



Public Awareness Workshop:
Dallas, Texas
June 19, 2013

Don Ledversis
Gas Pipeline Safety
RIDPUC



NAPSR inspects:

99% of gas distribution

49% of gas transmission

34% of hazardous liquids

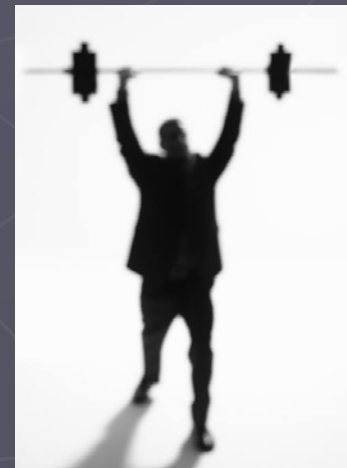


Our Mission Statement:



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1. Strengthen state pipeline safety programs

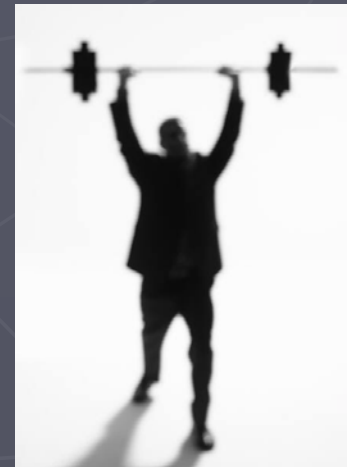




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1. Strengthen state pipeline safety programs

Retirements/Aging workforce

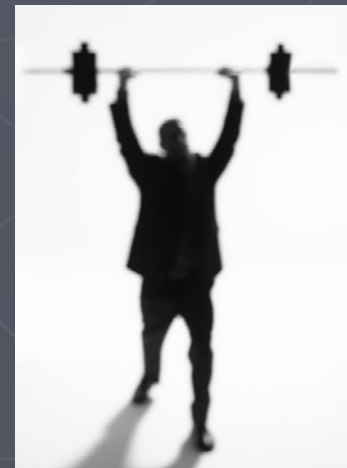




Our Mission Statement:

1. Strengthen state pipeline safety programs

State employees going to industry





2. Promote improved pipeline safety standards





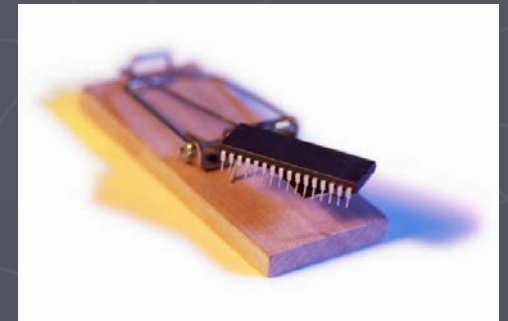
2. Promote improved pipeline safety standards

RP1162 1st Edition 2003





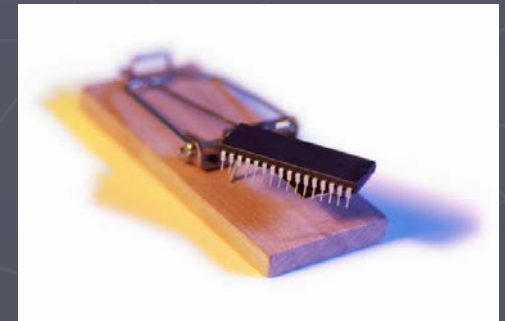
3. Promote education, training, and technology





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Brand new training center
opening August 2013
Oklahoma City





As PHMSA Partners:

NAPSR has an interest in developing regulations that are fair, clear, unambiguous, and consistent.





What did State inspectors find during our
Public Awareness Inspections....



Know what's below.
Call before you dig.



Survey said....



1. Annual audit or review of their program.

111 Inspections, 29% did not conduct an audit



2. 4 Year effectiveness evaluation.

114 Inspections, 23% did not conduct the review



3. Did the operator track 3rd party incidents and consequences including near misses, excavation damages resulting in pipeline failures, and excavation damages that did not result in pipeline failures, .

102 Inspections, 29% did not track the data.



1. Enforcement actions.



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- a. Most states issued NOPV s and/or enforcement letters for non-compliance.



2. Effectiveness surveys



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Most states identified outreach to “emergency officials” and “local public officials” as lacking.



2. Effectiveness surveys

Limited response to surveys unable to make a decision.



3. Languages used in Public Awareness messages





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Most states used (2) languages English and Spanish.





3. Languages used in Public Awareness messages

One state used (7) languages





3. Languages used in Public Awareness messages

Several states still only used "English"





49 CFR 192 Effective Date March 14, 1994 per Amendment #71

§192.616 Public education.

