

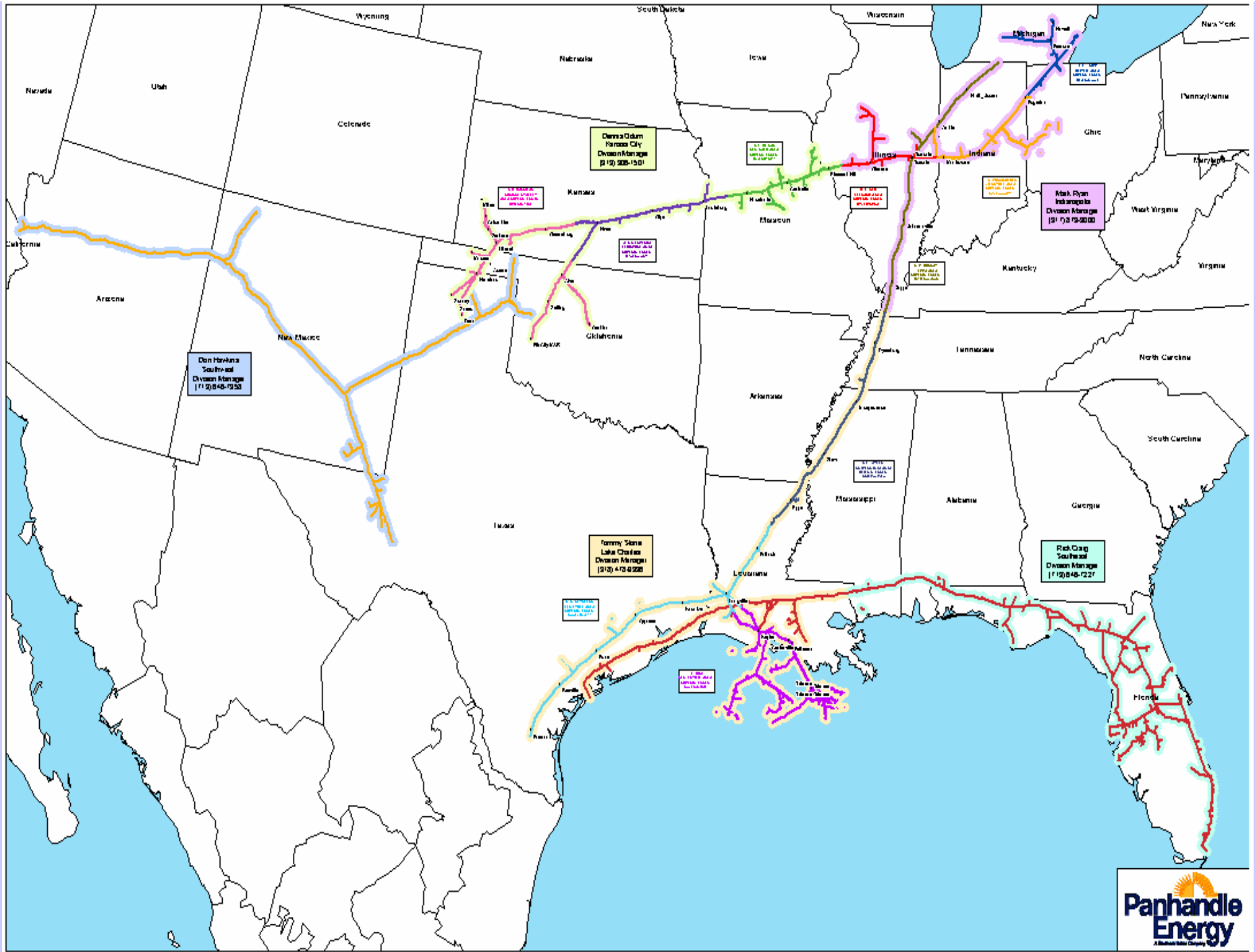


PHMSA Damage Prevention Workshop

Public Awareness & Damage Prevention A Panhandle Energy Perspective

February 28, 2006

Jerry Rau



We've Been At It A Long Time!



We've Been At It A Long Time!

