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Robert W. Carlton
Vice President and Chief Compliance Officer

December 28, 2011

Mr. David Barrett
Director, Central Region
Pipeline Hazardous Material Safety Administration
901 Locust Street, Suite 462
Kansas City, MO 64106-2641

Re: CPF 3-2011-1016
CPF 3-2011-1017M

Dear Mr. Barrett:

On October 21, 2011, Southern Star Central Gas Pipeline received a Notice of Probable Violation (NOPV), a Notice of Amendment (NOA) and a Proposed Compliance Order. This was in response to a Public Awareness Audit conducted at our headquarters in Owensboro, KY on July 12, 13, and 14, 2011.

In these documents, PHMSA identified areas of improvement regarding Southern Star's Public Awareness Program (PAP). As a result, the Public Awareness Team (PAT) has conducted a review of the PAP and has addressed all areas as requested.

Enclosed is the proposed Public Awareness Program. Upon your approval, the highlighted revisions will be submitted to the Public Awareness Steering Committee (PAC), which has been established to provide general oversight of the PAP. Once the Steering Committee has approved the modifications, the PAT will publish this as the official version of the Public Awareness Program.

Also, in response to Item #3 of the Compliance Order, Southern Star has enclosed a sample of survey questions to be used in the effectiveness evaluation. As agreed, Southern Star will re-conduct a four-year effectiveness evaluation of our Public Awareness Program. The actual survey will be completed by February 29th, 2012 as required in the Order. Upon completion of the survey, we will analyze the results and identify continuous improvement activities and other improvements based on the evaluation of the data. We expect this analysis process to take up to 30 days approximately. The implementation of these activities will be incorporated into the Program Implementation Timeline.

Respectfully submitted,

A handwritten signature in black ink that reads "Bob Carlton".

cc: Warren Miller

Encl: *Public Awareness Program*
Questionnaires for the Four-Year Effectiveness Evaluation

Mr. Dave Barrett
Response to CPF 3-2011-1016 and CPF 3-2011-1017 M
December 28, 2011
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Public Awareness Program

Established September, 2006

COMMITMENT TO SAFETY

Southern Star is proud of its long history of safe and continuous service. We believe that our safety record is successful in large part due to the partnerships we have formed with the public throughout our century of operations. This commitment to communication and teamwork with Southern Star's fellow citizens along its pipeline system will carry us into the next century of safe, secure service. Southern Star considers its employees, key stakeholders, and the citizens of the communities in which it operates as partners in this endeavor. Southern Star realizes that each of these partners play a critical and unique role in helping operate our system safely, so we utilize varied and appropriate communication methods to better ensure that the public is aware of the role we play in creating a safer natural gas transmission and storage network.

Southern Star has historically conducted public awareness programs with the affected public, public safety officials, and excavators. Southern Star's goal is to document the development, implementation, and evaluation of our Public Awareness Program in a continuing effort to increase its effectiveness. In addition, our Public Awareness Program is intended to be compliant with all applicable regulations.

Southern Star's management team is dedicated to safety and supports this Public Awareness Program through appropriate funding, attention to safety matters, and encouraging employees to become Southern Star ambassadors in our communities to assist in the education of the public about natural gas transmission.

As Southern Star's President and Chief Compliance Officer, I am personally committed to operating a safe and reliable system. I will authorize the allocation of appropriate funds and resources to achieve the stated goals of this Program, and will be involved and require my management team to be involved with this Program.

Safety is paramount in our operations for the sake of our employees and their families, our friends and neighbors along our pipeline system, the general public, and our investors. Southern Star's Public Awareness Program and O&M Policies and Procedures documents Southern Star's commitment to providing appropriate information to the public. The public will then be able to work with Southern Star to better ensure that The Company continues to maintain a safe and reliable natural gas transmission and storage system.

Robert W. Carlton

Vice President and Chief Compliance Officer

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I OVERVIEW

A. Introduction

An informed workforce and public is an essential component of Southern Star's safety program. SSCGP employees that interact with SSCGP stakeholders receive annual training on the Public Awareness Program, company public awareness newsletters to keep them up to date with public awareness activities, and email alerts of public awareness events. The public must be familiar with the concept of natural gas transmission and storage, and have a basic understanding of how systems that transport and store natural gas operate. This understanding better ensures that individuals are aware of ways these typically safe systems may be damaged, the role the public plays in helping Southern Star operate safely, the responsibility of the public in contributing to the safe operation of the pipeline system, and what the public can do to assist Southern Star in the unlikely event of a pipeline emergency.

Southern Star's Public Awareness Program ("Program") is intended to be adaptable and responsive to diverse audiences. It is a fluid program that will evolve and grow as the pipeline industry, its own system, and the public's need for information change. Southern Star's goals for this Program are multi-purpose: to enhance public safety; to create and sustain friendly, knowledgeable, and cooperative relationships with the landowners and citizens along its system's corridor that will enhance its ability to maintain and preserve its system; and, to continually improve our safety record.

Through the Public Awareness Program's communications, Southern Star will explain, in general, the following:

- How natural gas transmission pipeline systems operate
- The industry's overall safety record and the safety record of Southern Star
- The hazards that could stem from pipeline operations
- The steps necessary to prevent harm to persons and property

The Program will also include information about steps the public can take to assist Southern Star in maintaining a safe system and how, in the event of a problem or emergency, the public can best partner with Southern Star to control the situation.

B. Scope

This Program sets forth the communication tools used by Southern Star's various stakeholder groups, the typical message contents and types, and the delivery methods and frequencies.

Southern Star's target audiences are the Affected Public, Emergency Responders, Local Public Officials, and Excavators.

C. Definitions

Affected Public: Individuals who live or assemble on or immediately adjacent to a natural gas and/or hazardous liquid transmission pipeline Right-of-Way or land where gas distribution pipelines are buried or are served by gas distribution facilities. Businesses or facilities where people assemble or work on a regular basis on or along a transmission pipeline ROW unrelated to habitation.

Emergency Responders: Local, state, or regional officials, agencies and organizations with emergency response and/or public safety jurisdiction along the pipeline route.

Emergency Planning and Preparedness Manual (EPPM): Southern Star's Emergency Plan and Preparedness Manual.

Excavators: Companies and local/state government agencies who are involved in any form of excavation activities and companies and private entities involved in land development and planning.

High Consequence Area (HCA): The locations on the pipeline system as defined by DOT in 40 CFR Subpart O 192.903.

Integrity Management Plan (IMP): Southern Star's Integrity Management Plan

Local Public Officials: Local, city, county or state officials and/or their staffs having land use and street/road jurisdiction along the pipeline route.

Limited Mobility Facility: Any facility where inhabitants may be physically or mentally limited to escape by their own means from a pipeline incident near the said facility. Examples include, but are not limited to, prisons, nursing homes, and schools.

NPMS (National Pipeline Mapping System): A mapping system maintained by PHMSA.

Operations and Maintenance (O&M) Manual: Online manual containing the policies and procedures for the daily maintenance and operations of Southern Star's facilities.

PHMSA (Pipeline and Hazardous Materials Safety Administration): An organization within the U.S. Department of Transportation.

Public Awareness SharePoint Site: This is a tracking database and central record depository for Southern Star Public Awareness documentation. The site is located at: <https://workspaces.sscgp.com/public/publicawareness/SitePages/Home.aspx>

Public Awareness Team (PAT): The team responsible for the development, implementation, and ongoing oversight of the Public Awareness Program.

Right-of-way (ROW): The easement across the land through which Southern Star's pipeline system runs and, for purposes of this Program, includes its other associated facilities such as compressor stations, storage wells, or other assets.

Stakeholder Audiences: Affected Public, Excavators, Emergency Responders, Officials and Responders, and Local Public Officials or any one or more of the same that are to receive this program's message.

II OBJECTIVES

Southern Star's Public Awareness Program objectives include the following:

- Raise the awareness of the affected public and key stakeholders of the presence of pipelines in their communities and increase their understanding of the role of pipelines in transporting energy.
- Educate stakeholders that they have a significant role in helping to prevent accidents that are caused by third party damage and right-of-way encroachment
- Educate stakeholders about One-Call requirements, damage prevention requirements, and safe excavation practices.
- Educate stakeholder of the appropriate steps to take into account in the event of a pipeline release or emergency.
- Educate stakeholders that pipelines are a safe mode of transportation, that a variety of measures are undertaken to prevent pipeline accidents and that the company has anticipated and planned for management of accidents if they occur.
- Provide the framework to manage the public awareness and damage prevention programs allowing for ongoing assessments to provide the company with considerations to determine how to enhance its program to be consistent with the recommendations of RP 1162 and requirements as listed in Parts 192 of the federal regulations.

III PROGRAM ADMINISTRATION

A. Public Awareness Steering Committee

The following company personnel are responsible for the budgetary and resource allocations and ongoing oversight of the Public Awareness Program. The Steering Committee is also responsible for considering the general recommendations offered to them by the PAT and to provide guidance and/or approval based on those recommendations. The final authority pertaining to improvements, adjustments, or changes to the Program rests upon the Public Awareness Steering Committee.

PUBLIC AWARENESS STEERING COMMITTEE			
Title	Name	Role in Program	Responsibility
Vice President & Chief Compliance Officer	Rob Carlton	Program Administrator and Steering Committee Chair	Oversees and approves the program's overall budgetary and resource requirements
Director of Physical Regulatory Compliance	Greg Opfer	Steering Committee Member	Oversees and approves budgetary requirements for implementation
Pipeline Compliance Manager	David Sinclair	Steering Committee Member	Provides leadership, direction, general oversight, and serves as an overall advisor for the PAT
Director, Field Operations	Chris Brzowski	Steering Committee Member	Provides leadership, direction and general oversight of PAT

B. Public Awareness Team (PAT)

The PAT is comprised of Operations, Pipeline Compliance, and Land personnel. The members of the PAT are responsible for the development, implementation, and ongoing oversight of the Public Awareness Program. The PAT is responsible for updating the PAP with any revisions and/or when organizational changes take place within the company.

