



City of Douglas

Plan for Natural Gas
Emergencies

Implementation Date: 08/02/2024

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Appendix A-1 – Procedures for Ensuring Updated Emergency On-Call List(s) are Available to Applicable Personnel Receiving Emergency Calls After Hours

It is imperative that all personnel receiving emergency calls have the correct contact information of personnel that may respond to an emergency. The following procedures shall be followed to ensure that personnel receiving emergency calls have the necessary emergency on-call list of the personnel that may respond to an emergency:

As on-call personnel rotate on and off call, ***City of Douglas*** will provide those personnel receiving emergency calls with a current on-call list. This list may be communicated via email, fax, phone call, or personal contact.

This on-call list shall contain the following information:

- Company Name
- Duration of On-call
- Name of On-call personnel
- Title
- Cell #
- Pager #
- Push-to-Talk Radio # (Two-Way Radio Frequency, etc)
- Home #
- Office #
- Vehicle #, if applicable
- Specific Instruction(s) Area

A sample Emergency On-call form is provided in **Appendix A-2**



Appendix A-2 –City of Douglas Emergency Contact On-Call List

DO NOT STOP contact attempts until a contact is acknowledged and response to the Emergency is confirmed!!!!!!!!!!

City of Douglas Emergency On-Call List								
Duration of On-Call:	From:	08/02/2024	To:	08/02/2025				
Name of Personnel On-Call	Title	Cell #	Pager #	Home #	Radio #	Office #	Vehicle #	
Initial Call-Out should be to the personnel listed in row 1A.								
1A.	Lillie Smith	Administrative Assistant	(912)389-3427	N/A	N/A	Base	(912)389-3427	N/A
2A.	Ty-Conney Nelson	Compliance Officer	(912) 850-5028	N/A	N/A	Gas-4	(912) 389-3427	470003
Attempt contact at 5 minute intervals for a maximum of two tries. If no response after 5 minutes of the second try, attempt to make contact with personnel listed in row 2A								
3A.	Randy Thacker	Utility Locator	(912)-393-4998	N/A	(912)592-7076	Gas-5	(912) 389-3427	470001
4A.	Trace Tatum	Distribution Tech III	(912) 613-0693	N/A	N/A	Gas-6	(912) 389-3427	470008
Attempt contact of personnel in row 3A at 5 minute intervals. If no response after 5 minutes, another attempt should be made to contact the personnel, AND; contact personnel listed in row 1B or 2B or 3B. If no response after 5 minutes of the second try, attempt to make contact with personnel listed in row 4A								
Management contacts as referred to above								
1B.	Andrew Jackson	Natural Gas Director	(912)327-2833	N/A	(912)327-1155	Gas-1	(912)389-3427	470025
2B.	Marty Thornton	Operations Manager	(912)327-2832	N/A	(912)384-0678	Gas-2	(912)389-3427	470022
3B.	Joey Castelo	Gas Distribution Supervisor	(912) 850-4025	N/A	N/A	Gas-3	(912) 389-3427	470010
Additional Instructions/Notes								

As On-Call personnel rotate on and off call, or as the personnel listed in the On-Call list changes, an updated On-Call list shall be communicated / distributed to those organizations responsible for fielding emergency calls involving gas pipeline emergencies

Note: This form may be substituted with any other form/document that serves the same purpose. This form may be modified as needed to suit City of Douglas’s needs.



Appendix B-1 – Protocols for Personnel Receiving Emergency Calls

It is imperative that personnel receiving a report of a gas leak obtain as much information as possible about the leak in order to properly evaluate and react properly to the call.

The following information should be obtained, if possible, upon receipt of call of a gas leak or other gas emergency:

- Name of person(s) reporting the emergency
- Address of Leak, Odor, or Emergency
- Nearest Cross Street(s) or Intersection
- Telephone Number of Caller
- Description of Problem/Emergency

I. Questions to ask caller:

1. Location of odor – Inside? Or Outside?

If “Inside”, consideration should be given to asking the following:

- a. Can you hear evidence of escaping gas?
- b. Can you smell gas throughout the building?
- c. Has an appliance been moved or disconnected?

If “Yes” to any of the above questions, read the statement from Section II below

- d. Any evidence of construction work in the area?
- e. Length of time odor has been present?

If “Yes” to any of the above, or if the caller’s statements indicate the possibility of danger to life or property, or other potential hazardous situation, read the statement from Section II below

If all answers to the questions above are “NO”, the call shall continue to be handled as if there is a leak or other hazardous situation; advise the caller that service personnel and/or emergency personnel will be dispatched to their location immediately!!!!

If “Outside”, consideration should be given to asking the following:

- a. Can you hear evidence of escaping gas?
- b. Has any construction work been done in the area?
- c. Is the leak near a building?
- d. Can you smell gas in the building?

If “Yes” to “c” or “d” above, read the statement from Section II below

- e. Length of time odor has been present?
- f. Is the leak in the yard?
- g. Is the leak at the street?



Appendix B-1 – Protocols for Personnel Receiving Emergency Calls

If “Yes” to any of the above, or if the caller’s statements indicate the possibility of danger to life or property, or other potential hazardous situation, read the statement from Section II below

If all answers to the questions above are “NO”, the call shall continue to be handled as if there is a leak or other hazardous situation; advise the caller that service personnel and/or emergency personnel will be dispatched to their location immediately!!!!

Note: if at any time the caller makes a statement that they think they smell gas, or may have smelled gas in the past, or makes any other statement that leads the person receiving the call to believe that there is a gas leak, then that call shall be deemed an emergency and shall require an IMMEDIATE RESPONSE.

II. Instructions to be given to Caller:

If any of the answers to the questions in section I above indicate a potentially hazardous situation, advise the caller of the following:

- Do not create any source of possible ignition by lighting of lighters or matches, or turning on or off any switches, or any other device/appliance that may create a potential source of ignition;
- Do not hang up the phone, place the telephone receiver down and leave the premise/area to a safe distance;
- Do not re-enter the premise/area until a leak investigation has been conducted; only Emergency Personnel should enter the premise/area;
- Service personnel will be dispatched to your premise/area immediately;
- If you have additional information for response personnel, call back from a safe location – **DO NOT** call back from the same premise/area that you are evacuating

The person receiving the call should also ask the caller if they understand these instructions. Additional statement information for use if the caller is reporting a leak caused by possible third party damage or other emergency:

- Stop operating all equipment/vehicles – Do not attempt to start or move equip.
- Do not re-enter gaseous area, even to turn off equipment; only Emergency Response Personnel should enter the area
- Do not attempt to repair a damaged gas facility

The person receiving the call should also ask the caller if they understand these instructions

See Appendix B-2 for a Checklist for Personnel Receiving Emergency Calls



Appendix B-2 – City of Douglas Guidance for Personnel Receiving Emergency Calls

A. Inside Outside Is the leak Inside or Outside?

(If “Inside”, Go to “B”, If “Outside”, Go to “C”)

B. Inside – Leak

- B.1** Yes No Can you hear evidence of escaping gas?
- B.2** Yes No Can you smell gas throughout the building?
- B.3** Yes No Has an appliance been moved or disconnected?

If “Yes” to any of the above, read STATEMENT #1

B.4 Yes No Any evidence of construction work in the area?

B.5 Length of time odor has been present? _____

If “Yes” to any of the above, or if the caller’s statements indicate the possibility of danger to life or property, or other potential hazardous situation, read the Statement #1

If all answers to the questions above are ‘NO’, the call shall continue to be handled as if there is a leak or other hazardous situation.

Advise the caller that Service Personnel and/or Emergency Personnel will be dispatched to their location immediately!!!!

**STATEMENT – #1
FROM THE INFORMATION YOU HAVE PROVIDED, WE MUST ADVISE YOU OF THE FOLLOWING:**

Evacuate the premise/area to a safe distance;

Do not create any source of possible ignition by lighting of lighters or matches, or turning on or off any electrical switches, or any other device/appliance that may create a potential source of ignition;

Do not hang up the phone, place the telephone receiver down and leave the premise/area to a safe distance;

Do not to re-enter the premise/area until a leak investigation has been conducted; only Emergency Response Personnel should enter the premise/area;

Service personnel will be dispatched to your premise/area immediately;

If you have any additional information for response personnel, call back from a safe location – **DO NOT** call back from the same premise/area that you are evacuating;

DO YOU UNDERSTAND THESE INSTRUCTIONS?

Yes No

C. Outside – Leak

- C.1** Yes No Can you hear evidence of escaping gas?
- C.2** Yes No Has any construction work been done in the area?