~~Each operator shall establish a continuing educational program to enable customers, the public, appropriate government organizations, and persons engaged in excavation related activities to recognize a gas pipeline emergency for the purpose of reporting it to the operator or the appropriate public officials. The program and the media used must be as comprehensive as necessary to reach all areas in which the operator transports gas. The program must be conducted in English and in other languages commonly understood by a significant number and concentration of the non-English speaking population in the operator's area.~~





2. Some Examples of Outreach Programs .



Billboards, radio, TV, Movie Theater intros
Social media Facebook, Twitter, Website, YouTube
Printing 811 on billing envelopes
Booths at community events, home & garden expo
Airplane banners, High School sporting events
Raceway, Parades, etc...



Other examples.....

Grass roots effort. Company employees during any service call would conduct a short survey with the customer face to face...



Other examples.....

Class math project students conduct the survey



Other examples.....

Educate school children to educate their parents



Where did folks miss the boat...



1. A Distribution Company used their electric customers mailing list for bill stuffers to educate the general public...



Distribution Company failed to educate the general public that received electronic billing...



2. A Distribution Company used their electric mailing list to educate school districts.



Distribution Company failed to realize the electric bills for their school districts where mailed to and paid at City Hall.



A similar case where the WalMart public awareness message was sent to their headquarters in Arkansas.



3. A Distribution Company mailed a flyer educating the public about the potential hazards associated with sewer lateral cross bores, a phone number was provided to call before cleaning a clogged sewer drain.



The phone call went to voice mail and has yet to be returned....



4. A Transmission Company transported various hazardous liquids through one specific pipeline...



The Transmission Company distributed a generic flyer that did not discuss how to respond to each type of product release...



6. 50% of a town includes college students. Due to the turn over of the students on an annual basis the company wanted to know if their public awareness message was recognized and conducted a survey.



The student answered the question, “What do you do if you smell gas” by responding, “light a match”.



7. State Inspector "After the first inspection many of our operators scrapped their first written program and started over."



8. State inspectors are not marketing experts.



The Commission hired an outside consultant to conduct their own survey.



9. State inspector: “Operators not taking credit for what they are doing. Every contact made with any stakeholder group should be documented.”



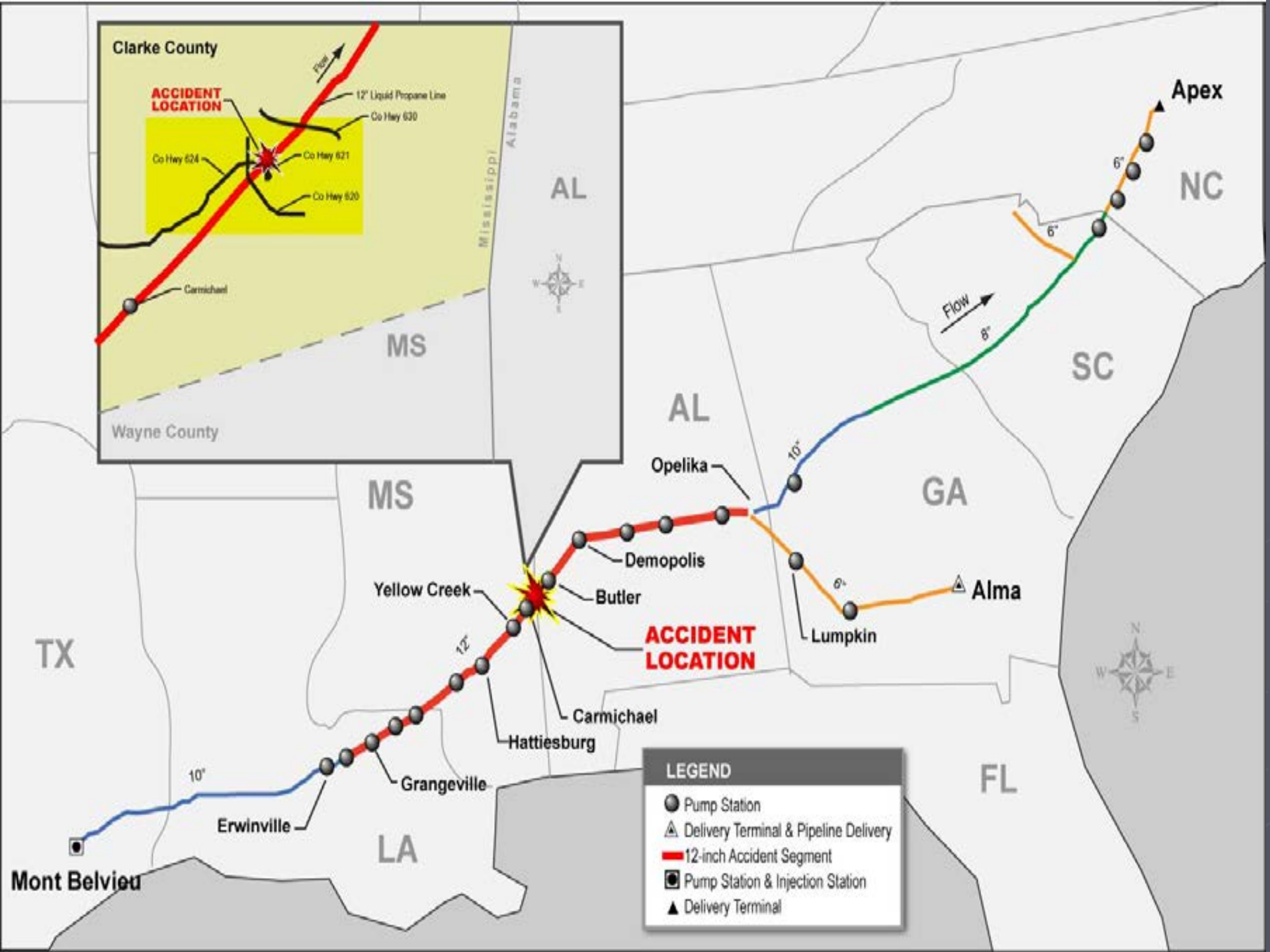
10. House explosion root cause investigation, 2 people hospitalized, wife smelled gas several times prior to the explosion, the husband checked it out and did not smell gas and they did nothing. Utility not notified.