PUBLIC AWARENESS TEAM			
Title	Name	Role in Program	Responsibility
Pipeline Safety Specialist	Brad Carter	Program Lead and PAT Chair	Directly responsible for daily operations of the public awareness program including implementing team ideas, vendor contacts, and program documentation.
Region Manager	Kirk Kaufmann	PAT Member	Provides guidance, development, and direction for the program based on their perspective of their position within

			the company.
Operations Team Lead	Bruce Lurtz	PAT Member	Provides guidance, development, and direction for the program based on their perspective of their position within the company.
Land Representative	Eddie Dieker	PAT Member	Provides guidance, development, and direction for the program based on their position within the company.
Pipeline Compliance and Public Outreach Analyst	Jenny Hall David Coomes	PAT Member	Provides assistance to the Program Lead for carrying out the daily operations of the public awareness program including implementing team ideas, vendor contacts, and program documentation.
Communications Specialist	TBD	PAT Member	Provides direction for effectively communicating the Public Awareness efforts.

IV ASSETS INCLUDED IN PROGRAM

Southern Star is a single, private, interstate natural gas pipeline system which transports both odorized and unodorized gas throughout its system. It has approximately 6,000 miles of pipeline in seven states: Colorado, Kansas, Missouri, Nebraska, Oklahoma, Texas, and Wyoming. Southern Star has developed a single Public Awareness Program for its pipeline system; however, the Program establishes specific and various communication formats and methods to appropriately respond to the needs of the communities through which Southern Star operates. New assets are added to the Southern Star Geographical Information System in a timely manner. This database produces the centerline used for Southern Star mailings ensuring the most recent pipeline information is available to incorporate new assets.

Southern Star Assets (By State)

Southern Star Central Gas Pipeline "SSCGP"	Operator ID	Pipeline Diameter	Product	HCA	State	Total Mileage	
						Interstate (Federal OPS)	Intrastate
SSCGP	31711	2"-34"	Natural Gas	97 miles	KS	3228 miles	
SSCGP	31711	2"-30"	Natural Gas	17 miles	OK	1288 miles	
SSCGP	31711	2"-26"	Natural Gas	37 miles	MO	870.06 miles	
SSCGP	31711	2"-22"	Natural Gas	No	CO	171.6 miles	
SSCGP	31711	8"-22"	Natural Gas	0.27 miles	WY	261.3 miles	
SSCGP	31711	6"-26"	Natural Gas	No	TX	37.1 miles	
SSCGP	31711	2"-8"	Natural Gas	No	NE	5.7 miles	

Southern Star Asset Map



V IDENTIFICATION OF STAKEHOLDER AUDIENCES

A. Stakeholder Audiences

The Program developed and implemented by Southern Star will focus on delivering appropriate communications to the following stakeholder audiences listed below:

1) Affected Public

AFFECTED PUBLIC		
Stakeholder Audience	Audience Definition	Examples (not all inclusive)
Residents located along transmission pipeline ROW	People who live adjacent to a natural gas and/or hazardous liquid transmission pipeline ROW	<ul style="list-style-type: none"> • Landowners/residents • Tenants • Farmers • Identifiable homeowners associations or groups • Identifiable neighborhood organizations
Gas transmission pipeline customers	Businesses or facilities that the pipeline company provides gas directly for end use purposes (This does not include LDC customers.)	<ul style="list-style-type: none"> • Power plants • Businesses • Industrial facilities
Residents near storage and other operational facilities along Transmission Lines	People who live adjacent to or near a storage field, pump/compressor station, and other facilities	<ul style="list-style-type: none"> • Landowners/residents • Tenants • Farmers • Identifiable homeowners associations or groups • Identifiable neighborhood organizations
Places of Congregation	Places, unrelated to habitation, where people assemble or work on a regular basis on or along the ROW	<ul style="list-style-type: none"> • Businesses • Schools • Places of worship • Medical facilities • Prisons • Parks/recreation areas • Day-care facilities • Playgrounds

2) Emergency Officials

EMERGENCY OFFICIALS		
Stakeholder Audience	Audience Definition	Examples (not all inclusive)
Emergency Officials	Local, state, regional, or federal officials, agencies, and organizations with emergency response and/or public safety jurisdiction along the system	<ul style="list-style-type: none"> • Fire Departments • Police/Sheriff Departments • Local Emergency Planning • Commissions • County and State Emergency Management Agencies • Other Emergency Responders • Public Safety Organizations • 911 operators

3) Local Public Officials

PUBLIC OFFICIALS		
Stakeholder Audience	Audience Definition	Examples (not all inclusive)
Public Officials	Local, city, county, or state officials and/or their staffs having land use and street/road jurisdiction along the system	<ul style="list-style-type: none"> • Planning/Zoning Boards and/or Commissions • Licensing Department • Permitting Department • Building Code Enforcement • City/County Managers • Elected Officials • Public Utility Boards

4) Excavators

EXCAVATORS		
Stakeholder Audience	Audience Definition	Examples (not all inclusive)
Excavators	Companies who are involved in any form of excavation activities	<ul style="list-style-type: none"> • Contractors • 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 • Farmers
One-Call Centers	Excavation One-Call Centers relevant to the area	<ul style="list-style-type: none"> • Each state, region, or other organization established to notify underground facility owner/operators of proposed excavations. Excavation One-Call Centers relevant to the areas.
Land Developers	Companies and private entities involved in land development and planning.	<ul style="list-style-type: none"> • Home builders • Land developers • Real estate sales

B. Method of Stakeholder Identification

Southern Star will contract with an outside vendor to research and compile a current listing of addresses for each stakeholder audience within the respective proximity of our pipeline system. To develop an address listing for each audience, the vendor uses the following criteria. Audiences are identified by use of the company's centerline data. The vendor uses appropriate buffers for each audience and addresses within each carrier route intersecting the buffer are extracted and processed through the vendor's proprietary cascaded geo-coding methodology for spatial analysis. Where carrier routes did not exist, PO Box addresses within each ZIP Code intersecting the buffer were extracted and included in the program.

Affected Public: Addresses of stakeholders listed above which are within the specified communication coverage (buffer) area for a particular pipeline section. The buffer for the SSCGP pipeline will be 660' on each side of the pipeline for residents located along the transmission pipeline ROW and places of congregation.

Emergency and Local Public Officials: Addresses of stakeholders listed above which are within the asset county plus a 10 mile radius of the border county line.

Excavators: Addresses of stakeholders listed within the asset county plus a 20 mile radius of the border county line.

Address listings for each stakeholder audience will be updated by the vendor, per the Frequency Identified in Section VI, prior to any direct mailing campaign.

C. Program Coverage Area

The Program coverage area (or buffer) will be established by the Public Awareness Team and work location operations personnel for each pipeline section and associated asset comprising the transmission system. The basis for defining a coverage area will be the characteristics of the pipeline section (diameter and operating pressure), its location, and the potential impact consequences. For example, the C-FER equation contained in the Integrity Management regulations provides the means to determine the PIR from the pipeline centerline. The PIR calculations were less than 660' however, SSCGP determined the buffer would increase to 660' for the Affected Public Audiences. All other specific buffers are outlined in Section B above. Documentation and supporting information relating to the establishment of buffer areas for each pipeline section will be maintained along with other Program materials in the Corporate Office records. (See Section IX Recordkeeping.)

D. Address Verification Methodology

In order to effectively verify stakeholder mailings a survey of addresses will be conducted annually in conjunction with Southern Star's structure gathering process. The PAP Lead will be responsible for ensuring the survey is conducted.

The sample size used to verify stakeholder addresses will be generated from the total population of unique addresses Southern Star uses to produce the stakeholder mailing. The number of randomly selected unique addresses from the total population of stakeholders must produce a confidence level at or above 99% with a margin of error at or below $\pm 5\%$. A tolerance level of 90% (including the margin of error) will be the acceptable threshold applied to the results of the survey. If the survey yields less than 90% (including the margin of error) of inaccurate addresses then a discrepancy analysis of the address data shall be performed.

Any discrepancies found within the calculated sample population will be reported to the vendor and recorded with the survey documentation. If a discrepancy analysis is performed the results will be presented to the PAT and to the vendor for further analysis. This analysis must examine any trends and offer possible solution(s) to achieve the tolerance level as established.

Note: Due to the size of the stakeholder mailing a sample number must be determined to provide a more manageable survey population. The statistical calculations that will be used to determine the confidence level will be based on the Central Limit Theorem.

VI STAKEHOLDER COMMUNICATION

Southern Star adapts its communications according to the respective stakeholder audience to enhance the effectiveness of the overall awareness program. The following tables provide a summary of the message content, frequency of delivery, and method of delivery pertaining to communication with the respective stakeholder audiences.

Southern Star may also elect at times to participate in "collaborative efforts" that are sponsored by third-party vendors or not-for-profit "state-aligned" organizations. These collaborative efforts are formed through the participation of various pipeline operators (liquid and natural gas) with the common goal of meeting the API RP1162 requirements. Through these efforts, one common message is sent via brochures through the US Postal Service to stakeholder audiences which are identified similar to this plan (See Section V, Part B). Through these collaborative efforts, any address intersected by multiple pipeline operators has its production, mailing and other costs shared by each pipeline operator. However, each pipeline operator only receives the information for the addresses impacted by its own pipeline assets. In addition, each pipeline operator receives feedback only from those stakeholders within the identified buffer areas around their own pipelines. Some buffers and message content may differ slightly from this plan, but will be documented in any received documentation following the collaborative efforts.