**However it wasn't until the recently that
Encroachment became an issue!!**

**With urban expansion it benefits ALL
stakeholders to be aware of the pipeline
infrastructure in our country**

**Engage the Stakeholders and Enhanced
Mechanical Damage Prevention Is The Result**

Overview

- **Manage Public Awareness in the same fashion as your Integrity Management Plan**
 - Consider integration with your IMP
 - Use the same Integrity Compliance Activity Management tools
- **What is the Role of Technology?**
- **Communication with Public Officials and Emergency Responders (POER)**
- **Managing Encroachments (IRTH)**
- **Communicating with the Affected Public SOPAM**

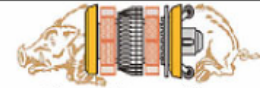
Overview

- **Four Stakeholders**
 - **Excavators**
 - **Affected Public**
 - **Emergency Responders**
 - **Public Officials**
- **PHMSA Approach**
 - **Identical to Integrity Management**
 - **Rule Making**
 - **Release Frequently Asked Questions**
 - **Establish Protocols**
 - **Schedule Inspection**

Integrity Compliance Activity Manager



Integrity Compliance
Activity Manager



Pipeline Integrity Group

[Template Management](#) | [Process Management](#) | [Configuration](#) | [Log Out](#)

Welcome, Jerry Rau

ICAM Protocol Management

Protocol Element

Public Awareness Plan

Protocol Areas

[Add A Protocol Area](#) | [Import A Protocol Area](#)

Protocol Element	Protocol Area	Description	Edit	Delete
Public Awareness Plan	Documentation			
Public Awareness Plan	Implementation Verification			
Public Awareness Plan	Performance Evaluation			

Integrity Compliance Activity Manager



Welcome, Jerry Rau

ICAM Protocol Management

Protocol Element

Communications Plan

Protocol Areas

- [Protocol Element](#)
- [Users](#)
- [Roles](#)
- [Groups](#)
- [Menu Item](#)
- [My Menu](#)

[Add A Protocol Area](#) [Import A Protocol Area](#)

Protocol Element	Protocol Area	Description	Edit Delete
Communications Plan	Internal Communications	An internal communications process has been developed which includes the periodic reporting to the IMP teams and all operating areas of all performance measures and metrics and audit results as well as adjustments to programs, plans, policies, procedures and standards. Changes to the IMP, as well as procedures and standards, are posted on the Pipeline Integrity Program Management intranet website, which is available to all internal employees.	
Communications Plan	External Communications - Jurisdictional Authority	Communications about the IMP, its results and changes thereto shall be made to OPS and other appropriate jurisdictional authorities on a semi-annual basis per 49 CFR Part 192.945. Notification will also be provided to OPS and/or any applicable local or State pipeline safety authorities per the requirements of §192.909 regarding any change in the Company's Program that may substantially affect the Program's implementation or may significantly modify the Program or schedule for carrying out the Program. As per the requirements of §192.911(n) the risk analysis and/or the Program will be submitted to OPS and applicable jurisdictional authorities upon request. Notification of authorities is required at various times during the integrity management process. The Company may also be requested to submit the risk analysis or integrity management program. This Section presents the details and procedures for those notifications.	
Communications Plan	External Communications - Public Awareness	Refer to protocol Element Public Awareness Plan. The detailed descriptions are contained inside that element. The Area is here for completeness	

Integrity Compliance Activity Manager



Integrity Compliance
Activity Manager



[Template Management](#) | [Process Management](#) | [Configuration](#) | [Log Out](#)

Welcome, Jerry Rau

ICAM Protocol Management > [Communications Plan](#) > External Communications - Public Awareness

[Area Description](#) | [Area Configuration](#) | [Process List](#)

Protocol Area Header

Protocol Element:

Protocol Area:

Processes List

Reference links

Show Version [Add A Process](#) [Import Process](#)

Seq	Process	Description	Version	Edit	Del
1	Local & State Emergency Responders		1		
2	Public Officials		1		
3	Affected Public		1		

[Export](#) | [Submit](#) | [Cancel](#)