If “Yes” to either “C1” or “C2” above, read STATEMENT #1-A

C.3 Yes No Is the leak near a building?

C.4 Yes No Can you smell gas in the building?

If “Yes” to either “C.3” or “C.4” above, read STATEMENT #1-A

C.5 Length of time odor has been present? _____

C.6 Yes No Is the leak in the yard?

C.7 Yes No Is the leak at the street?

If “Yes” to any of the above, or if the caller’s statements indicate the possibility of danger to life or property, or other potential hazardous situation, read the Statement #1A

If all answers to the questions above are ‘NO’, the call shall continue to be handled as if there is a leak or other hazardous situation.

Advise the caller that Service Personnel and/or Emergency Personnel will be dispatched to their location immediately!!!!

Statement #1-A – FROM THE INFORMATION YOU HAVE PROVIDED, WE MUST ADVISE YOU OF THE FOLLOWING:

Evacuate the premise/area to a safe distance;

Do not create any source of possible ignition by lighting of lighters or matches, or turning on or off any electrical switches, or any other device/appliance that may create a potential source of ignition;

Do not hang up the phone, place the telephone receiver down and leave the premise/area to a safe distance;

Stop operating all equipment/vehicles – Do not attempt start or move equipment

Do not re-enter gaseous area, even to turn off equipment; only Emergency Response Personnel should enter the area

Do not attempt to repair a damaged facility

DO YOU UNDERSTAND THESE INSTRUCTIONS?

Yes No



Appendix C – City of DOUGLAS Natural Gas Emergency Responders, Public Officials, and Local News Media Contact List

Organization	Name	Title	Office #	Cell #	Pager #	Home #	Email Address
City Fire Department	Casey Wright	Chief	912-384-4815	912-850-4036	N/A	N/A	CWright@cityofdouglasga.gov
Police Department	Brannen Pruette	Chief	912-384-2222	912-327-1120	N/A	<u>N/A</u>	Bpruette@cityofdouglas.com
County Sheriff Office	Fred Cole	Deputy Chief	912-384-4227	912-309-4709	N/A	N/A	Fred.Cole@coffeecounty-ga.gov
County Fire Department /Emergency Management Director	Steve Carver	Chief	912-389-1705	912-309-1509	912-260-7075 LINC 46*209	912-359-3810	Steve.Carver@coffeecounty-ga.gov
E911 Center	LaKesha Knight Taylor	Assistant Director	912-384-7675	912-381-0866	N/A	N/A	Kesha.Taylor@coffeecounty-ga.gov
Emergency Medical Services	Andy Smith	Director	912-384-5683	912-381-7033	N/A	N/A	Andy.Smith@coffeeregional.org
Georgia State Patrol	Thomas Massey	Post Commander	912-389-4675	404-430-8376	N/A	N/A	Rharding@gsp.net
City of Douglas	Blondale Thomas	Public Information Manager	912-383-0277	912-383-2740	N/A	N/A	bthomas@cityofdouglasga.gov
City of Douglas	Tony Paulk I	Mayor	912-389-3421	912-592-9650	N/A	912-384-9797	TPaulk@cityofdouglasga.gov
City of Douglas	Charlie Davis	City Manager	912-389-3400	912-327-1457	N/A		CDavis@cityofdouglasga.gov
City of Douglas/Ward 5	Cindy McNeil	Commissioner	912-389-3401	912-592-0124	N/A	912-383-7304	CMcNeil@cityofdouglasga.gov
City of Douglas/Ward 1	Edwin Taylor	Commissioner	912-389-3401	912-381-2056	N/A	912-384-9265	ETaylor@cityofdouglasga.gov
City of Douglas/Ward 2	Vacant	N/A	N/A	N/A	N/A		N/A
City of Douglas/Ward 3	Tony Paulk II	Commissioner	912-389-3401	N/A	N/A	N/A	tpaulk2@cityofdouglasga.gov
City of Douglas/Ward 4	Mike Gowen	Commissioner	912-389-3401	912-592-9969	N/A	912-393-3936	MGowen@cityofdouglasga.gov
City of Douglas/Ward 6	Steve Bailey	Commissioner	912-383-2011	912-383-2011	N/A	N/A	SBailey@cityofdouglasga.gov
CSX Railroad	Robert Holtz	Train Master	1-800-232-0144	904-537-9577	N/A	N/A	N/A
Organization	Name	Title	Office #	Cell #	Pager #	Home #	Email Address

**Appendix C – City of DOUGLAS Natural Gas Emergency Responders, Public Officials, and
Local News Media Contact List**

Coffee County	Johnny Jowers	Commissioner /District4	912-384-4799	912-389-7725	N/A	912-384-5883	Johnny.jowers@coffeecounty-ga.gov
Coffee County	Ted O’steen	Vice Chairman/District 5	912-384-4799	N/A	N/A	912359-2763	Ted.osteen@coffeecounty-ga.gov
Coffee County	Oscar Paulk	Commissioner/District 1	912-384-4799	N/A	N/A	912-384-3964	Oscar.paulk@coffeecounty-ga.gov
Coffee County	Jimmy Kitchens	Chairman /District 2	912-384-4799	N/A	N/A	912-384-0445	Jimmy.kitchens@coffeecounty-ga.gov
Coffee County	AJ Dovers	Commissioner/District 3	912-384-4799	912-381-3615	N/A	912-384-5771	Aj.dovers@coffeecounty-ga.gov
Coffee County	Wesley Vickers	County Administrator	912-384-4799	912-292-2001	N/A	912-384-6767	wesley.vickers@coffeecounty-ga.gov
GA DOT	Amy Spivey	DOT Inspector	912-389-4743	912-381-8875	N/A	N/A	aspivey@dot.ga.gov
City of Ambrose	Brad Vickers	Mayor	912-359-2078	229-457-2547	N/A	N/A	Jbradley.JRV@gmail.com
City of Ambrose	Denise Paulk	Council Member	912-359-2078	912-393-4736	N/A	N/A	deleverette53@gmail.com
City of Ambrose	Daniel Paulk	Council Member	912-359-2078	912-393-5144	N/A	N/A	N/A
City of Ambrose	Josh Milhollin	Mayor Pro Tem	912-359-2078	912-381-4942	N/A	N/A	josh.milhollin@gmail.com
City of Ambrose	Allison Paulk	Council Member	912-359-2078	912-309-9256	N/A	912-359-564	alisonpaulk@yahoo.com
City of Ambrose	Blaine Paulk	Council Member	912-359-2078	229-412-8944	N/A	N/A	paulk2783@windstream.net
Ambrose Fire Department	Dudley Vickers	Fire Chief	912-359-3771	N/A	N/A	912-384-8681	ambroseclerk@windstream.net
City of Broxton	Jimmy Littleton	Mayor	912-359-2060	912-592-9663	N/A	912-592-6394	jimmy.littleton@cityofbroxton.com
City of Broxton	Carlos Wilkerson	Council Member	912-381-0180	N/A	N/A	N/A	Carlos.wilkerson@cityofbroxton.com
City of Broxton	Ruth Christian	Council Member	912-381-9059	N/A	N/A	N/A	Ruth.christian@cityofbroxton.com

Appendix C-2 Government Organization Resources – Reference §192.615(c)(1)

1. Organization Name:	City of Douglas
Address:	100 Public Works Dr. Douglas, GA., 31533
2. Responsibility of Organization:	Maintain and Regulate Natural Gas Pipelines and Services. Respond to all Natural Gas related Emergencies.
3. Geographic Area Covered:	City of Douglas, and parts of Coffee County and Irwin County.
4. Does this Organization have the Responsibility and/or Resources for handling the following in regard to a Gas Pipeline Emergency?	4a. Fire: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> 4b. Bodily Injury: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> 4c. Traffic Control: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> 4d. Area Evacuation: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> 4e. Additional Lines of Communication: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5. Methods/Modes of Communication:	5a. Land Line Telephone: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> 5b. Cell Phone: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> 5c. Two-Way Communication (i.e. Central Dispatch): Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> 5d. Push-to-Talk: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Pager: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<p>Note: Use Appendix C-1 – Emergency Contact List to record each entity’s Emergency Contact Information</p>	