Current federal regulations require public awareness program to be provided in both English and in other languages commonly used by a significant concentration of non-English speaking population along the pipeline. Additionally, RP1162 requires operators to consider tailoring its communication program to fit its particular pipeline location.

Southern Star will communicate in both English and other languages commonly used by a significant concentration of non-English speaking population along the pipeline. This will be determined based on demographic studies (supplied by our vendor) which will be used to obtain information of various languages that might be represented along the pipeline route. This demographic information will be analyzed based on the Southern Star affected public stakeholder audience. In areas where non-English speakers exceed a threshold of 20%+, materials in those specific languages will be included in print communications to this stakeholder audience.

A. Affected Public

AFFECTED PUBLIC			
Target Audience	Message Content	Baseline Delivery Frequency	Method of Delivery
Residents Places of congregation Businesses	<ul style="list-style-type: none"> • Pipeline purpose and reliability • Awareness of hazards and prevention measures • damage prevention awareness • One-Call requirements • Leak recognition and response • Pipeline location information • How to get additional information • Availability of list of pipeline operators through NPMS 	2 years	<ul style="list-style-type: none"> • Targeted print mailings • Pipeline markers (limited message content)
Exceeds RP 1162 Baseline Message for Affected Public			
Affected Public	• ROW Encroachment	2 years	• Targeted Mailings

B. Public Officials

PUBLIC OFFICIALS			
Target Audience	Message Content	Baseline Delivery Frequency	Method of Delivery
Public Officials (other than Emergency Responders)	<ul style="list-style-type: none"> • Pipeline purpose and reliability • Awareness of hazards and prevention measures • One-call requirements • Pipeline location information and availability of NPMS • How to get additional information 	3 years Annually for public officials located in HCA's	Targeted mailings
Exceeds RP 1162 Baseline Message for Public Officials			
Public Officials	<ul style="list-style-type: none"> • Leak Recognition and Response • Planning, Zoning and Property Development • IMP and HCA in counties that are not designated as HCA's • ROW Encroachment 	2 years	Targeted mailings

C. Emergency Responders

EMERGENCY RESPONDERS			
Target Audience	Message Content	Baseline Delivery Frequency	Method of Delivery
Emergency Responders	<ul style="list-style-type: none"> Pipeline purpose and reliability Awareness of hazards and prevention measures Emergency Preparedness Communications Potential hazards Pipeline location information and availability of NPMS How to get additional information 	Annual	<ul style="list-style-type: none"> Personal Contact or Targeted mailings or Group Meetings
Exceeds RP 1162 Baseline Message for Emergency Responders			
Emergency Responders	<ul style="list-style-type: none"> Leak Recognition and Response IMP Programs 	Annual	<ul style="list-style-type: none"> Targeted mailings, personal contact, or group meetings

D. Excavators

EXCAVATORS			
Target Audience	Message Content	Baseline Delivery Frequency	Method of Delivery
Contractors Excavators	<ul style="list-style-type: none"> Pipeline purpose and reliability Awareness of hazards and prevention measures Damage prevention awareness One-Call requirements How to get additional information 	Annual	<ul style="list-style-type: none"> Targeted mailings One-Call Center outreach Pipeline markers
One-Call Centers	<ul style="list-style-type: none"> Pipeline location information Accurate line location information Other requirements of the applicable One-Call Center 	Requirements of the Applicable One-Call center	<ul style="list-style-type: none"> Map Updates One-Call membership One-Call center requirements
Exceeds RP 1162 Baseline Message for Excavators			
Excavators	<ul style="list-style-type: none"> Pipeline location information Emergency preparedness communications Potential hazards NPMS Row Encroachment 	Annual	<ul style="list-style-type: none"> Targeted Mailings

VII SUPPLEMENTAL PROGRAM

A. Identification of Areas Requiring Supplemental Programs

Southern Star will identify areas where supplementals to the baseline Program are necessary due to special conditions of a particular section of the pipeline system. Supplemental programs can be identified through a response to emergency conditions or special situations along the pipeline system, or through the annual Self-Assessment.

A review of the supplemental activities will be included in both the annual Self-Assessment and four-year Effectiveness Evaluation process. Information gained through inclusion of this information will better assist in assessing the continual improvement of the program as well as the overall effectiveness of bottom-line results.

To determine if some additional level of public awareness communication is warranted beyond the baseline program, Southern Star may assess the relevant factors along the entire pipeline route. The relevant factors to be assessed may include (but are not limited to) the following:

- Potential hazards (e.g. increased risk due to characteristics of product transported)
- High consequence areas (e.g. potential impact is greater for specific area)
- Population density (e.g. pipeline traverses densely populated urban area)
- Land development activity (e.g. developers perform frequent excavations near pipeline)
- Agricultural activity (e.g. pipeline route traverses active farming areas)
- Third-party damage incidents (e.g. operator data shows increase)
- Environmental considerations (e.g. pipeline route traverses environmentally sensitive area)
- Pipeline history in an area (e.g. frequent number of incidents in area)
- Specific local situations (e.g. heightened public concern about pipeline safety)
- Regulatory actions (e.g. advisory bulletins, inspections)
- Results from previous PAP evaluations (e.g. survey results indicate low stakeholder awareness)
- Other relevant needs (e.g. requests for information)

Comment [T1]:

NOV #5:

1) PAP contains a table of supplemental activities but no documentation was provided for the implementation of these activities or how these activities would be used for Effectiveness Evaluation.
2) No documentation provided for follow-up activities w/emergency response and public officials who did not attend training/informational meetings.

NOA #1:

1) PAP procedures did not require adequate documentation of activities that support supplemental activities and liaison with emergency response and public officials. PAP must be amended to require documentation of these activities for use during the Effectiveness Evaluation.

SCGP ACTIONS:

- 1) PAP was amended to describe how supplemental activities will be included during the Self-Assessment and Effectiveness Evaluation process (See VI A).
- 2) New wording added to Sec. X.C on the process for inclusion of supplemental activities in the Effectiveness Evaluation process.
- 3) All activities are now tracked through the program implementation Timeline.

Trigger Point / Factor	Description	Supplemental Activity
Potential Hazards along a specific length of pipe	Community sensitive -- property or environmental damage occurred.	<ul style="list-style-type: none"> • Neighborhood meetings. • Special mailing to affected audience within the pipeline segment. • Evacuation.
High Consequence Areas	New high consequence areas in locations where high consequence areas are rare or non-existent and changes in the Limited Mobility Facilities.	<ul style="list-style-type: none"> • Special mailing to affected audience within the pipeline segment. • Face-to-face meetings with affected audience within the pipeline segment.
Population Density	New Class 3 or 4 areas where Class 3 or 4 areas are rare or non-existent.	<ul style="list-style-type: none"> • Neighborhood meetings. • Special mailing to affected audience within the pipeline segment.
Land Development Activity	New areas of development or proposed development areas along the pipeline.	<ul style="list-style-type: none"> • Meetings with developers. • Special mailing to affected audience within the pipeline segment.
Land Farming Activity	Farming activity in areas of shallow pipe or the use of deep tillage farming methods.	<ul style="list-style-type: none"> • Meetings with affected audience within the pipeline segment. • Special (seasonal) mailing to affected audience within the pipeline segment. • Local newspaper/magazine ads on 811.
Third-Party Damage Incidents	Area showing increased encroachment activity (may need additional signs), One-Call irregularities, or specific incidents of identified excavator damage.	<ul style="list-style-type: none"> • Meetings with affected audience within the pipeline segment. • Special mailing to affected audience within the pipeline segment that includes magnets and other helpful information on 811. • Local newspaper/magazine ads on 811.
Environmental Considerations	Changes caused by weather related activity; tornadoes, ice storms, floods or environmentally sensitive areas.	<ul style="list-style-type: none"> • Media advisories. • Communication with emergency responder audience within the affected pipeline segment. • Evacuation.
Pipeline History in an Area	Heightened community sensitivity due to pipeline incidents from the industry.	<ul style="list-style-type: none"> • Increased mailings to audience within the pipeline segment that include integrity measures as well as other information on measures operator takes to keep the pipeline safe. • Neighborhood meetings.
Specific Local Situations	State, county or city ordinances specific to the area. Developed areas with high residential turnover (i.e., multiple dwelling units).	<ul style="list-style-type: none"> • Meetings with public official audience within the affected pipeline segment. • Neighborhood meetings. • Increased mailings to audience within the pipeline segment. • Ads in local media (TV, print, radio).

Trigger Point / Factor	Description	Supplemental Activity
		<ul style="list-style-type: none"> Participation in local county fairs, rodeos, and other similar types of public events.
Regulatory Requirements	Non-compliance issues.	<ul style="list-style-type: none"> Immediate corrective actions to ensure compliance.
Results from Previous Public Awareness Program Evaluations	Deficiencies determined from such surveys.	<ul style="list-style-type: none"> Design and implementation of continuous improvement activities intended to address deficiencies identified through surveys, etc.
Other Relevant Needs	Anything identified by Work Location Managers such as schools in an HCA.	<ul style="list-style-type: none"> Special mailing to affected audience regarding damage prevention and 811. Meetings with affected school administrators within the pipeline segment. Implementation of targeted school educational program at affected schools within the pipeline segment.

The review of relevant factors will be accomplished annually, or when circumstances or conditions along the ROW warrant the need.

