Table 2-1 - Summary Public Awareness Communications for Hazardous Liquids and Natural Gas Transmission

Pipeline Operators

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder Audience | Message Type | Delivery Frequency | Delivery Method and/or Media |
| 2-1.1 Affected Public |
| Residents located along transmission pipeline R and Places of Congregation  | Baseline Messages:• Pipeline purpose and reliability • Awareness of hazards and prevention measures undertaken • Damage prevention awareness • One-call requirements • Leak recognition and response • Pipeline location information • How to get additional information • Availability of list of pipeline opera- tors through NPMS | Baseline Frequency = 2 years | Baseline Activity: • Targeted distribution of print materials• Pipeline markers |
| Supplemental Message: • Information and/or overview of opera-tor's Integrity Management Program • ROW encroachment prevention • Any planned major maintenance/con- struction activity | Supplemental Frequency: Additional frequency and sup- plemental efforts as determined by specifics of the pipeline seg- ment or environment | Supplemental Activity: • Print materials • Personal contact • Telephone calls • Group meetings • Open houses |
| Residents near storage or other major operational facilities  | Supplemental Message: • Information and/or overview of opera-tor's Integrity Management Program • Special incident response notification and/or evacuation measures if appro- priate to product or facility • Facility purpose | Supplemental Frequency: Additional frequency and sup- plemental efforts as determined by specifics of the pipeline seg- ment or environment | Supplemental Activity: • Print materials • Personal contact • Telephone calls • Group meetings • Open houses  |

Table 2-1 - Summary Public Awareness Communications for Hazardous Liquids and Natural Gas Transmission

Pipeline Operators (Continued)

|  |  |  |  |
| --- | --- | --- | --- |
| StakeholderAudience | Message Type | Delivery Frequency | Delivery Method and/orMedia |
| 2-1.2 Emergency Officials |
| EmergencyOfficials | Baseline Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Emergency Preparedness Communi- cations• Potential hazards• Pipeline location information and availability of NPMS• How to get additional information | Baseline Frequency = Annual | Baseline Activity:• Personal contact(generally preferred) OR• Targeted distribution of printmaterialsOR• Group meetingsOR• Telephone calls with targeteddistribution of print materials |
| Supplemental Message:• Provide information and /or overviewof Integrity measures undertaken• Maintenance construction activity | Supplemental Frequency:Additional frequency and sup- plemental efforts as determined by specifics of the pipeline seg- ment or environment | Supplemental Activity:• Emergency tabletop,deployment exercises• Facility tour• Open house |
| 2-1.3 Local Public Officials |
| PublicOfficials | Baseline Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Emergency preparedness communica- tions• One-call requirements• Pipeline location information and availability of NPMS• How to get additional information | Baseline Frequency = 3 years | Baseline Activity:• Targeted distribution of printmaterials |
| Supplemental Message:• If applicable, provide informationabout designation of HCA (or other factors unique to segment) and sum- mary of integrity measures undertaken• ROW encroachment prevention• Maintenance construction activity | Supplemental Frequency:• If in HCA, then annual con-tact to appropriate public safety officials• Otherwise, as appropriate to level of activity or upon request | Supplemental Activity:• Personal contact• Telephone calls• Videos and CDs |

Table 2-1 - Summary Public Awareness Communications for Hazardous Liquids and Natural Gas Transmission

Pipeline Operators (Continued)

|  |  |  |  |
| --- | --- | --- | --- |
| StakeholderAudience | Message Type | Delivery Frequency | Delivery Method and/orMedia |
| 2-1.4 Excavators |
| Excavators /Contractors | Baseline Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Damage prevention awareness• One-call requirements• Leak recognition and response• How to get additional information | Baseline Frequency = Annual | Baseline Activity:• Targeted distribution of printmaterials• One-Call Center outreach• Pipeline markers |
| Supplemental Messages:Pipeline purpose, prevention measures and reliability | Supplemental Frequency:Additional frequency and sup- plemental efforts as determined by specifics of the pipeline seg- ment or environment | Supplemental Activity:• Personal contact• Group meetings |
| LandDevelopers | Supplemental Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Damage Prevention Awareness• One-call Requirements• Leak Recognition and Response• ROW Encroachment Prevention• Availability of list of pipeline opera- tors through NPMS | Supplemental Frequency:Frequency as determined by spe- cifics of the pipeline segment or environment | Supplemental Activity:• Targeted distribution of printmaterials• Pipeline markers• Personal contact• Group meetings• Telephone calls |
| One-CallCenters | Baseline Messages:• Pipeline location information• Other requirements of the applicableOne-Call Center | Baseline Frequency:• Requirements of the applica-ble One-Call Center | Baseline Activity:• Membership in appropriateOne-Call Center• Requirements of the applica- ble One-Call Center• Maps (as required) |
| Supplemental Messages:• One-Call System performance• Accurate line location information• One-Call System improvements | Supplemental Frequency:As changes in pipeline routes or contact information occur or as required by state requirements | Supplemental Activity:• Targeted distribution of printmaterials• Personal contact• Telephone calls |