Appendix C-3 City of Douglas Emergency Contact List

City of Douglas Emergency Contacts						
Name	Title	Office #	Cell #	Pager #	Home #	Email Address
Lillie Smith	Administrative Assistant	(912) 389-3427	N/A	N/A	N/A	lsmith@cityofdouglasga.gov
Andrew Jackson	Natural Gas Director	(912) 389-3427	(912) 327-2833	N/A	(912) 327-1155	ajackson@cityofdouglasga.gov
Marty Thornton	Asst. Director	(912) 389-3427	(912) 327-2832	N/A	(912) 384-0678	mthornton@cityofdouglasga.gov
Joey Casteloes	Gas Distribution Supervisor	(912) 389-3427	(912) 850-4025	N/A	N/A	jcasteloes@cityofdouglasga.gov
Ty-Conney Nelson	Compliance Officer	(912) 389-3427	(912) 850-5028	N/A	N/A	tnelson@cityofdouglasga.gov
Trace Tatum	Distribution Tech. III	(912) 389-3427	(912) 613-0693	N/A	N/A	ttatum@cityofdouglasga.gov
Randall Thacker	Utility Locator / Distribution Tech. III	(912) 389-3427	(912) 393-4998	N/A	(912) 384-3563	rthacker@cityofdouglasga.gov



2024 EMERGENCY CONTACT LIST
OFFICE OF PIPELINE SAFETY/FACILITIES PROTECTION UNIT PERSONNEL
OF THE
GEORGIA PUBLIC SERVICE COMMISSION
 244 Washington Street, SW
 Atlanta, GA 30334
Toll Free: 1-(800) 282-5813, ext. 3-6526 (GA only)
Office: (404) 463-6526
Fax: (404) 463-6532

Michelle Thebert—Facilities Protection Unit Director

Work: (404) 463-6526
 ■Cellular: (404) 985-4271
 E-Mail: mthebert@psc.ga.gov

Jeff Baggett—Pipeline Safety Supervisor

Work: (404) 463-6526
 ■Cellular: (404) 694-4079
 E-Mail: jbaggett@psc.ga.gov

Will Culbreath—GUFPA Case Manager

Work: (404) 463-9784
 ■Cellular: (404) 938-6342
 E-Mail: wculbreath@psc.ga.gov

Eric Atkins—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (770) 919-6045
 E-Mail: eatkins@psc.ga.gov

Daniel Clemmons—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (470) 522-6071
 E-Mail: dcllemmons@psc.ga.gov

Jack Hewitt—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (470) 270-4586
 E-Mail: jhewitt@psc.ga.gov

Daphne Jones—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (404) 719-6372
 E-Mail: djones@psc.ga.gov

Joe Jones—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (470) 631-4259
 E-Mail: jjones@psc.ga.gov

David Lewis—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (404) 561-1275
 E-Mail: dlewis@psc.ga.gov

Glen Murphy—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (770) 833-2569
 E-Mail: gmurphy@psc.ga.gov

Jason Smith—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (404) 444-0008
 E-Mail: jsmith@psc.ga.gov

Brant Sweat—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (404) 991-0350
 E-Mail: bsweat@psc.ga.gov

Chuck Whitaker—Pipeline Safety Inspector

Work: (404) 463-6526
 ■Cellular: (470) 708-0915
 E-Mail: cwhitaker@psc.ga.gov

Yolanda Clay—GUFPA Field Investigator

Work: (404) 463-6065
 ■Cellular: (404) 308-6684
 E-Mail: yclay@psc.ga.gov

Onterio Johnson—GUFPA Field Investigator

Work: (404) 656-5603
 ■Cellular: (404) 561-4596
 E-mail: ojohnson@psc.ga.gov

Ben Stair—GUFPA Field Investigator

Work: (404) 657-1820
 ■Cellular: (470) 279-2220
 E-Mail: bstair@psc.ga.gov

Marilyn Morris—GUFPA Administrative Assistant

Work: (404) 657-6593
 ■Cellular: (404) 594-0818
 E-Mail: mmorris@psc.ga.gov

Maritza Rivera—GUFPA Administrative Assistant

Work: (404) 651-7808
 ■Cellular: (404) 576-3804
 E-Mail: mrivera@psc.ga.gov

Morgan Mitchell—GUFPA Administrative Assistant

Work: (404) 651-6218
 ■Cellular: (404) 384-7774
 E-Mail: mmitchell@psc.ga.gov

Cathy Nesbitt—Pipeline Safety Administrative Assistant

Work: (404) 463-6526
 ■Cellular: (404) 719-8304
 E-Mail: cnesbitt@psc.ga.gov

Ray-Kelle Preston—Staff Attorney

Work: (404) 463-8783
 ■Cellular:
 E-Mail: rpreston@psc.ga.gov

OFFICE OF PIPELINE SAFETY (**FEDERAL**)

233 Peachtree Street
 Suite 600
 Atlanta, GA 30303
 PHONE: (404) 832-1147 FAX: (404) 832-1169

TO REPORT AN INCIDENT, CONTACT:

NATIONAL RESPONSE CENTER
 Washington, DC (24 hours, ANYTIME)
 PHONE: 1-(800) 424-8802

CONTACT

The Georgia Public Service Commission, Pipeline Safety/Facilities Protections Unit hours: 8 a.m. to 4:30 p.m., Monday-Friday. After hours, please contact one of the above inspectors ANYTIME.

Appendix D – City of Douglas Emergency Operations Command Center Location and Communication Methods

In most cases, emergencies are relatively short-lived and will not require the implementation of a fully manned Emergency Operations Command Center. In these cases, ***City of Douglas*** vehicle at the job site will serve as the Emergency Operations Command Center, or if local emergency personnel are on the scene such as the fire department, the Emergency Operations Command Center will be at the discretion of the on-scene Incident Commander (IC). This command center shall be set-up far enough away from the emergency to ensure that possible sources of ignition are removed.

Examples of the types of emergencies in which the vehicle at the job site may serve as the Emergency Operations Command Center are:

- Emergencies in which the time it takes to bring the Emergency under control is less time than it would take to implement a full Emergency Operations Command Center
- Emergencies where the lives of the public are not in immediate danger
- Emergencies where peoples property is not in immediate danger

In the event of a major disaster, ***City of Douglas*** has designated ***City of Douglas Fire Department*** to serve as the primary Emergency Operations Command Center. In the event that the primary Emergency Operations Command Center is in the proximity of the emergency, ***City Hall*** will serve as an alternate site.

The Emergency Operations Command Centers are equipped/setup with some, or all, of the following:

1. Multiple Telephone Lines
2. Availability to Handle Multiple Calls
3. Fixed Radio Communications
4. Mobile Radio Communications – Push-to-Talk
5. Standby Generators for Communication Power Supply
6. Can Serve as a Central Outlet for Broadcasting Information to the media Concerning the Emergency –Sample Press Releases are included in this packet

In the case of both locations being untenable, the ***City of Douglas*** shall designate a location at the time of the emergency. This location will preferably be in concert with local Fire Department's Emergency Operations Command Center.

Examples of emergencies that may require a fully manned Emergency Operations Command Center are:

Natural Disasters such as:

- Tornadoes
- Major Floods
- Earthquakes
- Hurricanes

Major releases of gas from a pipeline as a result of

- Major Excavation Damages
- Major Failure of a Pipeline Component

Mass Outages



Appendix E – Sample Press Releases for use in an Emergency

Situation No. 1:
Gas Outage Over Entire System

“The following is a special announcement from *City of Douglas Natural Gas*. Natural gas customers are now without natural gas services because of a pipeline failure. All gas customers, for their own safety, should turn off all gas appliances and pilot lights at once. Customers are requested to stay tuned to this station for further instructions and reports of progress in the restoration of gas service. Do not try to light your gas appliances during this emergency.”

Mayor

NOTE: Request that local radio stations repeat the reports at 30 minute intervals.



Appendix E – Sample Press Releases for use in an Emergency

Situation No.2:

Partial Outage–Low Pressure and Gas Turned Off in Certain Districts

“The following is a special announcement from *City of Douglas Natural Gas*. The City is now experiencing an acute shortage of natural gas supply due to an emergency. All gas customers must immediately conserve gas as much as possible. It is imperative that all customers use gas only for emergency purposes. Customers in the following areas are without gas service:

All gas customers in these areas, for their own safety, should turn off all gas appliances and pilot lights at once. Customers are requested to stay tuned to this station for further instructions and information regarding restoration of normal service.”

Mayor

NOTE: Request that local radio stations repeat the reports at 30 minute intervals.



Appendix F-1 – Gas Detected Inside a Building

SCOPE AND PURPOSE

This procedure is to provide personnel performing inside leak investigations with the necessary procedures for prompt and effective response and to protect life and property as required by §192.615.