If the consideration of relevant factors along the pipeline route indicate supplemental programs or activities are warranted, Southern Star may consider use of the following:

- Increased Frequency – providing communications to specific stakeholder audiences on a more frequent basis (shorter intervals) than the baseline public awareness program provisions.
- Enhanced Message Content and Delivery/Media Efforts – providing additional or supplemental communications activities beyond those identified in the baseline, using an enhanced or custom-tailored message content and/or different, or additional, delivery methods/media to reach the intended audience.
- Increased Coverage Area - broaden or widen the stakeholder audience coverage area beyond those contained in the baseline for delivery of certain communications messages. This can also be considered relative to widening the buffer distance for reaching the stakeholder audience along the pipeline route.
- Subsequent to the identification of areas requiring supplemental programs is the task of determining the appropriate (and specific) supplemental activity. Consideration must be given to the risk criteria pertinent to the area and the respective stakeholder(s) in order to define the most effective supplemental activity.

B. Supplemental Activities in Identified Areas

Examples of supplemental activities that may be considered in terms of enhancing Southern Star's baseline program include (but are not limited to) the following:

EXAMPLES OF SUPPLEMENTAL ACTIVITIES IN IDENTIFIED AREAS				
Stakeholder Audience	Audience	Method	Message	Frequency
Affected Public	General Public	Web	Provide a summary of SSCGP's Integrity Management Plan	Ongoing
	Landowners	Letter	Alert landowners of upcoming maintenance/construction activities	As needed
	Limited Mobility Facilities	Flyers	Provide pipeline safety information, pipeline emergency contact information, and web link information	As needed
Affected Public	Landowners and Community Residents	Calendar	Calendars will be mailed to Operations Work Location offices for distribution. Additional calendars are made available at community events to reinforce baseline safety messages.	As needed
Emergency Officials	Emergency Responders	Open Houses/Tours	Provide ER personnel with a facility tour to facilitate emergency response preparedness	As needed
	Emergency Responders	Emergency Drills	When appropriate, field locations should involve local emergency responders during mock emergency drill exercises	As needed
	Emergency Responders	Meal Presentation	Hold meetings during meal for emergency response officials to cover necessary emergency response information	Yearly where state collaboratives are available; otherwise, as needed
	Emergency Responders	ER Booklet	"Responding to Natural Gas Emergencies" booklet will be distributed during personal contact with emergency response officials	As needed
Public Officials	City & County Planning Officials, City & County Managers and/or Commissioners, Elected Officials	Personal Contact	Letters mailed offering to meet with public officials at their convenience.	As needed
Excavators	Excavators and/or Contractors	Common Ground Alliance	Apply CGA best practices to supplemental activities as appropriate.	As Needed

EXAMPLES OF SUPPLEMENTAL ACTIVITIES IN IDENTIFIED AREAS				
Stakeholder Audience	Audience	Method	Message	Frequency
Excavators		(CGA)		
	Excavators and/or Contractors	Meal Presentation	Hold meetings for contractors during meals to cover necessary excavation information.	As Needed
	Land Developers	Flyer	Companies and private entities involved in land development and planning	As needed
	Land Developers	Targeted mailings	Existence of system <ul style="list-style-type: none"> • Purpose and reliability of system • Potential hazards from leaks and accidents • Damage prevention requirements One-Call information • Emergency contact • Contact for more information • Leak recognition and response • Information about impact on public safety of ROW encroachment NPMS	As needed
	Land Developers	Pipeline Markers	<ul style="list-style-type: none"> • Emergency contact • Contact for more information • Physical location of pipelines 	As needed
	Land Developers	Developers Handbook	<ul style="list-style-type: none"> • Provide for safe and prudent land development activity around pipelines Outlines the procedures to follow when planning land use development near a SSCGP right-of-way.	As needed
	Land Developers	Targeted Conferences and/or Meetings	Educate and inform realtors about pipeline easements and encroachment limitations associated with easements	As needed

C. Documentation of Supplemental Programs

All tasks required for implementing supplemental activities will be documented. Documentation of supplemental activities will be tracked in the Program Implementation Timeline and recorded in the Public Awareness SharePoint Site.

VIII IMPLEMENTATION

A. Resources

The Program's implementation will be carried out by the PAT and external labor resources including but not limited to the following:

Vendor	Tasks
KPA NPA OPAL PAPA PAM Paradigm	<ul style="list-style-type: none"> Manages yearly group meetings for emergency responders, public officials, and excavators. Conducts surveys at the group meetings and emergency drills. Distributes handouts at annual meetings.
Paradigm	<ul style="list-style-type: none"> Mails baseline (and supplemental if applicable) public service message brochures within 660' each side of the pipeline ROW (and applicable facilities) to stakeholders in English and Spanish, who include: residents, businesses, P.O. boxes, farmers, places of congregation, emergency responders, excavating contractors, and public officials. Assists in creating public service message brochures. Identifies stakeholders for public awareness brochure. Conducts business reply card survey. Assists with business reply card evaluation. Conducts pre-testing of effectiveness of brochure. Provides database to store Public Awareness documentation. Conducts the 4-year effectiveness evaluation survey. Provides promotional items for the Public Awareness Program.
RCP, Inc.	<ul style="list-style-type: none"> Audits written PA Program to verify that it is in compliance with RP 1162. Reviews four-year effectiveness evaluation and provides guidance in areas of continuous improvement.

B. Documentation

- The Program Implementation Timeline (Action Plan) will be used to incorporate the recommendations from various ongoing assessments and will track their timely implementation based on the established deadlines. Assessments that will be tracked in the timeline include but are not limited to the annual self-assessment, the effectiveness evaluation, audit recommendations, gap analyses, and other general recommendations.
- The Change Log will be used to document the detailed revisions that have been made to each section of the PAP. This log will also record when the changes to the program were put into effect.

- The Public Awareness Database is a central location used to record and track Southern Star's Public Awareness activities not tracked by an outside vendor.

IX RECORDKEEPING

Records pertaining to key program elements contained in Southern Star's Public Awareness Program will be maintained at the Work Location Offices and the Corporate Office. Electronic files are stored in the company's internal Pipeline Safety drive and/or Southern Star's Public Awareness SharePoint Site. Changes to the Public Awareness Program (PAP) may be submitted by any SSCGP personnel by submitting a redlined copy of the PAP through the Public Awareness SharePoint Site.

Upon submission the Public Awareness Team (PAT) will evaluate and approve changes as appropriate.

Employees who are members of the Pipeline Compliance Department have access to these records. The retention period for all records related to the program will be a minimum of five (5) years. Given the differing roles field operating personnel and corporate support personnel have in maintaining the program; various site-specific records will be retained at the Work Locations while more global records will be retained in the corporate office. Some examples of records which may be maintained in the Work Location and corporate offices are as follows:

A. Work Location Records

Work location Records may include the following:

- Names and addresses for the respective emergency responders and local public officials which will be kept in the O&M Emergency Planning and Preparedness Manual (EPPM)

B. Corporate Records

Corporate Records may include the following:

- Mailing list of all stakeholders (by category) along the pipeline system¹
- Public Awareness and Damage Prevention Stakeholder Meeting Form (SSCGP-0811) found and retained in the Public Awareness SharePoint Site
- A sample copy of all community awareness information (e.g., targeted mailings, letters, invitations, flyers, brochures, calendars, etc.) sent to stakeholders across the pipeline system¹
- Listing of stakeholder groups invited to public awareness events¹
- Public Awareness Plan (PAP)
- Documentation pertaining to areas requiring supplemental activities

- Contact Logs for recording the contacts made to Southern Star by Stakeholders regarding Public Awareness information
- Reports summarizing the results of internal audits and evaluation of the program's effectiveness
- Program Implementation Timeline
- Change Log
- Stakeholder address verification records

¹Third party data tracking system may be used to retain certain documentation.

X PROGRAM EVALUATION

The primary purposes of the evaluation of the public awareness program are to:

- Assess whether the current program is effective in achieving the objectives of Southern Star's PAP.
- Provide Southern Star with information on implementing improvements in its PAP based on findings from the evaluations.

The program evaluation should include measures to:

- Assess whether the program is being implemented as planned.
- Assess the effectiveness of the program.

Based on the results of this evaluation, Southern Star will determine the changes to the program that are warranted to meet awareness objectives of the program. These changes could include elements such as program implementation, stakeholder identification, messages, delivery methods and delivery frequencies.

An initial or baseline survey will be conducted at four-year intervals which will be used to evaluate the Program's effectiveness. The PAP Lead is responsible for coordinating the Program effectiveness survey. The baseline measures will include the following:

A. Program Compliance

Program Compliance includes the following:

Self-Assessment

An Annual Self-Assessment will be conducted to determine if the Program has been developed and implemented according to the guidelines in RP 1162. The purpose of the audit is to address the following questions:

1. Has the Program been developed and written to address the objectives, elements and baseline schedule as described Section 2 of RP 1162, as well as the remainder of RP 1162?
2. Has the Program been implemented and documented according to the written Plan?

One of the following three alternatives methodologies may be used when completing the annual self-assessment:

- Internal self-assessments conducted by the PAT; or
- Third-party engaged to conduct an assessment and provide recommendations for improving the program design or implementation; or
- Regulatory inspections, undertaken by inspectors working for Federal or state regulators who inspect operator pipeline programs subject to pipeline safety regulations.

The annual Self-Assessment must be completed by the end of the calendar year for which it coincides by the PAT. The Public Awareness Steering Committee must review any recommendations, observations, or changes resulting from the assessment conducted by the PAT, no later than January 31st of the year following its completion. All changes approved by the Public Awareness Steering Committee will be recorded in the Public Awareness Change Log which is the official means of documenting the approved changes for the PAP. The Program Implementation Timeline will track future implementation deadlines of annual assessment recommendations.