Table 2-2—Summary Public Awareness Communications for Local Natural Gas

Distribution (LDC) Companies

|  |  |  |  |
| --- | --- | --- | --- |
| StakeholderAudience | Message Type | Suggested Frequency | Suggested Delivery Methodand/or Media |
| 2-2.1 Affected Public |
| Residentsalong the Local Distribution System (LDC) | Baseline Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Damage prevention awareness• Leak recognition and response• How to get additional information | Baseline Frequency = Annual | Baseline Activity:• Public service announce-ments, OR• Paid advertising, OR• Bill stuffers (for combination electric & gas companies) |
| Supplemental Frequency:• Additional frequency andsupplemental efforts as determined by specifics ofthe pipeline segment or envi- ronment | Supplemental Activity:• Targeted distribution of printmaterials• Newspaper and magazines• Community events or• Community neighborhood newsletters |
| LDCCustomers | Baseline Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Damage Prevention Awareness• Leak Recognition and Response• How to get additional information | Baseline Frequency = Twiceannually | Baseline Activity:• Bill stuffers |
| Supplemental Frequency:• Additional frequency andsupplemental efforts as determined by specifics ofthe pipeline segment or envi- ronment | Supplemental Activity:• Targeted distribution of printmaterials |
| 2-2.2 Emergency Officials |
| EmergencyOfficials | Baseline Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Emergency preparedness communica- tions• How to get additional information | Baseline Frequency = Annual | Baseline Activity:• Print materials, OR• Group meetings |
| Supplemental Frequency:• Additional frequency andsupplemental efforts as determined by specifics ofthe pipeline segment or envi- ronment | Supplemental Activity:• Telephone calls• Personal contact• Videos and CDs |
| 2-2.3 Local Public Officials |
| Public Officials | Baseline Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Emergency preparedness communica- tions• How to get additional information | Baseline Frequency = 3 years | Baseline Activity:• Targeted distribution of printmaterials |
| Supplemental Frequency:• Additional frequency andsupplemental efforts as determined by specifics ofthe pipeline segment or envi- ronment | Supplemental Activity:• Group meetings• Telephone calls• Personal contact |

Table 2-2—Summary Public Awareness Communications for Local Natural Gas

Distribution (LDC) Companies (Continued)

|  |  |  |  |
| --- | --- | --- | --- |
| StakeholderAudience | Message Type | Suggested Frequency | Suggested Delivery Methodand/or Media |
| 2-2.4 Excavators |
| Excavators /Contractors | Baseline Messages:• Pipeline purpose and reliability• Awareness of hazards and prevention measures undertaken• Leak recognition and response• One-call requirements• How to get additional information | Baseline Frequency = Annual | Baseline Activity:• One-Call Center outreachOR• Group meetings |
| Supplemental Frequency:• Additional frequency andsupplemental efforts as determined by specifics ofthe pipeline segment or envi- ronment | Supplemental Activity:• Personal contact• Videos and CDs• Open houses |
| One-CallCenters | Baseline Messages:• Pipeline location information• Other requirements of the applicableOne-Call Center | Baseline Frequency:• Requirements of the applica-ble One-Call Center | Baseline Activity:• Membership in appropriateOne-Call Center• Requirements of the applica- ble One-Call Center• Maps (as required) |
| Supplemental Messages:• One-Call System performance• Accurate line location information• One-Call System improvements | Supplemental Frequency:• As changes in pipeline routesor contact information occur or as required by state requirements | Supplement Activity:• Targeted distribution of printmaterials• Personal contact• Telephone calls• Maps (as required) |