PERSONNEL SAFETY (Where Applicable)

- The first person to respond to a report of gas detected inside a building shall take every necessary action to ***protect life and property***.
- No open flames.
- No smoking
- Ensure that cell phones, pagers, and radios are either intrinsically safe or left outside.
- Turn on all necessary equipment before entering premise (Flashlights, Combustible Gas Indicators (CGI), etc.) – “Zero” CGI in clean air before taking readings.
- ***Knock*** on the door – ***DO NOT*** ring the doorbell.
- DO NOT use the telephone in the area of a suspected gas leak.
- Establish a safety perimeter to prevent bystanders and unauthorized personnel from entering the area.
- Use the required safety equipment.

INSTRUCTIONS

1. Customer Not at Home

a. Attempt to determine the condition inside the building.

- i. While approaching the building, observe the area for obvious signs of a gas leak in the area (use sight, smell, and hearing), including, but not limited to:
 - Dead or dying grass, shrubs, or trees
 - Absence of growth in paving cracks
 - Cracked or crusted soil, or mildewed soil
 - Absence of grass overhang on curbing or walkways
 - Odor of gas or sound of escaping gas
- ii. Using an instrument capable of alerting the user to the presence of a gas leak, check around the entrance door and any other available openings such as, but not limited to, crawl space vents, windows, etc. for an indication of a gas leak.
- iii. Probe around the outside perimeter of the building next to the building foundation and obtain CGI readings checking for the presence of gas in the ground outside the building.
 - If the presence of gas is detected in the ground and there is no indication of gas inside the building, see ***Appendix F-2 – Gas Detected Near a Building***.

b. If there is an indication of gas inside the building:

- i. Shut off the gas to the building, if one exists.
- ii. If, in the judgment of the personnel at the scene, the indication of gas presents a hazard to life or property, immediately notify:
 - System Management
 - Fire Department
 - Police Department
- iii. Establish a safety perimeter and prevent unauthorized personnel from entering the building – DO NOT allow entry into the building until it has been checked and deemed safe for entry.
- iv. Conduct a check of adjacent structures for the presence of a gas leak.
- v. If necessary, implement Emergency Plan.

2. Customer at Home

a. Assess the condition inside the building.

- i. While approaching the building, observe the area for obvious signs of a gas leak in the area (use sight, smell, and hearing).



Appendix F-1 – Gas Detected Inside a Building

- ii.* Ensure that all equipment is turned on prior to entering the building (Flashlight, CGI, Gas Detector, etc.) and ensure that all cell phones, pagers, and radios are intrinsically safe or left outside.
- iii.* Using an instrument capable of alerting the user to the presence of a gas leak, check around the entrance door for the presence of a gas leak.
- iv.* Question occupants regarding the location of the gas odor.
 - v.* As you enter the premise, sample the air in rooms, concentrating on the location(s) where the occupants believe they detected the odor, if given, for the presence of a gas leak.
 - vi.* Sample air in basements or crawl space for the presence of a gas leak.
- b. If there is an indication of gas inside the building:*
 - i.* Obtain a reading with a CGI. If the reading indicates the presence of a dangerous concentration of gas (20% of the Lower Explosive Limit (L.E.L.) or 1% on the percent gas (%) scale, or greater, or in the judgment of the personnel at the scene the indication of gas presents a hazard to life or property:
 - Evacuate the building immediately;
 - **DO NOT** operate/use any electrical switches;
 - Leave the door open as you exit;
 - Shut off and lock gas meter, if one exists;
 - Notify immediate Supervisor
 - Establish a safety perimeter and prevent unauthorized personnel from entering the building – DO NOT allow entry into the building until it has been checked and deemed safe for entry.
 - Probe around the outside perimeter of the building next to the building foundation and obtain CGI readings checking for the presence of gas in the ground outside the building.
 - Check water meter boxes and other available openings. Check other structures in close proximity.
 - If the presence of gas is detected in the ground, see ***B31Q Task # 1241 – Outside Leak Investigation.***
 - ii.* If necessary, implement Emergency Plan.
 - iii.* Once the building is safe for re-entry:
 - Search for and locate leak.
 - Repair leak or inform the customer to correct the situation – if the repair is the customer's responsibility, ensure meter is off and locked – advise the customer to call back to have the gas turned back on once the repair is made.
- c. If there is an indication of gas inside the building and it DOES NOT present a hazard to life or property (see 2.b.i. above), and a shut-off valve is located before the leak:*
 - i.* Shut off the valve at the appliance/leak to isolate the leak and tag the appliance; or,
 - ii.* Repair leak; or
 - iii.* Turn off service valve at the meter, install lock in the service valve, and advise the customer to repair.

REPORTING/NOTIFICATION

Complete documentation in accordance with Operations and Maintenance Manual.



Appendix F-2 – Gas Detected Near a Building

SCOPE AND PURPOSE

This procedure is to provide personnel performing outside leak investigations with the necessary procedures for prompt and effective response and to protect life and property as required by §192.615.

PERSONNEL SAFETY (Where Applicable)

- The first person to respond to a report of gas detected inside a building shall take every necessary action to **protect life and property**.
- No open flames.
- No smoking
- Ensure that cell phones, pagers, and radios are either intrinsically safe or left outside.
- Turn on all necessary equipment before entering premise (Flashlights, Combustible Gas Indicators (CGI), etc.) – “Zero” CGI in clean air before taking readings.
- **Knock** on the door – **DO NOT** ring the doorbell.
- DO NOT use the telephone in the area of a suspected gas leak.
- Use of the required safety equipment
- Establish a safety perimeter to prevent bystanders and unauthorized personnel from entering the area. It is the judgement of the personnel at the scene when determining the parameters of a safety perimeter. In addition to the judgement of the personnel at the scene, additional considerations for establishing a safety perimeter around a leak or suspected leak include, but are not limited to:
 - Migration of the leak
 - Personnel should be aware of the possibility that the leak or suspected leak has migrated into adjacent structures such as:
 - Buildings
 - Catch Basins/Storm Drains
 - Water meter boxes
 - Manholes
 - Utility ducts and manholes
 - Other small substructures
 - Personnel should also be aware of the following factors that may affect gas migration:
 - Soil type and moisture
 - The type of surface conditions covering the gas line(s)
 - Line pressure
 - Depth of the gas facilities
 - The size of the leak and the length of time it has been leaking
 - Changes in slope where the facilities are buried
 - Natural gas will take the path of least resistance
 - Wind direction
 - Potential ignition sources

EQUIPMENT AND MATERIALS

Gas Detector Equipment
Combustible Gas Indicator (CGI)
Probe Rod
Maps & Other Records (If Available)
Communication method (Radio, Cell Phone, etc)
Other Equipment and Materials as Needed



Appendix F-2 – Gas Detected Near a Building

ADDITIONAL GUIDANCE & ACTION CRITERIA

When performing outside leak investigations, or when evaluating any gas leak indication, the initial step is to determine if a leak is present, and then establish the grade/severity (*See Appendix G Leak Standards*) and perimeter of the leak area considering the following:

- If possible, locate all gas lines in the vicinity of the leak investigation. Particular attention should be paid to the location of valves, fittings, tees, stubs, and connections.
 - If possible, all foreign facilities in the area of the search should be identified.
 - Personnel should look for evidence of recent construction activities that may have contributed to the leakage.
 - Gas may also migrate and vent along a trench or bore-hole provided for other facilities. Leaks could occur at the intersection of the foreign facility and the gas pipeline; particular attention should be given to those intersections.
 - If possible, CGI readings should be taken in, or adjacent to, water, sewer, storm water, electric, and telephone structures such as water meter boxes, manholes, catch basins, sewer clean-outs, and junction boxes in the area of the suspected leak, if applicable.
 - Evenly spaced bar or test holes should be used over the gas line(s) suspected to be leaking.
 - If possible, all bar or test holes should be of equal depth and diameter (and down to the pipe where necessary).
 - If possible, all CGI readings should be taken at an equal depth and the readings recorded.
1. Before a leak can be classified, a determination shall be made as to the severity of the leak.
 - The migration of gas shall be determined by establishing the outer boundaries of the indications. These tests shall be made with a CGI.
 2. Based on the evaluation of the location or magnitude of a leak, or both, leaks shall then be graded in accordance with the *City of Douglas* leak classification criteria (*See Appendix G Leak Standards*). The judgment of the personnel at the scene is of the primary importance in determining the grade assigned to the leak.
 - **Note: Underground leaks must be graded using a Combustible Gas Indicator (CGI). A CGI is a device capable of detecting and measuring gas concentrations, of the gas being transported, in the atmosphere.**
 3. All leaks shall be repaired / monitored according to the *City of Douglas* leak classification and action criteria (*See Appendix G Leak Standards*).
 4. When a leak is to be re-evaluated, it shall be re-evaluated and classified using the same procedure that was used in the initial classification of the leak.