Communication with Public Officials and Emergency Responders

- **Communicating with Public Officials and Emergency Responders (POER)**
 - **What We Thought**
 - **What We Did**
 - **What We Saw**
 - **What We Learned**
 - **What We Are Going to do Next**

Communication with Public Officials and Emergency Responders

- **What we thought....**
 - **Make the effort, results are inconsequential**
 - **Spread a large net with minimal expectations**
 - **Mail outs, ads, flyers all considered**
 - **Cost is a big driver**

Communication with Public Officials and Emergency Responders

- **What we did....**
 - **Determined website more cost effective than mailing maps**
 - **Figured response might improve over mailing**
 - **6500 letters sent to un-scrubbed list**
 - **Public Officials & Emergency Responders**

POER Interactive Website



**Public Awareness
Emergency Responder & Public Official Feedback**



- Home
- Contact Us

Login



Transwestern Pipeline

Panhandle Eastern Pipe Line

Trunkline Gas

Florida Gas Transmission

Trunkline LNG


Sea Robin Pipeline

storage


Powered by [AECsofT USA](#)

Panhandle Energy | 5444 Westheimer Rd. | Houston, Texas 77056-5306 | ATTN: Pipeline Integrity Group

POER Interactive Website



**Public Awareness
Emergency Responder & Public Official Feedback**



- Home
- Contact Us
- Manage Users
- Manage Maps

Logout

Emergency Responder Questionnaire

Required Fields *

Organization:

Name:

Login ID:

Role:

State:

County:

City:

Telephone:

Sample Format 800-555-1212

Cell:

Fax:

Email Address:

If you are not the right person, please enter the correct contact information below:

Preferred Contact Name:

Preferred Contact Email:

Questions:

1. Have you been previously contacted by a Panhandle Eastern or Trunkline Gas representative?
 Yes No

2. If not, did you know we have facilities in your county?
 Yes No

3. Going forward, how would you prefer we contact you?

POER Interactive Website



Public Awareness Emergency Responder & Public Official Feedback






- Home
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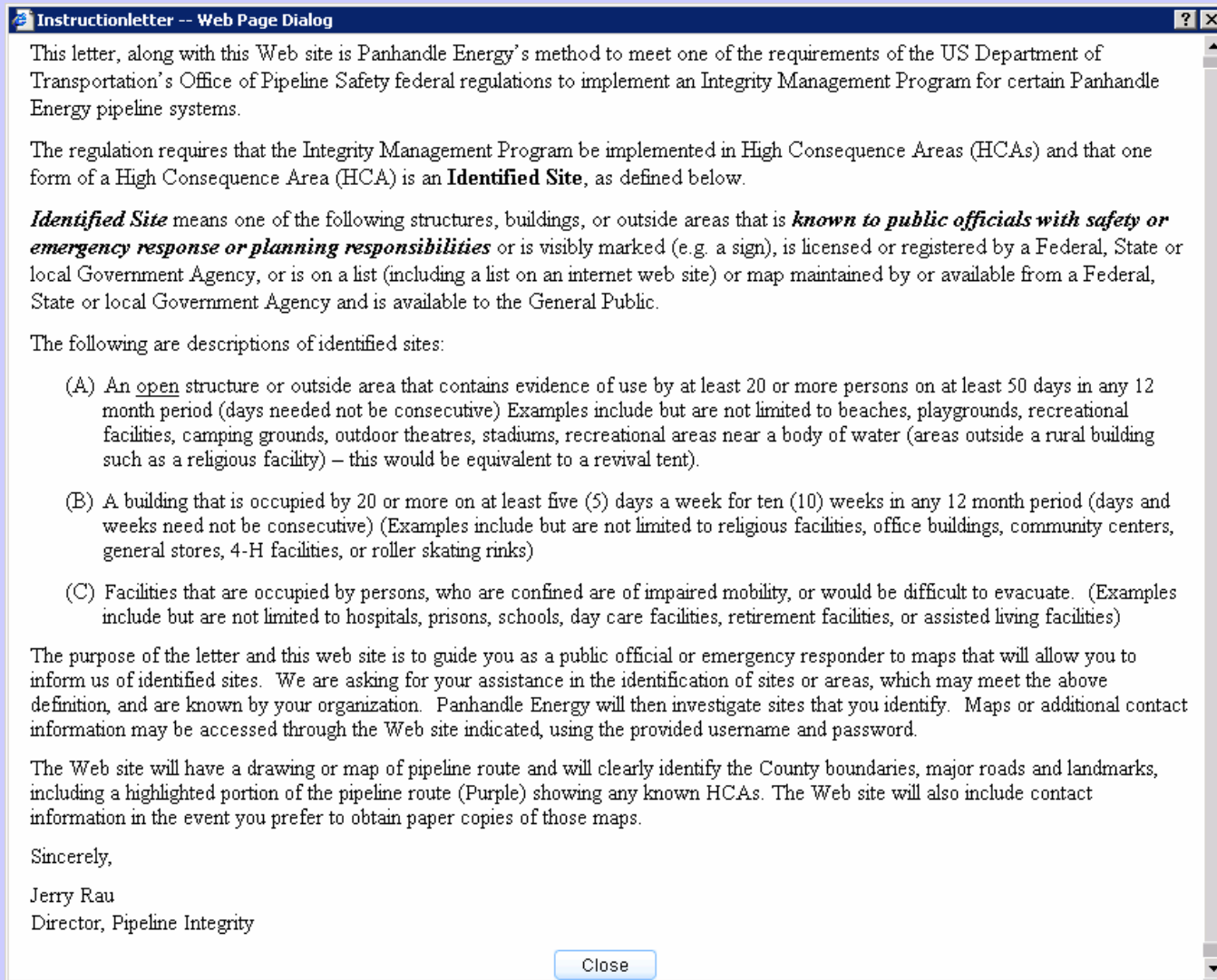
Why are we doing this? [\(Click here\)](#)

