

**2010
PHMSA/NAPSR
PUBLIC AWARENESS
WORKSHOP**



Scott Gibby

Employee Training

Lesson Learned: This works



Warning Sign Prevalence

Lesson Learned: This works



ROW Letters and Reporting Lesson Learned: This Works



Rick Wright
Houston Area Manager
15003 Moore Road, Route 25
Houston, Texas 77049
(281) 860-5662
rwright@expl.com

July 7, 2009

John Neighbor
5555 S Main Street
Houston, Texas 73001

Dear Mr. Neighbor,

Explorer Pipeline is writing to inform you that we have identified activity on your property, located within the boundaries of our pipeline Right-of-Way, of which we were not notified. Under an existing Right-of-Way agreement you are required to contact Explorer Pipeline about any projects such as building a fence, landscaping, erecting a permanent structure or any other activity that may adversely affect the operation of the pipeline.

The State of Texas also requires a notification be made to a State One-Call Center 48 hours before you dig. This will allow time for all underground utilities to be properly marked before any excavation can be started. You are required to call 1-800-344-8377 to report your digging activity or you may simply dial 811 to make your notification. The call is FREE as it is supported by the industry to protect you, your family and your neighbors' families. It is also designed to promote public awareness and to eliminate potential hazards posed to excavators, the general public, underground facilities and the environment whenever excavation is performed.

Explorer Pipeline is evaluating the unauthorized activity that has taken place on your property. If the potential exists where the integrity of the pipeline has been jeopardized in any way then the pipeline will be exposed to inspect for damage and repair any damage that occurred. Explorer Pipeline has the right to recover any costs associated with the inspection and repair of the pipeline directly from you.

We realize that this is your property and we want you to enjoy your land to its fullest. Explorer Pipeline also wants to continue to be a good neighbor. This is why we, as well as the industry and the State of Texas, have put precautionary steps in place to help protect you and those around you. By contacting us through the One-Call System we can have our line marked and supervise the work around our pipeline to prevent any mishaps at no cost to you. Your safety is of the highest priority to us. Pipelines are proven to be the safest and most reliable way to transport the energy America needs to stay on the move. However, digging around a high pressure pipeline, simply stated, can be dangerous to the point of loss of life. The potential for an incident significantly increases if a One-Call has not been made and we are not there to monitor the situation. Please be safe and if you have any questions do not hesitate to call.

Sincerely,
Rick Wright
Houston Area Manager

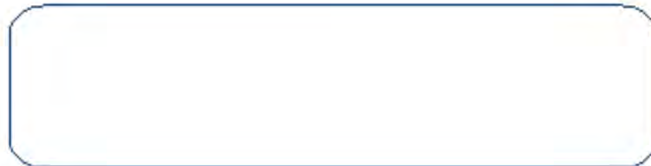
Envelope Enticement Lesson Learned: This works



P.O. Box 2650 • Tulsa, OK 74101-2650

PSRT STD
U.S. Postage
PAID
Panorama

IMPORTANT SAFETY INFORMATION ENCLOSED



FREE CALL!



**Know what's below.
Call before you dig.**

Affected Public Mailing Date

Lesson Learned: ?????

~ June 2010 ~

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30 PHMSA Meeting Houston	Notes:		

Community Events

Lesson Learned: This is working



Company Branding


Lesson Learned: This is working





PHMSA/NAPSR Public Awareness Workshop

Public Awareness Improvement Ideas

- National and/or State Public Service Announcements in mass media arenas
 - National and/or State Web Based Reporting Tools for non-compliance with One-Call laws
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Working Together
Lesson Learned:
This Always Works



Thank You