INSTRUCTIONS

- a. While approaching the area of a suspected outside gas leak, observe the area for obvious signs of a gas leak in the area (use sight, smell, and hearing), including, but not limited to:
 - Dead or dying grass, shrubs, or trees
 - Absence of growth in paving cracks
 - Cracked or crusted soil, or mildewed soil
 - Absence of grass overhang on curbing or walkways
 - Odor of gas or sound of escaping gas
- b. Interview the individual(s) that reported the odor, if they are available. Begin the leak investigation in the area where the individual(s) reported the leak, if given.
- c. Check any aboveground facilities for leaks, such as, but not limited to, meter sets and regulator stations.
- d. Check around the perimeter of any structure in which gas could likely migrate along the edge of the foundation for the presence of a gas leak, if applicable.
- e. Perform underground leak investigations of any underground mains and services in the area.



Appendix F-2 – Gas Detected Near a Building

- f. If using an instrument capable of alerting the user of the presence of a gas leak and this instrument indicates the presence of a gas leak, verify that gas is not migrating close to any buildings or other structures where gas could likely accumulate.
- g. Begin probing (“bar-holing”) around the perimeter of any structure in which the gas could likely migrate along the edge of the foundation and obtain readings using a CGI (*See Appendix G Leak Standards* for guidance in leak grading and evaluation).
 - **Note: Only those instruments designed to register the % of gas-in-air may be used for grading leaks. Instruments that give audible or visual alarms for gas leaks but do not provide % of gas-in-air may not be used for grading leaks.**
- h. If a check of the outside of a building or other structure indicates the presence of gas near or under a building or other structure or along the edge of the foundation:
 - i. Notify in accordance with Operations and Maintenance Manual or Emergency Plan; and
 - ii. Begin taking action as described in **Appendix F-1 – Gas Detected Inside a Building.**
 - iii. If possible, expose the area around the service riser, open water meter boxes and other available openings to allow the gas to escape to the atmosphere. Care must be taken to make these openings safe for the public and to AVOID IGNITION.
- i. Consideration should also be given to probing (“bar-holing”) along nearby neighboring structures especially if the leak investigation is revealing no presence of a gas leak at the present location.

Precautions

- When placing bar or test holes for testing, consideration shall be given to bar or test-hole placement and depth to minimize the potential for damage to gas pipeline facilities and possible injury to personnel conducting the investigation.
- Caution should also be exercised to prevent damage to other underground structures when barholing or excavating.
- Unusual situations may complicate investigation techniques on some occasions such as, but not limited to:
 - Multiple leaks
 - Foreign gases
 - Gas detected in storm-drain or sewer systems
 - Gas detected in telephone or other duct runs
 - These indications should be considered migrating gas leakage until proven otherwise by test or analysis.

REPORTING/NOTIFICATION

Complete documentation in accordance with Operations and Maintenance Manual.



Appendix F-3 – Fire Located Near/Directly Involving a Pipeline Facility

III. Fire Located Near or Directly Involving a Pipeline Facility

1. The first *City of Douglas* gas department employee to respond to a report of fire located near or directly involving a pipeline shall take every necessary action to **protect life and property**.
2. When there is an indication of a fire near a gas pipeline facility, **but not directly involving** a gas pipeline facility, *City of Douglas* personnel shall take the following steps to **protect life and property**:
 - a. Call the local fire department for assistance
 - b. Using means at hand, try and extinguish the fire
 - c. Keep bystanders away from fire
3. When there is indication of a fire **involving** a gas pipeline facility (i.e. the natural gas is supplying the fuel for the fire), *City of Douglas* personnel shall take the following steps to **protect life and property**:
 - a. Notify your supervisor and advise him/her of the size/scale of the fire including an overview of the particular pipeline facility involved
 - i. The supervisor is responsible for deciding if the Emergency Operations Command Center should be established
 - b. Advise your supervisor of the need for any additional manpower and advise your supervisor to call the local fire department for assistance
 - c. You will serve as Incident Command until so relieved by the fire department
 - d. Once the fire department arrives on the scene, the Fire Chief will assume Incident Command
 - i. *City of Douglas* personnel will make himself/herself known to the Incident Commander as the point of contact
 - ii. *City of Douglas* personnel will then advise the Incident Commander of the steps taken prior to his/her arrival
 - iii. If an Emergency Operations Command Center has been established, *City of Douglas* personnel will advise the Incident Commander of this and remain the point of contact between the Emergency Operations Command Center and the Incident Commander
 - e. If possible, cordon off the area to prevent unauthorized personnel from entering
4. A determination should be made as to extinguishing the fire or to continue to allow the fire to burn and consume the gas.
 - a. Examples of situations that may necessitate the extinguishing of a fire involving a gas pipeline facility include, but are not limited to:
 - i. The fire poses an immediate danger to life and/or property; or
 - ii. At the discretion of the Fire Department on-scene Incident Commander
 - iii. Examples of situations where the fire may be allowed to continue to burn



Appendix F-3 – Fire Located Near/Directly Involving a Pipeline Facility

and consume the gas involving a gas pipeline facility include, but are not limited to:

1. The fire is not posing an immediate danger to life and/or property
 2. In most cases, allowing the escaping gas to burn will help ensure that the escaping gas is not migrating into nearby structures
- b. If the decision is made to extinguish the fire, consideration should be given to the following:
- i. Using leak detection equipment, check nearby buildings, utility manholes, sewer manholes, etc., for the presence of gas. If a large concentration of gas is detected (refer to **Appendix G**), immediately evacuate the occupants of the building to a safe area. Where necessary, lift manhole covers and excavate vent openings to slow or stop the flow of gas from entering buildings
5. Once steps have been taken to ensure the safety of the public and property:
- a. Locate gas valves/fittings that will isolate the affected area by utilizing:
 - i. Maps
 - ii. Field Sketches
 - iii. Valve Books – Valves should only be turned by gas personnel
 - b. These records will also aid in determining the area affected in the shutdown
 - c. If feasible, make preparations for installing a by-pass to ensure gas supply continues to unaffected areas of the system
 - d. If a by-pass cannot be installed and a large portion of the system must be shutdown, consideration shall be given to the potential hazards associated with a large outage and the hazards associated with restoration of service after repairs have been made



Appendix F-4 – Explosion Occurring Near/Directly Involving a Pipeline Facility

IV. Explosion Occurring Near or Directly Involving a Pipeline Facility

1. The first *City of Douglas* gas department employee to respond to a report of an explosion occurring near or directly involving a pipeline shall take every necessary action to **protect life and property**.
2. When there is an indication of a fire on or near a gas pipeline facility, *City of Douglas* personnel shall take the following steps:
 - a. Notify your supervisor and advise him/her of the size/scale of the situation including an overview of the particular pipeline facility involved
 - i. The supervisor is responsible for deciding if the Emergency Operations Command Center should be established
 - b. Advise your supervisor of the need for any additional manpower and advise your supervisor to call the local fire department for assistance
 - c. *City of Douglas* personnel will then continue to assess the situation to determine the potential hazard to life and/or property including, but not limited to:
 - i. cordoning off the area to prevent unauthorized personnel from entering
 - ii. a check for actual involvement of gas pipeline facilities
 - d. You will serve as Incident Command until so relieved by the fire department
 - e. Once the fire department arrives on the scene, the Fire Chief will assume Incident Command
 - i. *City of Douglas* personnel will make himself/herself known to the Incident Commander as the point of contact
 - ii. *City of Douglas* personnel will then advise the Incident Commander of the steps taken prior to his/her arrival
 - iii. If an Emergency Operations Command Center has been established, *City of Douglas* personnel will advise the Incident Commander of this and remain the point of contact between the Emergency Operations Command Center and the Incident Commander
3. If, as a result of the explosion, there is a fire being fed by the gas pipeline (See also *Appendix F-3 – Fire Located Near/Directly Involving a Pipeline Facility*):
 - a. Locate gas valves/fittings that will isolate the affected area by utilizing:
 - i. Maps
 - ii. Field Sketches
 - iii. Valve Books – Valves should only be turned by gas personnel
 - b. These records will also aid in determining the area affected in the shutdown
 - c. If feasible, make preparations for installing a by-pass to ensure gas supply continues to unaffected areas of the system