Comment [T2]:
NOPV #2:
 1) Failure to follow PAP on Self-Assessment procedures.
 2) No documentation for annual Self-Assessments or method to track implementation of audit recommendations.

COMPLIANCE ORDER #1:
 1) Ensure internal group performs the annual Self-Assessment.
 2) Submit written plan w/details of how Self-Assessments will be implemented
 3) Implement and complete all recommendations from Self-Assessments no later than 8/31/12.

SECCP ACTIONS:
 1) PAP amended to provide clear direction on Self-Assessment process and procedures; currently in the process of conducting 2011 Self-Assessment as outlined in the PAP.
 2) All activities are now tracked through the Program Implementation Timeline.
 3) Timeline has been created which includes all identified items from Self-Assessments as well as Gap Analysis and Effectiveness Evaluations. They will be tracked through the timeline. (See Sec. VII, 4).

Comment [T3]:
NOPV #6:
 1) Did not complete Self-Assessment in a timely manner.

NOA #2:
 1) PAP does not require that annual Self-Assessments be completed in a timely manner...amend PAP to include language that they will be completed in a timely manner.

SECCP ACTIONS:
 1) PAP amended to provide clear direction on Self-Assessment process and procedures.
 2) All activities are now tracked through the Program Implementation Timeline.

The following table summarizes the evaluation techniques and frequencies Southern Star will utilize for its Public Awareness Program:

Evaluation Approaches	Evaluation Techniques	Recommended Frequency
Self-Assessment of Implementation	Internal review conducted by the PAT or third party assessment or regulatory inspection	Annually
Pre-test Effectiveness of Materials	Focus groups (conducted by Paradigm Alliance inc. for collaborative programs)	Upon design or major redesign of public education materials or messages
Evaluation of effectiveness of program implementation: <ul style="list-style-type: none"> • Outreach • Level of Knowledge • Changes in Behavior • Bottom Line Results 	1. Survey: can access outreach, knowledge and changes in behavior <ul style="list-style-type: none"> • Operator-designed and conducted survey; or • Use of pre-designed survey by third-party or industry association; or • Trade association conducted survey segmented by operators, state or other relevant separation to allow application of results to each operator; or 2. Assess notifications and incidents to determine changes in behavior 3. Documented records and industry comparisons of incidents to evaluate bottom line results	Every 4 years Consider more frequent as a supplement or upon major redesign of program
Implement changes to the public awareness program as assessment methods above suggest	Responsible person as designated in written public awareness program	As required by findings of evaluations

B. Program Effectiveness

Program Effectiveness includes the following four Measures:

Measure 1-Outreach of the Messages

The purpose of the outreach measurement is to determine if the public awareness messages are reaching the intended stakeholders. This evaluation will track the number of individuals or entities reached within each intended stakeholder audience and estimate the percentage of the stakeholders actually reached within the target area along the pipeline. Southern Star may utilize data received from the following sources to assist in evaluating the understandability message:

- Business Reply Cards (BRCs) from mailings;
- Survey data from the four-year effectiveness evaluation regarding the understandability of the key message;
- Survey data from address verification survey
- Track the phone calls to the Public Awareness Department

Measure 2-Understandability of the Content of the Message

The purpose of this measure is to assess the percentage of the intended stakeholder audiences that understood and retained the key information in the message received. Southern Star may utilize data received from the following sources to assist in evaluating the understandability message:

- Business Reply Cards (BRCs) from mailings;
- Survey data from the four-year effectiveness evaluation regarding the understandability of the key message;
- Survey data from group meetings attended by Emergency Responders, Public Officials and Excavators;
- Feedback from participating employees;
- Track the phone calls to the Public Awareness Department
- Feedback from field personnel in their interactions with the various stakeholder audiences;
- Other relevant materials and information.

Comment [T4]:

NOPV #3:
1) Did not complete Effectiveness Evaluation within the time period.

COMPLIANCE ORDER #2:

1) Submit a written document to Central Region by 12/31/11 with details of how recommendations from EE will be implemented
2) Implement and complete all recommendations from the 2010 EE no later than 8/31/12.

SCOPE ACTIONS

- 1) 11/21/11 response letter stated EE will be completely re-conducted.
- 2) All recommendations from 2010 EE have been entered into the Program Implementation Timeline and are currently being tracked through this timeline.
- 3) 11/21/11 letter addressed timely completion of all EE recommendations and requested extension of the 8/31/12 deadline. Still waiting on final response from FHMSA.

Comment [T5]:

NOPV #7:
1) Effectiveness Evaluation process did not measure bottom-line results.

COMPLIANCE ORDER #4:

1) Measure the bottom-line results.
2) Submit documentation no later than 9/30/12.

SCOPE ACTIONS

- 1) 11/21/11 response letter stated EE will be completely re-conducted, which will include a measurement of achieving bottom-line results.
- 2) Vendor will conduct EE and provide results by 2/29/12 deadline (as requested in Compliance Order #3). In addition, have requested change in date for next EE from 2014 to 2016. Still waiting on response from FHMSA.

Comment [T6]:

NOPV #4:
1) Effectiveness Evaluation did not adequately measure audience understandability of the messages.

COMPLIANCE ORDER #3:

1) Develop survey plan and forms for surveying target audiences no later than 12/31/11.
2) Implement survey for measuring understandability no later than 2/29/12.

SCOPE ACTIONS

- 1) 11/21/11 response letter stated EE will be completely re-conducted. Have contracting with vendor to conduct the evaluation.
- 2) Currently working on final version of survey questions. Will submit by 12/31/11 deadline.
- 3) Vendor will conduct EE and provide results by 2/29/12 deadline. In addition, have requested change in date for next EE.

Measure 3-Desired Behaviors by the Intended Stakeholder Audience

The purpose of this measure is to assess whether the appropriate prevention and response measures would be demonstrated, if required. Southern Star may use the following data sources to supplement evaluation of this measure:

- One-call statistics;
- Near Miss Reports;
- Incident Reports;
- Integrity Data;
- BRC data from mailings;
- Survey data from the four-year effectiveness evaluation regarding the desired behaviors of the intended stakeholder audience;
- Survey data from group meetings attended by Emergency Responders, Public Officials and Excavators;
- Other relevant materials and information.

Measure 4-Achieving Bottom Line Results

The purpose of this measure is to assess whether the Southern Star program is achieving its bottom-line results. Southern Star may monitor the following data in order to determine information to support this measure:

- Number of third party incidents caused by excavators
- One-Call statistics
- Incident Reports
- Track the phone calls to the Public Awareness Department
- BRC data from mailings;
- Survey data from group meetings attended by Emergency Responders, Public Officials and Excavators;
- Review of supplemental activities during the four-year assessment period;Other relevant materials and information.

C. Four-Year Effectiveness Measurement Methodology

In order to effectively measure whether the PAP is being implemented as planned, an initial or baseline survey will be conducted at four-year intervals to evaluate the program's effectiveness. Surveys will be designed to measure the PAP's Objectives as described in Section II of this Plan and be based on the requirements of RP1162.

The PAP Lead will be responsible for working with a vendor to develop questions and a method to implement the survey questions. Once a method is defined implementation of the surveys will be conducted by an outside vendor. The assistance of an outside vendor may be used for any stage(s) of the four-year Effectiveness Evaluation Process.

The sample size of the baseline measurement for the Affected Public and Excavators must produce a confidence level at or above 95% with a margin of error at or below $\pm 5\%$. There is a sufficient quantity of Affected Public and Excavator Stakeholders to yield those requirements. Due to the smaller population size of the Public Officials and the Emergency Responders a smaller sample size may be required yielding a higher margin of error. The sample size shall produce a confidence level at or above 95% with a margin of error at or below $\pm 7\%$.

The PAP Lead will conduct a review of the supplemental activities and include the results of this review in the four-year Effectiveness Evaluation process. Information gained through inclusion of this information will better assist in assessing the overall effectiveness of bottom-line results. All supplemental activities conducted during the four-year assessment period will be reviewed to determine their effectiveness and impact on the bottom-line results. Those activities determined not to benefit the overall achievement of bottom-line results will be re-evaluated and either removed from the program or may require minor adjustments in order to meet their intended goals. Any new supplemental activities proposed will follow the process as outlined in Section VII (Supplemental Program) of the PAP.

In addition, the PAP Lead will ensure all six objectives as stated in Section II (Objectives) of the PAP are included in the overall assessment of bottom-line results. These objectives may be measured through inclusion in the Effectiveness Evaluation survey questions.

Upon completion of the survey the vendor will provide an executive summary of the program implementation to the PAP Lead.

Note: Due to the size of the survey population of each stakeholder, a sample number must be determined to provide a more manageable survey population. The statistical calculations that will be used to determine the confidence level will be based on the Central Limit Theorem.

Comment [T7]:

NOA #3:

1) Amend the EE process to require a clear connection in gathering data, evaluating data and measuring results in support of PAP Objectives.

Scope of Change:

If PAP was amended to include the method by which the six objectives (as stated in Sec. II (Objectives)) will be included in the EE process.

XI PROCESS FOR CONTINUOUS IMPROVEMENT

The Public Awareness Program Lead and Public Awareness Team (PAT) have the responsibility of ensuring that necessary revisions or changes are implemented to improve the Program. This process will consist of a compilation and analysis of results from available measurements described in the Program Evaluation section. The Public Awareness Program Lead will manage the overall evaluation of this information and will subsequently discuss any necessary Program revisions or adjustments with the Public Awareness Team. The final authority pertaining to improvements, adjustments, or changes to the Program rests upon the Public Awareness Steering Committee. This will be conducted on an as needed basis but at least once annually.