In closing...

Nov. 2007, 2 Deaths, 7 Injuries





Clarke County

ACCIDENT LOCATION

Flow

12" Liquid Propane Line

Co Hwy 630

Co Hwy 624

Co Hwy 621

Co Hwy 620

Carmichael

Mississippi

AL



MS

Wayne County

MS

AL

Opelika

10"

GA

Demopolis

Yellow Creek

Butler

ACCIDENT LOCATION

Lumpkin

Alma

12"

Carmichael

Hattiesburg

6"

SC

Flow

6"

Apex

NC

TX



FL

LA

Erwinville

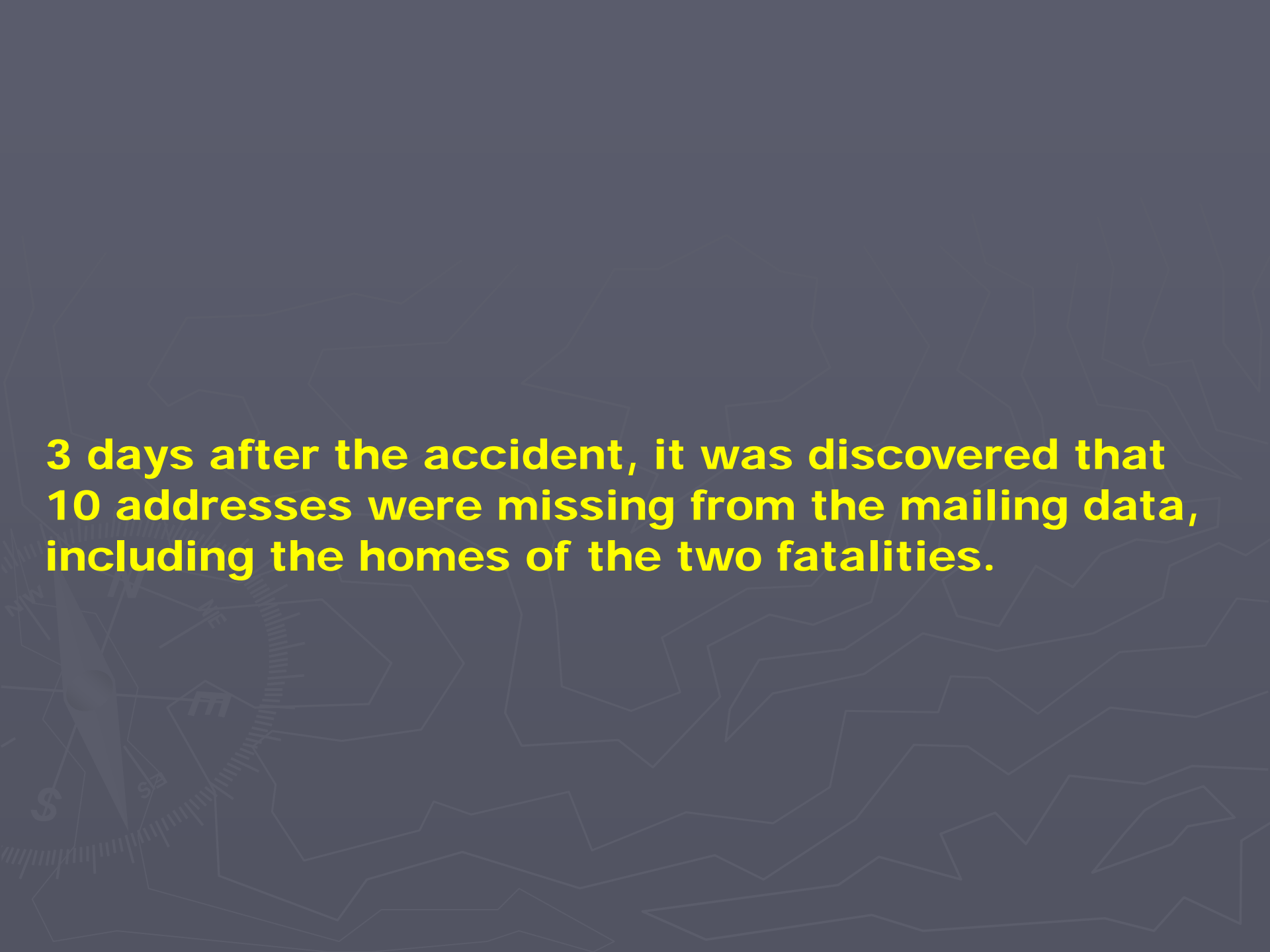
10"