Appendix F-4 – Explosion Occurring Near/Directly Involving a Pipeline Facility

- d. If a by-pass cannot be installed and a large portion of the system must be shutdown, consideration shall be given to the potential hazards associated with a large outage and the hazards associated with restoration of service after repairs have been made
4. If, as a result of the explosion, there is no fire, but evidence that gas pipeline facilities have been damaged (i.e. gas blowing out of the ground or a severed pipe sticking out of the ground blowing gas):
 - a. Locate gas valves/fittings that will isolate the affected area by utilizing:
 - i. Maps
 - ii. Field Sketches
 - iii. Valve Books – Valves should only be turned by gas personnel
 - b. These records will also aid in determining the area affected in the shutdown
 - c. If feasible, make preparations for installing a by-pass to ensure gas supply continues to unaffected areas of the system
 - d. If a by-pass cannot be installed and a large portion of the system must be shutdown, consideration shall be given to the potential hazards associated with a large outage and the hazards associated with restoration of service after repairs have been made
 - e. Once repairs have been made, consideration should also be given to performing a leak survey in the vicinity of the explosion to verify that all leaks have been repaired
5. If, as a result of the explosion, there is no visible evidence that gas pipeline facilities are damaged:
 - a. A leakage survey shall immediately be conducted and any leak(s) found shall be repaired based on severity of the leak (See **Appendix G Leak Grading and Classification Standards**)



Appendix F-5 – Natural Disasters

V. Natural Disasters

Natural disasters such as tornadoes, floods, hurricanes, and earthquakes affect the safe operation of gas pipeline facilities in many different ways. Depending upon the scale of the disaster and the destruction wreaked upon the gas pipeline facility, the following procedure(s) shall be followed to **protect life and property**:

1. If there is advance notice of an impending natural disaster, or immediately following a natural disaster, *City of Douglas* will:
 - a. Establish an Emergency Operations Command Center at one of the locations described in **Appendix D**
 - i. The Emergency Operations Command Center will serve as the central point from which emergency operations will be conducted and shall work in concert with local emergency personnel to ensure the safety of life and property
 - ii. The Emergency Operations Command Center shall also be responsible for the following:
 1. Determining manpower needs
 2. Determining material needs
 3. Determining equipment requirements
 4. Deployment of personnel so that they are in position to take appropriate actions such as shutdown, isolation, curtailment, etc
 5. Evaluation of the accessibility of the pipeline facilities
 6. During restoration to normal operation, will serve as the main hub for tracking the progress and reporting to applicable agencies, etc
 - b. Establish liaison with emergency responders to serve as a link between *City of Douglas* and emergency personnel so that both all parties are aware of each other's actions
 - c. Depending upon the severity of the disaster, *City of Douglas* may elect to set up a Field Command Center closer to the area of the damage
 - d. *City of Douglas* will send forth personnel to the area affected by the disaster to assess the situation and to ascertain the extent of the damage to the gas pipeline system



Appendix F-5 – Natural Disasters

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1. If there is advance notice of an impending natural disaster, or immediately following a natural disaster, *City of Douglas* will:
 - a. Establish an Emergency Operations Command Center at one of the locations described in **Appendix D**
 - i. The Emergency Operations Command Center will serve as the central point from which emergency operations will be conducted and shall work in concert with local emergency personnel to ensure the safety of life and property
 - ii. The Emergency Operations Command Center shall also be responsible for the following:
 1. Determining manpower needs
 2. Determining material needs
 3. Determining equipment requirements
 4. Deployment of personnel so that they are in position to take appropriate actions such as shutdown, isolation, curtailment, etc
 5. Evaluation of the accessibility of the pipeline facilities
 6. Calling in assistance from those Operators with whom a Mutual Assistance agreement exists (see **Appendix R**)
 7. During restoration to normal operation, will serve as the main hub for tracking the progress and reporting to applicable agencies, etc
 - b. Establish liaison with emergency responders to serve as a link between *City of Douglas* and emergency personnel so that both all parties are aware of each other's actions
 - c. Depending upon the severity of the disaster, *City of Douglas* may elect to set up a Field Command Center closer to the area of the damage
 - d. *City of Douglas* will send forth personnel to the area affected by the disaster to assess the situation and to ascertain the extent of the damage to the gas pipeline system



Appendix F-6 – Major Gas Leak

VI. Major Gas Leak

1. The first *City of Douglas* gas department employee to respond to a report of major gas leak involving a pipeline shall take every necessary action to **protect life and property**.
2. When there is an indication of a major gas leak involving a gas pipeline facility, *City of Douglas* personnel shall take the following steps:
 - a. Notify your supervisor and advise him/her of the size/scale of the situation including an overview of the particular pipeline facility involved
 - i. The supervisor is responsible for deciding if the Emergency Operations Command Center should be established
 - b. Advise your supervisor of the need for any additional manpower and advise your supervisor to call the local fire department for assistance
 - c. *City of Douglas* personnel will then continue to assess the situation to determine the potential hazard to life and/or property including, but not limited to:
 - i. The presence of gas in the area involved, including inside buildings or structures. If denied access to the site by anyone, contact your supervisor for assistance
 - ii. Cordoning off the area to prevent unauthorized personnel from entering
 - iii. Evacuating and ventilating affected premises
 - iv. Providing appropriate warnings about not using electrical switches, smoking, operating equipment, etc. in the area
 - v. Venting the area of the leak by removing manhole covers, barholing, excavating vent holes, or other means
 - vi. Determining the full extent of the hazardous area, including the discovery of gas migration and secondary damage, if applicable, such as:
 1. Deformation of a gas service line indicating that the service line might be separated underground near a foundation wall or at an inside meter assembly
 2. Multiple underground leaks that may have occurred, allowing gas to migrate into adjacent buildings
 3. Potential pipe separation and gas release at unseen underground locations that may result in gas entering adjacent buildings, or following or entering other underground structures connected to buildings
 4. Monitoring for a change in the extent of the hazardous area
 5. Coordinating with fire, police, and other public officials the actions to be taken
 6. Maintaining ongoing communication with fire, police, and other public officials as events unfold to ensure that information pertinent to emergency



Appendix F-6 – Major Gas Leak

response is shared in a timely manner

- d. Once the fire department arrives on the scene, the Fire Chief will assume Incident Command
 - i. *City of Douglas* personnel will make himself/herself known to the Incident Commander as the point of contact
 - ii. *City of Douglas* personnel will then advise the Incident Commander of the steps taken prior to his/her arrival
 - iii. If an Emergency Operations Command Center has been established, *City of Douglas* personnel will advise the Incident Commander of this and remain the point of contact between the Emergency Operations Command Center and the Incident Commander
3. Once steps have been taken to ensure the safety of the public and property:
 - a. Locate gas valves/fittings that will isolate the affected area by utilizing:
 - i. Maps
 - ii. Field Sketches
 - iii. Valve Books – Valves should only be turned by gas personnel
 - b. These records will also aid in determining the area affected in the shutdown
 - c. If feasible, make preparations for installing a by-pass to ensure gas supply continues to unaffected areas of the system
 - d. If a by-pass cannot be installed and a large portion of the system must be shutdown, consideration shall be given to the potential hazards associated with a large outage and the hazards associated with restoration of service after repairs have been made



Appendix F-7 – Overpressure of a Pipeline System

VII. Overpressure of a Pipeline System

1. The first *City of Douglas* gas department employee to respond to a report of an overpressure situation involving a pipeline shall take every necessary action to **protect life and property**.
2. When there is an indication of a overpressure situation on a gas pipeline facility that exceeds the maximum allowable operating pressure, plus allowable buildup, *City of Douglas* personnel shall take the following steps:
 - a. Notify your supervisor and advise him/her of the size/scale of the situation including an overview of the particular pipeline facility involved
 - i. The supervisor is responsible for deciding if the Emergency Operations Command Center should be established
 - ii. The supervisor should consider implementing a public service announcement (see **Appendix E** situation 2)
 - b. If, as a result of a overpressure situation, any of the following instances are present:
 - i. Evidence/Reports of Gas Detected Inside a Building
 1. See section I of this Appendix
 - ii. Evidence/Reports of Gas Detected Near a Building
 1. See section II of this Appendix
 - iii. Fire Located Near or Directly Involving a Pipeline
 1. See section III of this Appendix
 - iv. Explosion Occurring Near or Directly Involving a Pipeline
 1. See section IV of this Appendix
 - v. Major Gas Leak
 1. See section VI of this Appendix
 - c. If, as a result of a overpressure situation, there is no evidence/reports of instances requiring emergency response, but the overpressure situation was of such length that the MAOP was exceeded plus allowable buildup:
 - i. The cause of the overpressure situation shall be investigated and corrective action shall be taken to correct the overpressure situation
 - ii. *City of Douglas* personnel shall determine the section of the pipeline system affected by the overpressure situation
 - iii. A leakage survey shall be conducted of the area of overpressure and any leaks found shall be graded and repaired accordingly