Please select a map from the listing below that you would like to mark with your suggestions for our company personnel to investigate. We will send a field crew out to the locations you designate to determine if there are potential areas where folks congregate or gather pursuant to the [Federal Regulations](#).

1. Select the state from the drop down box labeled 'State:' this will give you a listing of the states we have facilities in.
2. Select the county from the drop down box labeled 'County:' this will show you a listing of all the counties within that state that we have facilities in.
3. Select the map from the table to proceed to the next step which is actually reviewing the location of the pipeline and marking it with either a 'People' or 'Building' icon.
4. To locate a position on the map you may either mouse over the directional arrows  in the large map view OR you may use your mouse to select a spot on the **Control Map** to the right.
5. The various pipelines are color coded as indicated in the legend on the right with Identified Site Segment in purple.
6. To mark a location, simply Drag and Drop either a 'People'  or 'Building'  icon to the location that you feel meets with the [Federal Regulations](#) as an identified site.
7. Once an icon has been positioned, you will be asked if you would like to name it and we request that you do so to facilitate our location efforts.

State: County:

POER Interactive Website



Instructionletter -- Web Page Dialog

This letter, along with this Web site is Panhandle Energy's method to meet one of the requirements of the US Department of Transportation's Office of Pipeline Safety federal regulations to implement an Integrity Management Program for certain Panhandle Energy pipeline systems.

The regulation requires that the Integrity Management Program be implemented in High Consequence Areas (HCAs) and that one form of a High Consequence Area (HCA) is an **Identified Site**, as defined below.

Identified Site means one of the following structures, buildings, or outside areas that is *known to public officials with safety or emergency response or planning responsibilities* or is visibly marked (e.g. a sign), is licensed or registered by a Federal, State or local Government Agency, or is on a list (including a list on an internet web site) or map maintained by or available from a Federal, State or local Government Agency and is available to the General Public.