Table 2-3—Summary Public Awareness Communications for Gathering Pipeline Operators

|  |  |  |  |
| --- | --- | --- | --- |
| StakeholderAudience | Message Type | Delivery Frequency | Delivery Method and/orMedia |
| 2-3.1 Affected Public |
| Residents,andPlaces of Congregation within area of potential impact | Baseline Messages:• Gathering pipeline purpose• Awareness of hazards• Prevention measures undertaken• Damage prevention awareness• One-call requirements• Leak Recognition and Response• How to get additional information | Baseline Frequency = 2 years | Baseline Activity:• Targeted distribution of printmaterials OR• Personal contact |
| Supplemental Messages:• Planned maintenance constructionactivity• Special emergency procedures if sour gas or other segment specific reason. | Supplemental Frequency:• Annually for sour gas gather-ing lines• Additional frequency as determined by specifics ofthe pipeline segment or envi- ronment. | Supplemental Activity:• Pipeline markers• Print materials• Personal contact• Telephone calls• Group meetings• Mass media• Other activities described inSection 5 |

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Table 2-3—Summary Public Awareness Communications for Gathering Pipeline Operators (Continued)

|  |  |  |  |
| --- | --- | --- | --- |
| StakeholderAudience | Message Type | Delivery Frequency | Delivery Method and/orMedia |
| 2-3.2 Emergency Officials |
| EmergencyOfficials | Baseline Messages:• Gathering pipeline location and pur-pose• Awareness of hazards• Prevention measures undertaken• Emergency preparedness communica- tions, company contact and response information• Specific description of products trans- ported and any potential special haz- ards• How to get additional information | Baseline Frequency = Annual | Baseline Activity:• Personal contact (generallypreferred) OR• Targeted distribution of print materialsOR• Group meetingsOR• Telephone calls with targeted distribution of print materials |
| Supplemental Messages:• Planned maintenance constructionactivity• Special emergency procedures if sour gas or other segment specific reason |  | Supplemental Activity:• Emergency tabletop deploy-ment exercises• Facility tour• Open house |
| 2-3.3 Local Public Officials |
| PublicOfficials | Baseline Messages:• General location and purpose of gath-ering pipeline• Awareness of hazards• Prevention measures undertaken• Copies of materials provided to affected public and emergency offi- cials• Company contacts• How to get additional information | Baseline Frequency = 3 years | Baseline Activity:• Targeted distribution of printmaterials |
| Supplemental Message:• ROW encroachment prevention• Maintenance construction activity• Special emergency procedures if sour gas or other segment specific reasons. | Supplemental Frequency:• If in HCA, then more fre-quent or annual contact with appropriate public safety officials• Otherwise as appropriate to level of activity or upon request | Supplemental Activity:• Personal contact• Telephone calls• Videos and CDs |

Table 2-3—Summary Public Awareness Communications for Gathering Pipeline Operators (Continued)

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|  |  |  |  |
| --- | --- | --- | --- |
| StakeholderAudience | Message Type | Delivery Frequency | Delivery Method and/orMedia |
| 2-3.4 Excavators |
| Excavators /Contractors | Baseline Messages:• General location and purpose of gath-ering pipeline• Awareness of hazards• Prevention measures undertaken• Damage prevention awareness• One-call requirements• Leak recognition and response• How to get additional information | Baseline Frequency = Annual | Baseline Activity:• Targeted distribution of printmaterials• One-Call Center outreach• Pipeline markers |
| Supplemental Activity:• Personal contact• Group meetings• One-Call Center outreach• mass media |
| LandDevelopers | Supplemental Messages:• General location and purpose of gath-ering pipeline• Awareness of hazards• Prevention measures undertaken• Damage prevention awareness | Supplemental Frequency:Frequency as determined by spe- cifics of the pipeline segment or environment | Supplemental Activity:• Targeted distribution of printmaterials• Personal contact• Group meetings• Telephone calls |
| One-CallCenters | Baseline Messages:• Pipeline location information• Other requirements of the applicableOne-Call Center | Baseline Frequency:• Requirements of the applica-ble One-Call Center | Baseline Activity:• Membership in appropriateOne-Call Center• Requirements of the applica- ble One-Call Center• Maps (as required) |
| Supplemental Messages:• One-Call System performance• Accurate line location information• One-Call System improvements | Supplemental Frequency:As changes in pipeline routes or contact information occur or as required by state requirements | Supplement Activity:• Targeted distribution of printmaterials• Personal contact• Telephone calls• Maps (as required) |