Review and assessment of the effectiveness evaluation for the purpose of improving the program will be conducted on a four-year cycle using. The Public Awareness Program Lead will review the results of the effectiveness evaluation. If applicable, the Public Awareness Program Lead will propose any necessary revisions or adjustments to the Program based on findings from the effectiveness evaluation to the Public Awareness Team. The final authority pertaining to improvements, adjustments, or changes to the Program rests upon the Public Awareness Steering Committee.

Comment [T8]:

NOA #4:

1) Amend Effectiveness Evaluation process to include a defined process for implementing the recommended changes in a timely manner.

ESOP ACTION:

1) New section on Continuous Improvement was added to PAPP which better defines the process for review, implementation and follow up of continuous improvement as timely manner.

NOPV #4:

- 1) Effectiveness Evaluation did not adequately measure audience understandability of the messages.

COMPLIANCE ORDER #3:

- 1) Develop survey plan and forms for surveying target audiences no later than 12/31/11.
- 2) Implement survey for measuring understandability no later than 2/29/12.

SSCGP ACTIONS:

- 1) 11/21/11 response letter stated EE will be completely re conducted. Have contracted with vendor to conduct the evaluation.
- 2) Currently working on final version of survey questions. Will submit by 12/31/11 deadline.
- 3) Vendor will conduct EE and provide results by 2/29/12 deadline. In addition, have requested change in date for next EE from 2014 to 2016. Still waiting on final response from PHMSA.



Southern Star Central Gas Pipeline Company
PIPELINE SAFETY
Residential Survey

Date completed: _____ PDQWEBID: _____

Interviewer name: _____

Hello, this is _____ with Contemporary Communications. **WE ARE NOT A TELEMARKETING COMPANY. WE ARE NOT SELLING ANYTHING.** Many neighborhoods throughout the United States have pipelines running underground. We are conducting research regarding pipeline safety, which deals with pipelines that transport natural gas.

My supervisor may select your household to validate that this interview took place, so I need your first and last name and VERIFY your telephone number.

FIRST NAME: _____ LAST NAME: _____

Is your TELEPHONE NUMBER? _____

A. Are you the person in your household that receives the mail?

1 _____ Yes, CONTINUE

2 _____ No, may I speak with the person in the household that receives the mail?

_____ Yes, CONTINUE, REPEAT INTRODUCTION

_____ No, TERMINATE WITH THANKS

1) Are you aware of the role pipelines have in energy transportation in the United States?

- 1. Yes
- 2. No
- 3. Not Sure/Don't Know (**DO NOT READ**)

2) To the best of your knowledge, does Southern Star Central Gas Pipeline Company operate natural gas transmission pipelines in your area?

- 1. Yes
- 2. No (If "No" Skip to Q4)
- 3. Not Sure/Don't Know (**DO NOT READ**)

- 3) Approximately how close are you to the pipeline? **(READ RESPONSES)**
1. Less than ¼ mile
 2. ¼ to 1 mile
 3. Greater than 1 mile
- 4) How would you know if Southern Star Central Gas Pipeline Company operated a pipeline near you? **(CHECK ALL THAT APPLY / READ RESPONSES)**
1. Pipeline marker/sign
 2. Received mailing
 3. Line runs through property
 4. Other, **please specify:** _____
 5. Not Sure/Don't know **(DO NOT READ)**
- 5) Within the past 2 years, do you recall receiving information from Southern Star Central Gas Pipeline Company?
1. Yes
 2. No
 3. Not Sure/Don't Know **(DO NOT READ)**
- 6) What was the source of that information? **(CHECK ALL THAT APPLY / READ RESPONSES)**
1. Brochure by mail
 2. Face-to-face meeting with a company representative
 3. Door Hanger
 4. E-mail
 5. Radio advertisement
 6. TV advertisement
 7. Newspaper Ad or Article
 8. Word of mouth
 9. Posted signs or other information near a pipeline
 10. Telephone Call
 11. Other, **please specify:** _____
 12. Not Sure/Don't know **(DO NOT READ)**
- 7) If Southern Star Central Gas Pipeline Company were to communicate with you in the future about pipelines, what methods would you prefer they use? **(check all that apply)**
1. Face-to-face meetings
 2. Written material (i.e. brochure, flyer),
 3. Email
 4. Media (newspaper, radio, cable)
 5. Telephone Call
 6. Other

- 8) Q5 Where would you go to get contact information for the underground pipelines located in your community? (**READ RESPONSES / CHECK ALL THAT APPLY**)
1. Phone book
 2. Markers/signs along the pipeline
 3. Mailings from the pipeline operator
 4. Magnets containing pipeline phone number(s)
 5. Calendar containing pipeline phone number(s)
 6. The Internet
 7. National Pipeline Mapping System (www.npms.phmsa.dot.gov)
 8. Other, please specify: _____
 9. Not Sure/Don't Know (**DO NOT READ**)
- 9) Does Southern Star Central Gas Pipeline Company do a good job informing you about pipeline safety?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 10) Has the location of a pipeline caused you concern or difficulties?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 11) Are you aware of the National Pipeline Mapping System (NPMS)?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 12) Are you aware of the preventative measures Southern Star Central Gas Pipeline Company takes to maintain safe operations?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 13) What would you likely do if you saw suspicious or construction related activity on or near a pipeline right-of-way? (**CHECK ALL THAT APPLY / DO NOT READ RESPONSES**)
1. Call 911
 2. Call pipeline company
 3. Call One Call
 4. Do Nothing
 5. Other, please specify: _____

14) Have you ever called to report suspicious or worrisome activity near a pipeline?

1. Yes, (If "yes" ASK)
 - i) 14a. Who did you call? (READ RESPONSES / CHECK ALL THAT APPLY)
 - (1) Pipeline operator
 - (2) Other, please specify: _____
2. No
3. Not Sure/Don't Know (**DO NOT READ**)
4. Other, please specify: _____

15) Are you aware of the hazards related to natural gas transported by transmission pipelines?

1. Yes
2. No
3. Not Sure/Don't Know (**DO NOT READ**)

16) Do you know how to recognize a pipeline leak?

1. Yes
2. No
3. Not Sure/Don't Know (**DO NOT READ**)

17) What would you do in the event of a pipeline emergency? (check all that apply)

1. Call 911
2. Call pipeline company
3. Flee the area
4. Nothing

18) Do you know how to recognize a pipeline right-of-way?

1. Yes
2. No
3. Not Sure/Don't Know

19) If you were planning on digging, which of the following actions would you likely take?

1. Call 811
2. Call the One-Call
3. Call pipeline company
4. Don't know
5. Other please specify: _____

20) Have you ever heard of the One-Call System in your area?

1. Yes
2. No
3. Not Sure/Don't Know (**DO NOT READ**)

21) Have you ever heard of 811?

- 1 Yes
- 2 No
- 3 Not Sure/Don't Know (DO NOT READ)

22) Are you aware that **state law** requires advance notice be given to the **One-Call Center** before you plan to dig or excavate on your property?

- 1. Yes
- 2. No
- 3. Not Sure/Don't Know (DO NOT READ)

23) On a scale of 1 to 5, where 1 = **strongly agree** and 5 = **strongly disagree**, what is your level of agreement with the following statements?

(READ STATEMENTS)
DO NOT READ DON'T KNOW/NOT SURE CATEGORY

Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/ Not Sure
a. Rights-of-way can be recognized as corridors that are clear of trees, buildings or other structures except for pipeline markers.	1	2	3	4	5	6
b. Residents should not dig in the right-of-way.	1	2	3	4	5	6
c. Pipeline markers do not indicate the exact location of the underground pipeline.	1	2	3	4	5	6

24) Which of the following is the safest way for transporting natural gas? (check one)

- 1 Tank truck
- 2 Rail car
- 3 Pipeline
- 4 Barge

25) What do you believe are the leading causes of pipeline damage? (check all that apply)

1. Digging/excavation
2. Corrosion
3. Operator error
4. Flooding
5. Terrorism
6. Other

THE FOLLOWING QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY.

26) Which of the following categories best describes your age? (**READ RESPONSES**)

1. Less than 21
2. 21 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65 & older
8. Refused (**DO NOT READ**)

27) What is the **ONE** primary language spoken at your residence? (**READ RESPONSES/CIRCLE ONLY ONE**)

1. English
2. Spanish
3. French
4. Vietnamese
5. Chinese
6. Japanese
7. Other, please specify: _____

28) (**DO NOT READ**) Gender

1. Male
2. Female

**THANK YOU FOR PARTICIPATING IN THIS RESEARCH,
AND HAVE A PLEASANT EVENING!**



Southern Star Central Gas Pipeline
PIPELINE SAFETY
Emergency Official Survey

Date completed: _____ PDQWEBID: _____

Interviewer name: _____

Could I please speak with [FIRST NAME] [LAST NAME]?

- a) Yes (move to Opening)
- b) He/she is no longer here,
 - i) May I speak with the current [Title]
- c) No, **TERMINATE WITH THANKS**

OPENING

Hello, this is _____ with _____. **WE ARE NOT A TELEMARKETING COMPANY. WE ARE NOT SELLING ANYTHING.** Many neighborhoods throughout the United States have pipelines running underground. We are conducting research regarding pipeline safety, which deals with pipelines that transport natural gas, petroleum products or other chemicals.

My supervisor may select your survey to validate that this interview took place, so I will need to PLEASE obtain your first and last name and VERIFY your telephone number.