The following are descriptions of identified sites:

- (A) An open structure or outside area that contains evidence of use by at least 20 or more persons on at least 50 days in any 12 month period (days needed not be consecutive) Examples include but are not limited to beaches, playgrounds, recreational facilities, camping grounds, outdoor theatres, stadiums, recreational areas near a body of water (areas outside a rural building such as a religious facility) – this would be equivalent to a revival tent).
- (B) A building that is occupied by 20 or more on at least five (5) days a week for ten (10) weeks in any 12 month period (days and weeks need not be consecutive) (Examples include but are not limited to religious facilities, office buildings, community centers, general stores, 4-H facilities, or roller skating rinks)
- (C) Facilities that are occupied by persons, who are confined are of impaired mobility, or would be difficult to evacuate. (Examples include but are not limited to hospitals, prisons, schools, day care facilities, retirement facilities, or assisted living facilities)

The purpose of the letter and this web site is to guide you as a public official or emergency responder to maps that will allow you to inform us of identified sites. We are asking for your assistance in the identification of sites or areas, which may meet the above definition, and are known by your organization. Panhandle Energy will then investigate sites that you identify. Maps or additional contact information may be accessed through the Web site indicated, using the provided username and password.

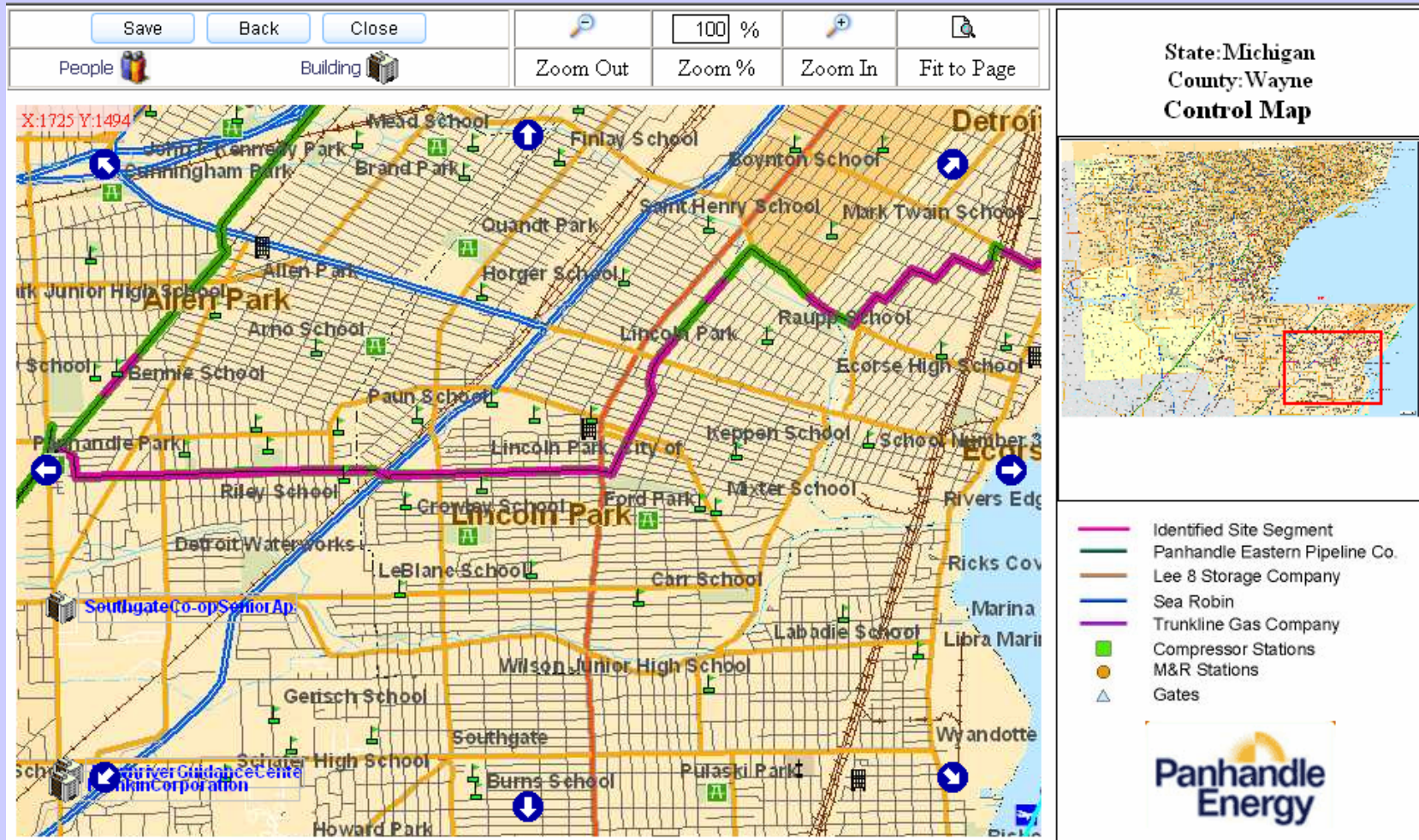
The Web site will have a drawing or map of pipeline route and will clearly identify the County boundaries, major roads and landmarks, including a highlighted portion of the pipeline route (Purple) showing any known HCAs. The Web site will also include contact information in the event you prefer to obtain paper copies of those maps.

