soap bubble test.)
8. Repair Leak.
9. If leak cannot be repaired, notify customer. Turn off meter, lock it, tag it, and leave.

c. Gas Burning inside Building.

1. Call fire department.
2. Call gas utility supplier.
3. If fire is at an appliance, shut gas off at valve or, if not possible, shut gas off at meter or curb valve.
4. Bar probe area and use CGI to locate source of gas.

d. Interruption in Gas Supply

An Interruption to gas supply line could be caused by: (a) freezing of the regulators; (b) break in line; (c) sabotage; (d) supplier cut-off; or (e) LP-Gas Tank out of fuel.

1. Call supplier (transmission company, natural gas utility, or LP-Gas distributor).
2. Locate leak. Inform supplier of the location of leak, if possible.
3. Close appropriate valve to isolate the break (if necessary).

6. Reporting Requirements (Telephone Report)

- a. The Railroad Commission (RRC) of Texas must be notified by telephone as soon as practicable for any gas leak that:
1. Caused a death or an injured person required in-patient hospitalization.
 2. Caused total property damage of \$50,000.00 or more, including loss to the operator and others, or both, but excluding cost of gas lost.
 3. Unintentional estimated gas loss of three million cubic feet or more.
 4. Was significant even though it did not meet the other criteria.
- The telephone report, if required, should be made at the earliest practicable moment following discovery and at least within **two hours**. To notify RRC, call **512-463-6788**.

- b. The telephone report for RRC should contain:
 - 1. Name of operator.
 - 2. The location, time, and date of incident.
 - 3. Fatalities and personal injuries
 - 4. All other significant known facts that are relevant to the cause of the leak or extent of the damages. (Describe accident.)
 - 5. Who in management should be contacted upon arrival at accident site.

7. Restoration of Gas Service After an Outage

When the gas supply has been cut off to an area, no gas will be turned on to the affected area until the individual service to each tenant has been turned off. The individual service to each tenant must be turned off, either at the meter or at service valves. If the service valves cannot be located, the service line must be uncovered; a service installed and then cut off. In restoring service to an effected area, all piping and meters must be purged and appliances re-lighted. Never turn on gas at a meter unless there is access to ALL appliances on the consumer piping. In the event a tenant is not at home, a message must be left in a conspicuous location requesting the tenant to call the office to arrange for restoration of service. The person in charge is to coordinate and be responsible for this operation. A complete record of the incident, with drawings, etc., shall be kept on file.

8. Education and/or Training

a. Employee Training

Employees must be periodically trained in emergency procedures, including but not limited to:

- 1. Update of Emergency Manual (Plan).
- 2. Review of employee responsibilities in an emergency.
- 3. Review of location and use of emergency equipment.
- 4. Review the locations and use of:
 - a. System maps.
 - b. Main records.
 - c. Service records
 - d. Valve records
 - e. Regulator station schematics.
 - f. Properties of natural gas and LP-gas
- 5. Take a hypothetical emergency situation and STEP BY STEP review the action to be taken, including public officials, firemen, police, local gas utility, etc.
- 6. Record Keeping.
- 7. Telephone reports to RRC.
- 8. Records shall be kept on file of attendance and items discussed.

b. Public Education

There shall be a continuing education program to teach tenants, the public, appropriate governmental organizations, and persons engaged in excavation-related activities how to recognize a gas emergency and reporting it to the proper location.

1. The program material shall include, but not be limited to:
 - a. Information about gas properties.
 - b. Recognition of gas odors.
 - c. What to do and not to do when there is a strong gas odor.
 - d. Notifying the gas operator prior to making excavations or excavation-related activities.
 - e. Gas operator phone number and after hours numbers to call for information or to report an emergency.
2. This information may be conveyed to the public by:
 - a. Radio and television (if applicable).
 - b. Newspapers, including apartment or condominium newsletters.
 - c. Meetings
 - d. Bill stuffers
 - e. Mailings
 - f. Hand-outs.
 - g. Postings on bulletin boards

Where there are tenants who do not speak English, this same information is related in their language so that they can understand it. Are record shall be maintained of the public education program.

c. Liaison with Public Officials and Local Gas Utilities

Liaison with fire, police, civil defense, medical officials, and local gas utilities will be established and maintained with respect to emergency procedures.

9. Accident Investigation

Procedures for analyzing accidents and failures are as follows:

- a. Investigation off all company facilities to determine if accident was gas related.
 1. Leak survey.
 2. Pressure tests of piping.
 3. Meter and regulator check.
 4. Questioning persons on the scene.
 5. Examining burn and debris patterns.
 6. Odorization level.
 7. Recording meter reading
 8. Weather conditions
- b. Procedures to follow if accident was gas related:
 1. Selection of samples of the failed facility or equipment for laboratory examination for the purpose of determining the causes of the failure and minimizing the possibility of recurrence.
 2. Notify insurance company

Major Emergency Checklist

- _____1. Has fire department been called, if necessary?
- _____2. Have persons been evacuated and area blocked?
- _____3. Has police department been notified, if necessary?
- _____4. Has repair crew been notified?
- _____5. Has company call list been executed?
- _____6. Have communications been established?
- _____7. Has outside help been requested?
- _____8. Have ambulances been called, if necessary?
- _____9. Has leak been shut off or brought under control?
- _____10. Has civil defense been notified, if necessary?
- _____11. Have emergency valves or proper valves to shut down or reroute gas been identified and located?
- _____12. If an area has been cut off from a supply of gas, has the individual service of each customer been cut off?
- _____13. Is the situation under control and has the possibility of reoccurrence been eliminated?
- _____14. Has surrounding area, including buildings adjacent to and across the street from, been probed for the possibility of further leakage?
- _____15. Has proper tag been put on meter, if necessary?
- _____16. Has telephone report to RRC been made, if necessary?
- _____17. Has telephone report to DOT been made, if necessary?
- _____18. Has news media been given instructions, if necessary?

Date: _____

Emergency Notification List

Owner: _____

Phone Number: _____

Owner's Operation Personnel:

Name	Address	Phone	Equipment

Others to Notify:

	Contact Name	Phone
Police Department		
Police Department		
Department of Public Safety		
Fire Department		
Gas Supplier		
Railroad Commission		512-463-6788
National Response Center		1-800-424-8802
Consultant		