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)

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder  Audience | Message Type | Delivery Frequency | Delivery Method and/or  Media |
| 2-1.2 Emergency Officials | | | |
| Emergency  Officials | 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 print  materials  OR  • Group meetings  OR  • Telephone calls with targeted  distribution of print materials |
| Supplemental Message:  • Provide information and /or overview  of 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 | | | |
| Public  Officials | 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 print  materials |
| Supplemental Message:  • If applicable, provide information  about 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)

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder  Audience | Message Type | Delivery Frequency | Delivery Method and/or  Media |
| 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 print  materials  • 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 |
| Land  Developers | 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 print  materials  • Pipeline markers  • Personal contact  • Group meetings  • Telephone calls |
| One-Call  Centers | Baseline Messages:  • Pipeline location information  • Other requirements of the applicable  One-Call Center | Baseline Frequency:  • Requirements of the applica-  ble One-Call Center | Baseline Activity:  • Membership in appropriate  One-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 print  materials  • Personal contact  • Telephone calls |

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

Distribution (LDC) Companies

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder  Audience | Message Type | Suggested Frequency | Suggested Delivery Method  and/or Media |
| 2-2.1 Affected Public | | | |
| Residents  along 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 and  supplemental efforts as determined by specifics of  the pipeline segment or envi- ronment | Supplemental Activity:  • Targeted distribution of print  materials  • Newspaper and magazines  • Community events or  • Community neighborhood newsletters |
| LDC  Customers | 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 = Twice  annually | Baseline Activity:  • Bill stuffers |
| Supplemental Frequency:  • Additional frequency and  supplemental efforts as determined by specifics of  the pipeline segment or envi- ronment | Supplemental Activity:  • Targeted distribution of print  materials |
| 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 and  supplemental efforts as determined by specifics of  the 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 print  materials |
| Supplemental Frequency:  • Additional frequency and  supplemental efforts as determined by specifics of  the 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)

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder  Audience | Message Type | Suggested Frequency | Suggested Delivery Method  and/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 outreach  OR  • Group meetings |
| Supplemental Frequency:  • Additional frequency and  supplemental efforts as determined by specifics of  the pipeline segment or envi- ronment | Supplemental Activity:  • Personal contact  • Videos and CDs  • Open houses |
| One-Call  Centers | Baseline Messages:  • Pipeline location information  • Other requirements of the applicable  One-Call Center | Baseline Frequency:  • Requirements of the applica-  ble One-Call Center | Baseline Activity:  • Membership in appropriate  One-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 print  materials  • Personal contact  • Telephone calls  • Maps (as required) |

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

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder  Audience | Message Type | Delivery Frequency | Delivery Method and/or  Media |
| 2-3.1 Affected Public | | | |
| Residents,  and  Places 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 print  materials OR  • Personal contact |
| Supplemental Messages:  • Planned maintenance construction  activity  • 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 of  the pipeline segment or envi- ronment. | Supplemental Activity:  • Pipeline markers  • Print materials  • Personal contact  • Telephone calls  • Group meetings  • Mass media  • Other activities described in  Section 5 |

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

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder  Audience | Message Type | Delivery Frequency | Delivery Method and/or  Media |
| 2-3.2 Emergency Officials | | | |
| Emergency  Officials | 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 (generally  preferred) OR  • Targeted distribution of print materials  OR  • Group meetings  OR  • Telephone calls with targeted distribution of print materials |
| Supplemental Messages:  • Planned maintenance construction  activity  • 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 | | | |
| Public  Officials | 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 print  materials |
| 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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|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder  Audience | Message Type | Delivery Frequency | Delivery Method and/or  Media |
| 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 print  materials  • One-Call Center outreach  • Pipeline markers |
| Supplemental Activity:  • Personal contact  • Group meetings  • One-Call Center outreach  • mass media |
| Land  Developers | 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 print  materials  • Personal contact  • Group meetings  • Telephone calls |
| One-Call  Centers | Baseline Messages:  • Pipeline location information  • Other requirements of the applicable  One-Call Center | Baseline Frequency:  • Requirements of the applica-  ble One-Call Center | Baseline Activity:  • Membership in appropriate  One-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 print  materials  • Personal contact  • Telephone calls  • Maps (as required) |