Appendix F-7 – Overpressure of a Pipeline System

- d. All information regarding the incident shall be recorded and forwarded to your supervisor. Any questions regarding the incident should be forwarded to your supervisor
 - i. The supervisor will be responsible for ensuring that the appropriate officials are notified such as:
 - 1. City Manager
 - 2. PSC
 - 3. OPS (If Needed)



Appendix F-8 – Major Natural Gas Curtailment

VIII. Major Natural Gas Curtailment

In the event of a natural gas shortage from *Southern Natural*, the Gas Superintendent, or his/her designee, shall:

1. Maintain communication with *Southern Natural* for the purposes of, but not limited to:
 - a. Determining the extent of the shortage
 - b. Providing assistance as needed
2. Determine the need for the implementation of the Emergency Operations Command Center (See *Appendix D*)
3. Maintain communication with appropriate Fire, Police, and Local Public Officials until such time as the natural gas shortage is over
4. Make a determination of the need for the following to minimize potential outages:
 - a. Adjust Pressures
 - b. Shift Loads
 - c. Curtail Customers
 - d. Other actions as deemed necessary to protect life and property
5. Notify affected customers, via radio, television, or other means, of the situation and the possible need to : (See *Appendix E* for sample news release)
 - a. Conserve gas as much as possible
 - b. Turn off the gas to all customers except those deemed to be critical
6. Provide affected customers with updates until such time as the natural gas shortage is over
7. Upon determination that the natural gas shortage is over, *City of Douglas* personnel shall:
 - a. Notify affected customers that it is OK to go back to normal operations
 - i. Customers should be advised that those without gas will be turned back on and appliances re-lit as soon as possible

Verify the extent of the outage, if any, and make preparations for restoration of service (See *Appendix M*)



Appendix F-9 – Gas Pipeline Emergency Occurring On or Near Pipeline Supplier

IX. Gas Pipeline Emergency Occurring On or Near Southern Natural

In the event of a gas pipeline emergency on or near *Southern Natural* pipeline that threatens the security of *City of Douglas* gas system or the safety of the public, the following procedures shall be followed to **protect life and property**:

1. If *City of Douglas* personnel are the first to detect the gas pipeline emergency, or if a call is received from an outside source, *City of Douglas* personnel shall notify the Gas Superintendent, or other immediate supervisor, immediately, who will, in turn notify Southern Natural
 - a. Should *Southern Natural* request assistance from [*Operator Name*], the Gas Superintendent, or other ranking personnel in his/her absence, shall coordinate the dispatching of appropriate *City of Douglas* personnel to provide assistance (See *Appendix C-1 & C-3* for *City of Douglas* emergency contacts and emergency responder contacts respectively)
 - b. If *Southern Natural* personnel are the first to detect the gas pipeline emergency, *Southern Natural* personnel will notify the Gas Superintendent and provide all relevant information
2. Upon receipt of such an event, the Gas Superintendent, or other immediate supervisor, is responsible for, but not limited to, the following:
 - a. The overall coordination and dispatching of *City of Douglas* personnel to provide assistance
 - b. Dispatching appropriate personnel to: (If needed)
 - i. Adjust Pressures
 - ii. Shift Loads
 - iii. Curtail Customers
 - iv. Other actions as deemed necessary to protect life and property and to minimize the potential number of customer outages
 - c. Making a determination if the implementation of the Emergency Operations Command Center is needed
 - d. Maintaining communication and keep status reports, until the gas pipeline emergency is cleared, with the following:
 - i. *Southern Natural*
 - ii. Emergency Responders & Local Public Officials
 - iii. Local News Media



Appendix S – Items Addressed During Liaison with Appropriate Fire, Police, and Other Public Officials

- 1) As a part of *City of Douglas* efforts to ensure that natural gas is delivered to its customers in a safe, reliable, and efficient manner, and to ensure that in the event of an emergency that *City of Douglas* personnel are familiar with other entities' capabilities in assisting in natural gas emergencies, *City of Douglas* maintains liaison with those organizations in order to:
 - a. Learn the responsibilities and resources of each organization that may respond to a pipeline emergency to include:
 - i. Organization's Name
 - ii. Type of Responsibility
 - iii. Geographic Area Covered
 - iv. Responsibility and Resources for Fire, Bodily Injury, Control, and Area Evacuation Problems in Connection with a Gas Pipeline Emergency
 - v. Type, Size, and Capacity of Equipment and Vehicles
 - vi. Procedures to Facilitate Prompt Communications in Emergencies

Appendix C-1 contains a listing of organizations that may be contacted in the event of a gas pipeline emergency.

Appendix C-2 contains a listing of organizations and their resources available to *City of Douglas* in the event of a gas pipeline emergency

- b. Acquaint those Officials and Organizations with **City of Douglas's** ability in responding to a gas pipeline emergency by:
 - i. Informing those Officials & Organizations with of the availability, capability and location of **City of Douglas's**, personnel, equipment, and materials for response to gas pipeline emergencies
 - ii. Providing those Officials & Organization(s) with a listing of **City of Douglas's** personnel that may be contacted at any hour in regard to a pipeline emergency
- c. Identification of the types of gas pipeline emergencies in which notification is given:
 - i. Emergencies that may require notification of public officials by *City of Douglas*:
 - A serious fire or fire on an adjacent property
 - Serious bodily injury
 - One where the number of people involved or spectators are too numerous for *City of Douglas* to handle
 - One adjacent to public right-of-way where the public could be endangered
 - One in which patrol or area evacuation is needed



Appendix S – Items Addressed During Liaison with Appropriate Fire, Police, and Other Public Officials

- An incident in a highly populated area
- ii. Emergencies that may require notification of ***City of Douglas*** by public officials:
 - Report(s) of gas odor
 - Damage to gas pipeline facilities
 - Operation of a gas system valve by non-***City of Douglas*** personnel
 - Report(s) of a gas outage

See **Appendix T-1** for ***City of Douglas*** procedures for identification of gas pipeline emergencies requiring notification to and from ***City of Douglas*** and appropriate officials and vice-versa

- d. Plan how ***City of Douglas*** and those officials and operators can engage in mutual assistance to minimize hazards to life and property:
 - i. This planning should address:
 - How to work effectively together in an Incident Command System
 - Situations where ***City of Douglas*** has reason to believe a hazard may exist and where other emergency personnel, such as fire and police, may respond quicker than ***City of Douglas*** personnel
 - Situations involving the evacuations of buildings and other properties
 - Means of ensuring communication between ***City of Douglas*** and emergency response personnel during an emergency
 - Characteristics and properties of natural gas
 - The implications of these characteristics on emergency on emergency response decisions
 - ii. If applicable, provisions of Countywide Safety Plan should be addressed during planning.

See **Appendix U & Appendix V** for ***City of Douglas*** mutual assistance procedures and characteristics and properties of natural gas

City of Douglas may also consider conducting liaison communications with the operators of other utilities in the vicinity of its facilities. Preplanning would facilitate actions that may be needed for safety, such as removing sources of ignition or reducing the amount of combustible material.

See **Appendix C-1, C-2, C-3, & C-4** for a listing of the organizations having responsibility for emergency response, with which liaison meetings are to be conducted and **Appendix W-1 & W-2** for documentation that liaison meetings with these organizations were conducted



Appendix V – Natural Gas Characteristics, Properties, and Precautions

The purpose of this appendix is to provide ***City of Douglas*** personnel and Emergency Responders within the vicinity of ***City of Douglas*** pipeline with the information necessary to:

1. Make decisions regarding the evacuation of structures, traffic control, and control of ignition sources
2. Ensure that the correct equipment such as gas detectors Carbon Monoxide detectors is employed correctly and safely

The following topics will be discussed during ***City of Douglas*** emergency liaison meetings.