Is your TELEPHONE NUMBER? _____

- 1) Are you aware of the role pipelines have in energy transportation in the United States?
 1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

- 2) To the best of your knowledge, does Southern Star Central Gas Pipeline Company operate natural gas transmission pipelines in your area?
 1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

- 3) How would you know if Southern Star Central Gas Pipeline Company operated a pipeline near you? (**CHECK ALL THAT APPLY / READ RESPONSES**)
 1. Pipeline marker/sign
 2. Received mailing
 3. Line runs through property
 4. Other, **please specify:** _____
 5. Not Sure/Don't know (**DO NOT READ**)

- 4) Within the past 12 months, do you recall receiving information from Southern Star Central Gas Pipeline Company?
 1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

- 5) What was the source of that information? (**CHECK ALL THAT APPLY / READ RESPONSES**)
 1. Face-to-face meeting with a company representative
 2. Brochure by mail
 3. Door Hanger
 4. E-mail
 5. Radio advertisement
 6. TV advertisement
 7. Newspaper Ad or Article
 8. Word of mouth
 9. Posted signs or other information near a pipeline
 10. Telephone Call
 11. Other, **please specify:** _____
 12. Not Sure/Don't know (**DO NOT READ**)

- 6) If Southern Star Central Gas Pipeline Company were to communicate with you in the future about pipelines, what methods would you prefer they use? (check all that apply)
1. Face-to-face meetings
 2. Written material (i.e. brochure, flyer),
 3. Email
 4. Media (newspaper, radio, cable)
 5. Telephone Call
 6. Other
- 7) Where would you go to get contact information for the underground pipelines located in your community? (**READ RESPONSES / CHECK ALL THAT APPLY**)
1. Phone book
 2. Markers/signs along the pipeline
 3. Mailings from the pipeline operator
 4. Magnets containing pipeline phone number(s)
 5. Calendar containing pipeline phone number(s)
 6. The Internet
 7. National Pipeline Mapping System (www.npms.phmsa.dot.gov)
 8. Other, please specify: _____
 9. Not Sure/Don't Know (**DO NOT READ**)
- 8) Have you, or anyone else in your agency, met with any representative of Southern Star Central Gas Pipeline Company to discuss pipeline safety and emergency response plans within the past 12 months.
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 9) Does Southern Star Central Gas Pipeline Company do a good job informing you about pipeline safety?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 10) Has the location of a pipeline caused you concern or difficulties?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 11) Are you aware of the National Pipeline Mapping System (NPMS)?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

12) Are you aware of the preventative measures Southern Star Central Gas Pipeline Company takes to maintain safe operations?

1. Yes
2. No
3. Not Sure/Don't Know **(DO NOT READ)**

13) What would you likely do if you saw suspicious or construction related activity on or near a pipeline right-of-way? **(CHECK ALL THAT APPLY / DO NOT READ RESPONSES)**

1. Call 911
2. Call pipeline company
3. Call One Call
4. Do Nothing
5. Other, please specify: _____

14) Have you ever called to report suspicious or worrisome activity near a pipeline?

1. Yes, If yes **ASK**
 - i) 14a. Who did you call? **(READ RESPONSES / CHECK ALL THAT APPLY)**
 - (1) Pipeline operator
 - (2) Other, please specify: _____
2. No
3. Not Sure/Don't Know **(DO NOT READ)**
4. Other, please specify: _____

15) Is your department/agency aware of the hazards related natural gas transported by transmission pipelines?

1. Yes
2. No
3. Not Sure/Don't Know **(DO NOT READ)**

16) Is your department/agency aware of the hazard area radius associated with a natural gas transmission pipeline rupture?

1. Yes
2. No
3. Not Sure/Don't Know **(DO NOT READ)**

17) Do you know how to recognize a pipeline leak?

1. Yes
2. No
3. Not Sure/Don't Know **(DO NOT READ)**

18) What would you do in the event of a pipeline emergency? (check all that apply) Q20

1. Call 911
2. Call pipeline company
3. Flee the area
4. Nothing

19) What is a good plan of action when responding to a pipeline emergency?

1. Assess the situation, deny entry into the area and put out the fire.
2. Assess the situation, deny entry into the area and work the situation using a coordinated response with the pipeline company.
3. Immediately extinguish the fire and call for assistance.

20) Does your organization have an emergency response plan or Standard Operating Procedures for responding to a pipeline incident?

1. Yes
2. No
3. Not Sure/Don't Know (**DO NOT READ**)

21) In what areas do you need information or equipment to help you respond to a pipeline incident? (check all that apply)

1. Training
2. Special equipment
3. Knowledge about breaks and spills
4. Inherent dangers
5. Other
6. None

22) Have you conducted any practical training including drills or exercises to deal with a pipeline break or leak?

1. Yes
2. No
3. Not Sure/Don't Know (**DO NOT READ**)

23) Do you know how to recognize a pipeline right-of-way?

1. Yes
2. No
3. Not Sure/Don't Know

24) On a scale of 1 to 5, where 1 = *strongly agree* and 5 = *strongly disagree*, what is your level of agreement with the following statements?

(READ STATEMENTS)

DO NOT READ DON'T KNOW/NOT SURE CATEGORY

Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/ Not Sure
a. Rights-of-way can be recognized as corridors that are clear of trees, buildings or other structures except for pipeline markers.	1	2	3	4	5	6
b. Residents should <u>not</u> dig in the right-of-way.	1	2	3	4	5	6
c. Pipeline markers do <u>not</u> indicate the exact location of the underground pipeline.	1	2	3	4	5	6

25) Which of the following is the safest way for transporting natural gas? (check one)

1. Tank truck
2. Rail car
3. Pipeline
4. Barge

26) What do you believe are the leading causes of pipeline damage? (check all that apply)

1. Digging/excavation
2. Corrosion
3. Operator error
4. Flooding
5. Terrorism
6. Other

THE FOLLOWING QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY.

27) How long have you been in your position? (**READ RESPONSES**)

1. Less than 1 year
2. 1 to 5 years
3. 6 to 10 years
4. More than 10 years

28) What is your official title? _____

**THANK YOU FOR PARTICIPATING IN THIS RESEARCH,
AND HAVE A PLEASANT EVENING!**



Southern Star Central Gas Pipeline Company
PIPELINE SAFETY
Excavators Survey

Date completed: _____ PDQWEBID: _____

Interviewer name: _____

Could I please speak with [FIRST NAME] [LAST NAME]?

- a) Yes (move to Opening)
- b) He/she is no longer here,
 - i) May I speak with the current [Title]
- c) No, **TERMINATE WITH THANKS**

OPENING

Hello, this is _____ with _____. **WE ARE NOT A TELEMARKETING COMPANY. WE ARE NOT SELLING ANYTHING.** Many neighborhoods throughout the United States have pipelines running underground. We are conducting research regarding pipeline safety, which deals with pipelines that transport natural gas, petroleum products or other chemicals.

My supervisor may select your survey to validate that this interview took place, so I will need to **PLEASE obtain your first and last name and VERIFY your telephone number.**

Is your **TELEPHONE NUMBER?** _____

- 1) Are you aware of the role pipelines have in energy transportation in the United States?
 1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

- 2) To the best of your knowledge, does Southern Star Central Gas Pipeline Company operate natural gas transmission pipelines in your area?
 1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

- 3) How would you know if Southern Star Central Gas Pipeline Company operated a pipeline near you? (**CHECK ALL THAT APPLY / READ RESPONSES**)
 1. Pipeline marker/sign
 2. Received mailing
 3. Line runs through property
 4. Other, **please specify:** _____
 5. Not Sure/Don't know (**DO NOT READ**)

- 4) Within the past 12 months, do you recall receiving information from Southern Star Central Gas Pipeline Company?
 1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

- 5) What was the source of that information? (**CHECK ALL THAT APPLY / READ RESPONSES**)
 1. Brochure by mail
 2. Face-to-face meeting with a company representative
 3. Door Hanger
 4. E-mail
 5. Radio advertisement
 6. TV advertisement
 7. Newspaper Ad or Article
 8. Word of mouth
 9. Posted signs or other information near a pipeline
 10. Telephone Call
 11. Other, **please specify:** _____
 12. Not Sure/Don't know (**DO NOT READ**)

- 6) If Southern Star Central Gas Pipeline Company were to communicate with you in the future about pipelines, what methods would you prefer they use? (check all that apply)
1. Face-to-face meetings
 2. Written material (i.e. brochure, flyer),
 3. Email
 4. Media (newspaper, radio, cable)
 5. Telephone Call
 6. Other
- 7) Where would you go to get contact information for the underground pipelines located in your community? (**READ RESPONSES / CHECK ALL THAT APPLY**)
1. Phone book
 2. Markers/signs along the pipeline
 3. Mailings from the pipeline operator
 4. Magnets containing pipeline phone number(s)
 5. Calendar containing pipeline phone number(s)
 6. The Internet
 7. National Pipeline Mapping System (www.npms.phmsa.dot.gov)
 8. Other, please specify: _____
 9. Not Sure/Don't Know (**DO NOT READ**)
- 8) Have you, or anyone else in your agency, met with any representative of Southern Star Central Gas Pipeline Company to discuss pipeline safety and emergency response plans within the past 12 months.
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 9) Does Southern Star Central Gas Pipeline Company do a good job informing you about pipeline safety?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 10) Has the location of a pipeline caused you concern or difficulties?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 11) Are you aware of the preventative measures Southern Star Central Gas Pipeline Company takes to maintain safe operations?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

12) Is your company involved in any form of excavation, digging, fencing, landscaping, or any other type of earth moving, as part of your business?

1. Yes
2. No (Skip to Q15)
3. Not Sure/Don't Know (DO NOT READ)

13) How many times in the past twelve months did you contact your local One-Call System to inquire about the location of pipelines or utilities before you began to excavate?