Sincerely,

Jerry Rau
Director, Pipeline Integrity

Close

POER Interactive Website



Communication with Public Officials and Emergency Responders

- **What we saw....**
 - **Response to date over 500**
 - **9% and growing**
 - **800 number & email used equally**
 - **99% positive feedback**
 - **No hysterical calls**
 - **No threats or bashing**

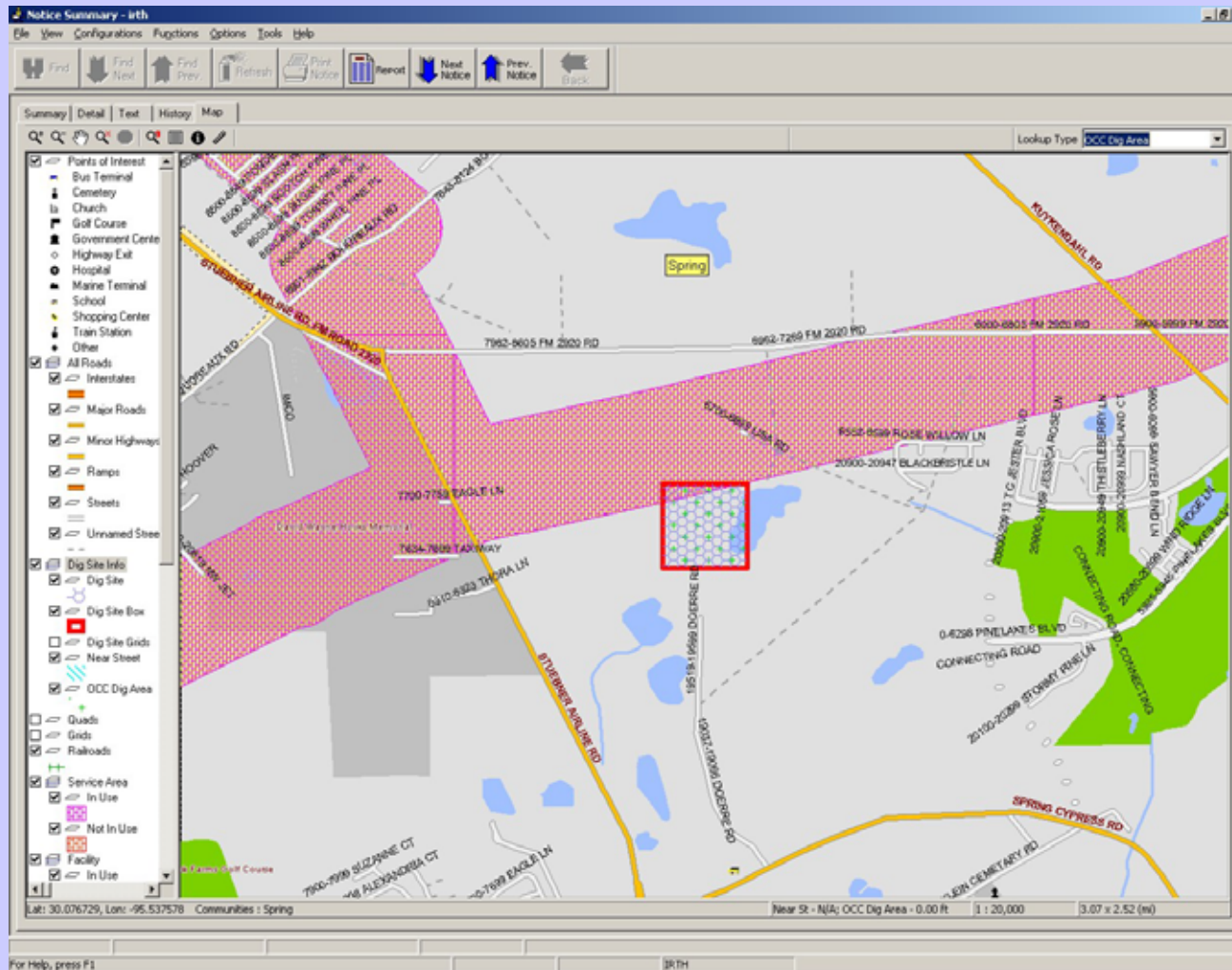
Communication with Public Officials and Emergency Responders