Characteristics and Properties of Natural Gas

Natural gas occurs naturally and consists mostly of methane. Other gases such as propane, ethane, nitrogen, and carbon dioxide may also be present when the gas reaches the end user. Below are some useful facts about natural gas that should prove helpful when responding to a gas pipeline emergency:

1. Composition of Natural Gas (Approximates as composition varies by company)
 - a. Methane – 94 % - 96% by volume
 - b. Ethane – 2.4 % by volume
 - c. Propane – .3 % by volume
 - d. Butane – .1 % by volume
 - e. Nitrogen – .4 % by volume
 - f. Carbon Dioxide – .8 % by volume
 - g. Misc. Gases – .1 % by volume
2. Toxicity
 - a. Natural gas is non-toxic, however, if natural gas displaces the oxygen in a room or excavation asphyxiation may occur
3. Other Properties
 - a. Natural gas, in its “natural state” is:
 - i. Colorless
 - ii. Odorless
 - iii. Tasteless
 - iv. Compressible
 - v. Flammable
 - b. An odorant is added to the natural gas, usually called “Mercaptan”, to give it its own unique smell that is normally associated with “Rotten Eggs”. Other gases such as propane also have an odorant added to give their unique smells



Appendix V – Natural Gas Characteristics, Properties, and Precautions

4. Specific Gravity

- a. Specific gravity can be defined as the ratio of the weight of a gas to the same volume of air as measured under the same temperature and pressure
 - i. Natural Gas is lighter than air; it will rise and dissipate fairly rapidly unless confined in a structure
 - ii. Being lighter than air, natural gas will seek the path of least resistance and rise where possible
 - iii. Propane is heavier than air; it will sink and take longer to dissipate
 - iv. Example:
 1. A specific volume of air is used as the standard weight of measurement, thereby equaling one (1)
 2. Natural gas of the same volume weighs only 0.6 or 6/10 of what the same volume of air weighs
 3. Propane weighs 1.5 or is 1 ½ times as much as the same exact volume of air
 4. Other gases such as Butane are even heavier than propane
 - a. These gases can be extremely dangerous if a leak occurs because they may pool in low areas and do not readily dissipate

5. Explosive Limits of Natural Gas

- a. Natural gas requires the right mixture of oxygen and natural gas before ignition can occur. The amount of gas-in-air must be within a specific range and this range is commonly referred to as the explosive limit of natural gas. The explosive limit of natural gas is expressed as:
 - i. **The Lower Explosive Limit, or L.E.L, of natural gas is approximately 5% gas-in-air**
 1. If the gas-in-air is less than 5%, the mixture will be too lean and ignition cannot occur
 - ii. **The Upper Explosive Limit, or U.E.L, of natural gas is approximately 15% gas-in-air**
 1. If the gas-in-air is greater than 15%, the mixture will be too rich and ignition cannot occur
- b. Note that the percentage of gas-in-air will be different at various locations around a leak and can easily change in any given location due to air currents and the introduction of additional gas. These differences and changes may quickly produce an explosive mixture where one did not previously exist



Appendix V – Natural Gas Characteristics, Properties, and Precautions

Precautions to Consider when Dealing with a Suspected Gas Pipeline Emergency

1. Do not create any source of possible ignition by smoking, lighting lighters or matches, turning on or off any switches, appliances, cell phones, etc.
2. Do not attempt to remove the power meter to a premise, building, or structure as this may create a possible source of ignition.
3. If possible, ventilate buildings and structures by opening windows and doors to the outside.
4. If mechanized equipment is running, do not attempt to shut off the equipment – In some cases, the equipment may not shut off because of the intake of gas. Attempting to shut the equipment off could also create a source of possible ignition.
5. Do not attempt to move or start equipment as this could create a possible source of ignition.
6. Do not allow persons, other than trained operator personnel, to enter the area.
7. Do not attempt to operate underground valves – only operator personnel are permitted to operate underground valves – closing of unintended valves may create an additional unintended unsafe situation in another part of the system.
8. For Emergency Responders, to protect life and property, the closing of a service valve at the meter is permitted.
9. Do not use “home-made” squeeze-off tools or “fold-over” a plastic pipeline in an attempt to shut off the flow of gas on plastic pipelines because of the following inherent dangers:
 - a. Damage to the pipe wall by using improper equipment.
 - b. Static electricity buildup within the pipe wall of plastic pipelines may create a possible source of ignition.
 - c. Possible static buildup on a person’s body.





Address: 100 Public Works Dr
City: Douglas
State: GA
Zip Code: 31533

August 8, 2024

As part of **City of Douglas** ongoing effort to provide natural gas to our customers in a safe and efficient manner, and to comply with Title 49 CFR, Part(s) 192.615(c) and 192.616(d) of the Federal Pipeline Safety Regulations and Georgia Public Service Commission (GPSC) Rule 515-9-7-.01, **City of Douglas** is required to establish and maintain liaison with emergency officials within our area of operation that are tasked with responding to a natural gas pipeline emergency.

The purposes of these liaison meetings with those agencies that respond to natural gas pipeline emergencies, as required under 49 CFR Part 192.615(c), are as follows:

1. Learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency;
2. Acquaint the officials with **The City of Douglas** ability in responding to a gas pipeline emergency;
3. Identify the types of gas pipeline emergencies of which **The City of Douglas** notifies the officials; and,
4. Plan how **The City of Douglas** and officials can engage in mutual assistance to minimize hazards to life and property

Furthermore, 49 CFR Part 192.616(d) requires that **The City of Douglas** educate those appropriate government organizations of the following:

1. Use of one-call notification system prior to excavation and other damage prevention activities;
2. Possible Hazards associated with unintended releases from a gas pipeline facility;
3. Physical indications that such a release may have occurred;
4. Steps that should be taken for public safety in the event of a gas pipeline release; and
5. Procedures for reporting such an event

In addition to the requirements stated above, GPSC Rule 515-9-7-.01 requires that **City of Douglas** provide boundary maps in those counties where more than one natural gas operator has facilities and those facilities meet the definition of "Overlap area" as defined in this rule. These maps will also address/indicate any areas of proximity between operators of natural gas facilities in which joint response is required.

During this meeting **The City of Douglas** will also distribute the relevant portions of its Emergency Manual, as they apply to the appropriate Fire, Police, and other Public Officials.

The City of Douglas will conduct these meetings annually. **The City of Douglas** realizes that some fire departments/emergency responders in our area are served by volunteer fire departments which may make meeting during normal business hours difficult. If you could please contact **Ty-Conney Nelson** at **912-850-5028** at your earliest convenience, we would greatly appreciate a meeting to discuss the items listed above.

Sincerely,

Ty-Conney Nelson
Regulatory Compliance Officer

Appendix W-2 City of Douglas Acknowledgement of Liaison Meeting

Organization: _____
Name of Individual: _____
Title: _____
City of Douglas Representative: Ty-Conney Nelson
Title: Compliance Officer

The purposes of this liaison meeting with agencies that responds to natural gas emergencies, as required under §192.615(c), are as follows:

1. Learn the responsibility and resources of each organization that may respond to a gas pipeline emergency;
2. Acquaint the officials with City of Douglas Natural Gas' ability in responding to a gas pipeline emergency;
3. Identify the types of gas pipeline emergencies of which City of Douglas Natural Gas notifies the officials, and;
4. Plan how City of Douglas Natural Gas and officials can engage in mutual assistance to minimize hazards to life and property

Furthermore, §192.616(d) requires that City of Douglas Natural Gas educate the appropriate government organizations of the following:

1. Use of One-Call notification system prior to excavation and other damage prevention activities;
2. Possible hazards associated with unintended releases of gas from a gas pipeline facility;
3. Physical indications that such a release may have occurred;
4. Steps that should be taken for public safety in the event of a gas pipeline release; and,
5. Procedures for reporting such an event

Sections of the Emergency Manual and Public Awareness Plan utilized and presented at this meeting:

1. Liaison Letter
2. Natural Gas Characteristics, Properties, and Precautions
3. Types of Emergencies Requiring Notification to Fire, Police, and Public Officials by City of Douglas Natural Gas and to City of Douglas Natural Gas by Fire, Police, and Public Officials
4. Protocols for Personnel Receiving Emergency Calls
5. Checklist for Personnel Receiving Emergency Calls
6. City of Douglas Natural Gas Emergency Contact On-Call List
7. Emergency Responders, Public Officials, and Local News Media Contact Lists
8. Emergency Operations Command Center Location and Communication Methods



Appendix W-2 City of Douglas Acknowledgement of Liaison Meeting

- 9. City of Douglas Natural Gas Mutual Assistance with Fire, Police, and Public Officials in the Vicinity of City of Douglas Natural Gas Pipeline
- 10. Government Organization Resources
- 11. Sample Press Releases
- 12. Acknowledgement of Liaison Meeting
- 13. General Maps (For those Counties in which City of Douglas Natural Gas and one or more other Operators have pipeline facilities)
- 14. Required message(s) from City of Douglas Natural Gas' Public Awareness Program

Other Topics Discussed:

- 1. _____
- 2. _____
- 3. _____
- 4. _____

By my signature, I acknowledge that City of Douglas Natural Gas has conducted a meeting covering the above-mentioned topics

Signature: _____

Printed Name: _____

Date: _____