1. 0 (if more than 0, skip to Q15)
2. Less than 3
3. 3-4
4. 5-10
5. 10-20
6. 21 or more

14) If "0", why did you not use the One-Call System prior to digging?

1. Wasn't aware
2. Knew where underground utilities were
3. Didn't know it was free
4. Convenience
5. Not Sure/Don't Know (DO NOT READ)

15) If you were planning on digging, which of the following actions would you likely take?

1. Call 811
2. Call the One-Call
3. Call pipeline company
4. Don't know
5. Other please specify: _____

16) Have you ever heard of 811?

1. Yes
2. No
3. Not Sure/Don't Know (DO NOT READ)

17) How often do you check to see if a pipeline exists, and where it is located, prior to digging? (CHECK ONE)

1. _____ Always
2. _____ Usually
3. _____ Sometimes
4. _____ Rarely
5. _____ Never
6. _____ Not applicable

- 18) Are you aware that **state law** requires advance notice be given to the **One-Call Center** before you plan to dig or excavate on your property?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 19) Is your company aware of the hazards related to natural gas transported by transmission pipelines?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 20) Do you know how to recognize a pipeline leak?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 21) What would you do in the event of a pipeline emergency? (check all that apply)
1. Call 911
 2. Call pipeline company
 3. Flee the area
 4. Nothing
- 22) Do you know how to recognize a pipeline right-of-way?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

23) On a scale of 1 to 5, where 1 = *strongly agree* and 5 = *strongly disagree*, what is your level of agreement with the following statements?

(READ STATEMENTS)

DO NOT READ DON'T KNOW/NOT SURE CATEGORY

Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/ Not Sure
a. Rights-of-way can be recognized as corridors that are clear of trees, buildings or other structures except for pipeline markers.	1	2	3	4	5	6
b. Residents should <u>not</u> dig in the right-of-way.	1	2	3	4	5	6
c. Pipeline markers do <u>not</u> indicate the exact location of the underground pipeline.	1	2	3	4	5	6

24) Which of the following is the safest way for transporting natural gas? (check one)

1. Tank truck
2. Rail car
3. Pipeline
4. Barge

25) What do you believe are the leading causes of pipeline damage? (check all that apply)

1. Digging/excavation
2. Corrosion
3. Operator error
4. Flooding
5. Terrorism
6. Other

THE FOLLOWING QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY.

26) What is your official title?
(READ RESPONSES)

27) How many years have you been in your current position?

1. Less than 1
2. 1-2
3. 2-5
4. 5-10
5. more than 10

28) **(DO NOT READ) Gender**

1. Male
2. Female

**THANK YOU FOR PARTICIPATING IN THIS RESEARCH,
AND HAVE A PLEASANT EVENING!**



Southern Star Central Gas Pipeline Company
PIPELINE SAFETY
Public Official Survey

Could I please speak with **[FIRST NAME] [LAST NAME]?**

- a) Yes (**move to Opening**)
- b) He/she is no longer here,
 - i) May I speak with the current **[Title]**
- c) No, **TERMINATE WITH THANKS**

OPENING

Hello, this is _____ with _____. **WE ARE NOT A TELEMARKETING COMPANY. WE ARE NOT SELLING ANYTHING.** Many neighborhoods throughout the United States have pipelines running underground. We are conducting research regarding pipeline safety, which deals with pipelines that transport natural gas, petroleum products or other chemicals.

My supervisor may select your survey to validate that this interview took place, so I will need to **PLEASE obtain your first and last name and VERIFY your telephone number.**

Is your **TELEPHONE NUMBER?** _____

- 1) Are you aware of the role pipelines have in energy transportation in the United States?
 1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

- 2) To the best of your knowledge, does Southern Star Central Gas Pipeline Company operate natural gas transmission pipelines in your area?
 1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

- 3) How would you know if Southern Star Central Gas Pipeline Company operated a pipeline near you? (**CHECK ALL THAT APPLY / READ RESPONSES**)
 1. Pipeline marker/sign
 2. Received mailing
 3. Line runs through property
 4. Other, please specify: _____
 5. Not Sure/Don't know (**DO NOT READ**)

- 4) Within the past three years, do you recall receiving information from a Southern Star Central Gas Pipeline Company?
 1. Yes
 2. No (**Skip to Q6**)
 3. Not Sure/Don't Know (**DO NOT READ**)

- 5) What was the source of that information? (**CHECK ALL THAT APPLY / READ RESPONSES**)
 1. Face-to-face meeting with a company representative
 2. Brochure by mail
 3. Door Hanger
 4. E-mail
 5. Radio advertisement
 6. TV advertisement
 7. Newspaper Ad or Article
 8. Word of mouth
 9. Posted signs or other information near a pipeline
 10. Telephone Call
 11. Other, please specify: _____
 12. Not Sure/Don't know (**DO NOT READ**)

- 6) If Southern Star Central Gas Pipeline Company were to communicate with you in the future about pipelines, what methods would you prefer they use? (check all that apply)
1. Written material (i.e. brochure, flyer),
 2. Face-to-face meetings
 3. Email
 4. Media (newspaper, radio, cable)
 5. Telephone Call
 6. Other
- 7) Where would you go to get contact information for the underground pipelines located in your community? (READ RESPONSES / CHECK ALL THAT APPLY)
1. Phone book
 2. Markers/signs along the pipeline
 3. Mailings from the pipeline operator
 4. Magnets containing pipeline phone number(s)
 5. Calendar containing pipeline phone number(s)
 6. The Internet
 7. National Pipeline Mapping System (www.npms.phmsa.dot.gov)
 8. Other, **please specify:** _____
 9. Not Sure/Don't Know (**DO NOT READ**)
- 8) Have you, or anyone else in your agency, met with any representative of Southern Star Central Gas Pipeline Company to discuss pipeline safety within the past 3 years?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 9) Does Southern Star Central Gas Pipeline Company do a good job informing you about pipeline safety?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 10) Has the location of a pipeline caused you concern or difficulties?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)
- 11) Are you aware of the National Pipeline Mapping System (NPMS)?
1. Yes
 2. No
 3. Not Sure/Don't Know (**DO NOT READ**)

12) Are you aware of the preventative measures Southern Star Central Gas Pipeline Company takes to maintain safe operations?

1. Yes
2. No
3. Not Sure/Don't Know (**DO NOT READ**)

13) What would you likely do if you saw suspicious or construction related activity on or near a pipeline right-of-way? (**CHECK ALL THAT APPLY / DO NOT READ RESPONSES**)

1. Call 911
2. Call pipeline company
3. Call One Call
4. Do Nothing
5. Other, please specify: _____

14) Have you ever called to report suspicious or worrisome activity near a pipeline?

1. Yes, **If yes ASK**
 - i) 14a. Who did you call? (**READ RESPONSES / CHECK ALL THAT APPLY**)
 - (1) Pipeline operator
 - (2) Other, please specify: _____
2. No
3. Not Sure/Don't Know (**DO NOT READ**)
4. Other, please specify: _____

15) Is your department/agency aware of the hazards related to natural gas transported by transmission pipelines?

1. Yes
2. No
3. Not Sure/Don't Know (**DO NOT READ**)

16) Do you know how to recognize a pipeline leak?

1. Yes
2. No
3. Not Sure/Don't Know (**DO NOT READ**)

17) What would you do in the event of a pipeline emergency? (**check all that apply**)

1. Call 911
2. Call pipeline company
3. Flee the area
4. Nothing

18) Do you know how to recognize a pipeline right-of-way?

1. Yes
2. No
3. Not Sure/Don't Know

19) If you were planning on digging, which of the following actions would you likely take?

1. Call 811
2. Call the One-Call
3. Call pipeline company
4. Don't know
5. Other please specify: _____

20) How often does your city, municipality or town, check to see if a pipeline exists by using the One-Call Center, prior to digging?

1. Always (If Always Skip to Q22)
2. Usually
3. Sometimes
4. Rarely
5. Never
6. Not Sure/Don't Know (DO NOT READ)
7. Not applicable

21) Why is the One-Call System not used always?

1. Isn't aware
2. Knows where underground utilities are
3. Didn't know it was free
4. Convenience
5. Not Sure/Don't Know (DO NOT READ)

22) Are you aware that state law requires advance notice is given to the One-Call Center before any planned digging or excavating?

1. Yes
2. No
3. Not Sure/Don't Know (DO NOT READ)

23) Have you ever heard of the One-Call System in your area?

1. Yes
2. No
3. Not Sure/Don't Know (DO NOT READ)

24) Have you ever heard of 811?

- 1 Yes
- 2 No
- 3 Not Sure/Don't Know (DO NOT READ)

25) On a scale of 1 to 5, where 1 = *strongly agree* and 5 = *strongly disagree*, what is your level of agreement with the following statements?

(READ STATEMENTS)

DO NOT READ DON'T KNOW/NOT SURE CATEGORY

Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/ Not Sure
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b. Residents should <u>not</u> dig in the right-of-way.	1	2	3	4	5	6
c. Pipeline markers do <u>not</u> indicate the exact location of the underground pipeline.	1	2	3	4	5	6

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1. Tank truck
2. Rail car
3. Pipeline
4. Barge

27) What do you believe are the leading causes of pipeline damage? (check all that apply)

1. Digging/excavation
2. Corrosion
3. Operator error
4. Flooding
5. Terrorism
6. Other

THE FOLLOWING QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY.

28) How long have you been in your position? (READ RESPONSES)

1. Less than 1 year
2. 1 to 5 years
3. 6 to 10 years
4. More than 10 years

29) What is your official title? _____

**THANK YOU FOR PARTICIPATING IN THIS RESEARCH,
AND HAVE A PLEASANT EVENING!**