- **What we learned....**
 - **ER's care and want to be involved**
 - **Web based tool might be the way to engage other groups**
 - **Affected Public**
 - **Excavators**

Communication with Public Officials and Emergency Responders

- **What are we going to do next....**
 - **Foster collaboration between IM, ROW and Media Relations**
 - **Develop plan to ENGAGE Affected Public**
 - **Web based education programs**
 - **Referral programs**
 - **Eyes & Ears along ROW programs**
 - **Target groups that CARE!**
 - **Home Owners Associations**

Managing Encroachments (IRTH)



Managing Encroachments (IRTH)

IRTH - Notice Creation

File View Functions Configurations Help

New Add Find Save Find First Find Prev. Find Next Find Last Print

IRTH | Text | Map

Notice ID Agent ID

Ticket Info

Taken Date Time Notice Type Status

Contact Info

Contact
Phone Fax
Company
Address
City/State Zip

Site Info

State County
Place
Address1
Address2
Cross Street1
Cross Street2

Work Info

Work Done For
Work Type
Start Time End Time

Comments

Ready IRTH

Managing Encroachments (IRTH)

Benefits

- Auto clear tickets that are outside of our defined area.
- Allows Company to do an accurate treat assessment for 3rd party damage.
- Allows the company to have an Audit trail.
- Positive Response back to the Excavator and One Call Center

Managing Encroachments (IRTH)

The heart of the IIRTH system is its ability to process dig request information.

- ✓ IIRTH parses and stores dig requests and addenda, informational messages and “end-of-day” audits.
- ✓ A Detailed audit trail is maintained for each notice. Each entry is date and time stamped and includes the user ID and description of the action taken.
- ✓ A Notice can be viewed and printed as it was received from the one call center, or including a complete transaction history.

Managing Encroachments (IRTH)

Notices associated with a selected service area can be automatically grouped for faster processing.

- ✓ Notice response descriptions (closure codes) can be created to fit individual business requirements.
- ✓ Operators can add notes to a notice to be sent to a field technician, and the field technician can include notes when responding (Using a remote copy of IRTH).
- ✓ A search capability can quickly find a notice on the active summary screen. The search can be expanded to include the entire database.
- ✓ “End-of-Day” audits are automatically reconciled

Communicating with the Affected Public (SOPAM)

The screenshot displays the SOPAM web application interface. On the left, there is a sidebar with navigation tabs: "My Options", "My Account", "Help", and "Exit". Below these are "Tools", "Layers", "Documents", and "Bookmarks". The "Tools" section includes a "Search" tool with options to locate states, counties, zip code areas, cities, or places, and an "Address Search" option. A "Filter" section allows filtering audience by address, county, company, contact, ZIP code, or phone number. The "Filter Audience by Address" section is active, showing a search for "Any Audience Type" at "3200 N MAIN ST" in "BAYTOWN, Texas" with ZIP code "77521".

