



**Description** To determine when an abnormal operation exists and to give operator personnel the appropriate steps to correct the AOC and return the pipeline and/or facility to normal operating conditions.

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**Regulatory Applicability**

- Regulated Transmission Pipelines
- Regulated Gathering Pipelines (Type A)
- Regulated Gathering Pipelines (Type B)
- Distribution Pipelines

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**Frequency** As required

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**Reference** WTG P-191.23 Safety Related Conditions  
49 CFR 192.605(c) *Procedural Manual for Operations, Maintenance and Emergencies: Abnormal Operation*

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**Forms / Record Retention** *District Specific Abnormal Operations Log / 5 years*  
WTG F-192.605(c) / 5 years

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**Related Specifications** None

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**OQ Covered Task** None

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**General Procedures for Abnormal Operations**

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1. Reports of possible abnormal conditions can come from almost any source, company communication systems, the general public, landowners, vendors, customers, travelers, etc. The employee/company representative receiving such reports should get as much information as possible, such as:
  - a) Nature of the possible issue/incident.
  - b) Location of the possible issue/incident.
  - c) Name and contact information of the person reporting.
  - d) Details of the possible issue/incident.
2. An abnormal operation is:
  - a) Any operation that exceeds the pipeline's design limits. Note: the definition of design limits is any operation parameter outside of "normal" operating conditions (which may result in hazard to persons or property).
  - b) Unintended valve closures or station shutdowns
  - c) Loss of communications unless normal operating conditions can be verified by other means. Activation of any safety device
  - d) Malfunction of a component (which may result in hazard to persons or property).
  - e) Personnel error related to pipeline activities (which may result in hazard to persons or property)
3. The company employee should take immediate steps to identify the cause of the possible abnormal operation and take appropriate corrective action. Ensuring personal safety and public safety is the priority when taking corrective actions.
4. Once the cause of abnormal operation has been identified and corrected, the appropriate field personnel should monitor the pipeline to ensure it has returned to normal operating conditions. All critical operational points must be reviewed and any variation from normal operation must be accounted for.
5. The responding company employee will communicate with the District Manager and report the abnormal operations, the root cause, and methods of correction.
6. Following an abnormal operation, the District Manager is responsible for the following actions for each AOC within their district:
  - a) Review the event and ensure the root cause was identified.
  - b) Enter the event in the District Specific Abnormal Operations Log.
  - c) Review the response to ensure employee actions were effective.
  - d) Ensure the event did not contain a safety-related condition (See P-191.23).



- e) In addition, the procedures used during the abnormal operations will be periodically reviewed for effectiveness.
- f) In the event information/lessons learned by other WTG district employees can be obtained by sharing the specifics of the AOC, the District Manager will complete Form F-192.605(c) and forward it to the Compliance Department.
- g) Retain documentation in the DOT files.