The main map area shows a purple shaded region with several audience contact points marked with colored squares and circles. Labels on the map include "Ashleyville", "EXPLORER", "DOW", "CENTERPOINT 77421", "EQU STAR", "MILLENNIUM", and "HARRIS". A legend on the right side of the map identifies symbols for "Filtered Audience Contacts", "Audience Contact Points", "Emergency Officials", "Excavators", "Public Officials", "Schools", "Affected Public - Gene Business", "Affected Public - Residential LOT", "Affected Public - Residential SAT", "Affected Public - Residential POBOX", and various pipelines: "ATMOS Pipeline 04", "BP Pipeline 04", "CELANESE Pipel 04", and "CENTERPOINT Pipeline 04".

At the bottom of the interface, there is a table titled "Audience Contacts" with 13 records returned. The table has columns for "Non Baseline Journal Entries", "Audience Type", "Organization" (Name, Address, City, State, Zip), and "Contact" (Name, Phone #, Alt. Phone #, FA #). The first record is highlighted.

	Non Baseline Journal Entries	Audience Type	Organization					Contact					
			Name	Address	City	State	Zip	Title	Name	Phone #	Alt. Phone #	FA #	
<input type="checkbox"/>	<input type="checkbox"/>	Affected Public - Residential LOT	4	ASHLEYVILLE RD	BAYTOWN	TX	77521						

Communicating with the Affected Public (SOPAM)

My Options My Account Help Exit

Tools Layers Documents Bookmarks

Tools

Search

- Locate States by Name
- Locate Counties by Name
- Locate Zip Code Areas
- Locate City or Place
- Address Search

Filter

- Filter Audience by Address
- Filter Audience by County
- Filter Audience by Company
- Filter Audience by Contact
- Filter Audience by ZIP Code
- Filter Audience by Phone Number
- Filter Audience by SIC-4 Code
- Filter Audience by Journal Type

Filter Audience by County

Select an Audience, enter a County Name and select a state. The wildcard character "*" can be used to search for partial county name matches.

Audience: Emergency Officials

County: BASTROP

State: Texas

Display color:

Remove Filter

Tool Result-1 X

Filter Audience by County Export Print Bulk Operations 40 records returned

	Non Baseline Journal Entries	Audience Type	Organization					Contact		
			Name	Address	City	State	Zip	Title	Name	Phone #
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	BASTROP COUNTY FIRE FIGHTERS	PO BOX 1771	BASTROP	TX	78602	Director of Operations	Mark Stinson	(512) 321-5001
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	CIRCLE D VOLUNTEER FIRE DEPT	926 FM 1441	BASTROP	TX	78602	Asst. Chief	Travis Miley	(512) 321-4030
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	LAKE BASTROP VOLUNTEER FIRE	103 INDIAN OAK DR	BASTROP	TX	78602	Chief	Tim Smith	(512) 321-2266
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	ELGIN FIRE STATION	111 N AVENUE C	ELGIN	TX	78621		Warren Fusilier	(512) 281-4025
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	PAIGE VOLUNTEER FIRE DEPT	168 WA STATE	PAIGE	TX	78659	Assistant Chief	Cordell Carter	(512) 253-6516
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	BASTROP DEPUTY SHERIFF'S OFC	105 W 4TH	SMITHVILLE	TX	78957	Asst. Chief	Darren Sproles	(512) 237-2543
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	SMITHVILLE COMMUNITY POLICING	124 BLUEBONNET CIR	SMITHVILLE	TX	78957	Chief Fire Marshall	John O'Toole	(512) 360-5130
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	SMITHVILLE FIRE DEPT	319 LEE ST #	SMITHVILLE	TX	78957	Fire Chief	Aaron Miles	(512) 237-2229
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	CONSTABLE	804 PECAN ST	BASTROP	TX	78602	Fire Chief	Verlin Hemphill	(828) 065-2831
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	BASTROP COUNTY SHERIFF	200 JACKSON ST	BASTROP	TX	78602	Deputy	Richard Hernandez	(828) 206-3784
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	CONSTABLE	804 PECAN ST	BASTROP	TX	78602		James Jones	(828) 065-2830
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Officials	CONSTABLE	804 PECAN ST	BASTROP	TX	78602		August Meduna Jr	(828) 065-2830

*Public Awareness & Damage Prevention
A Panhandle Energy Perspective*

- **Your Thoughts????**