Grangeville

Mont Belvieu

LEGEND

- Pump Station
- ▲ Delivery Terminal & Pipeline Delivery
- 12-inch Accident Segment
- ◻ Pump Station & Injection Station
- ▲ Delivery Terminal



3 days after the accident, it was discovered that 10 addresses were missing from the mailing data, including the homes of the two fatalities.

The figurative description of the program development process is shown below, highlighting the continuous nature of the development, implementation and evaluation process.

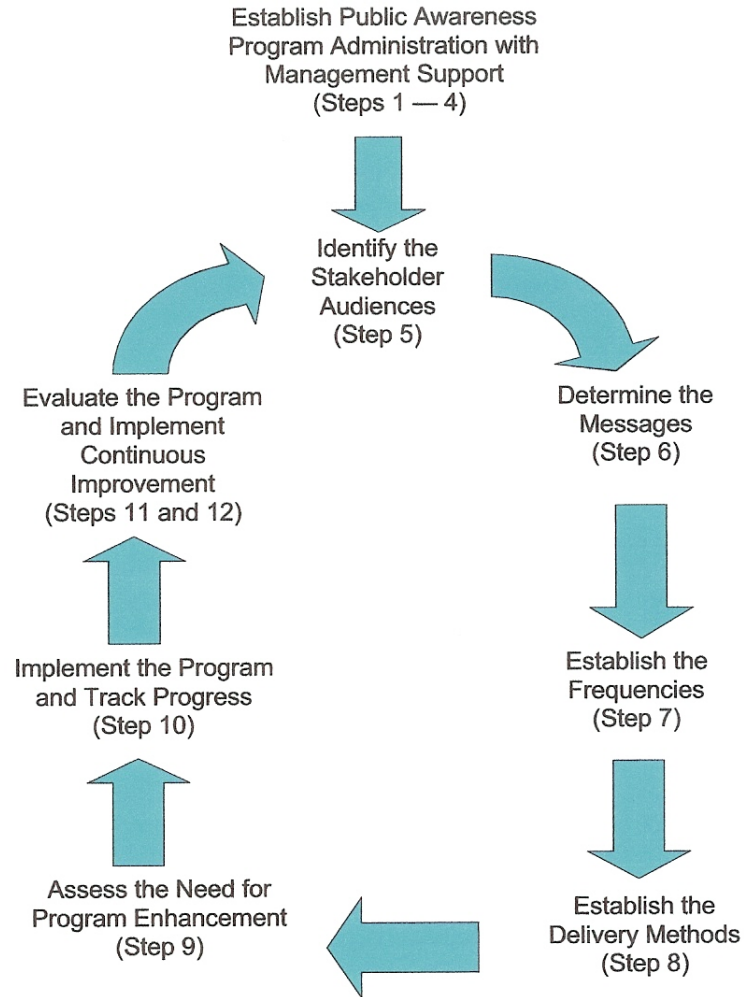


Figure 2-1—Public Awareness Program Process Guide

The figurative description of the program development process is shown below, highlighting the continuous nature of the development, implementation and evaluation process.

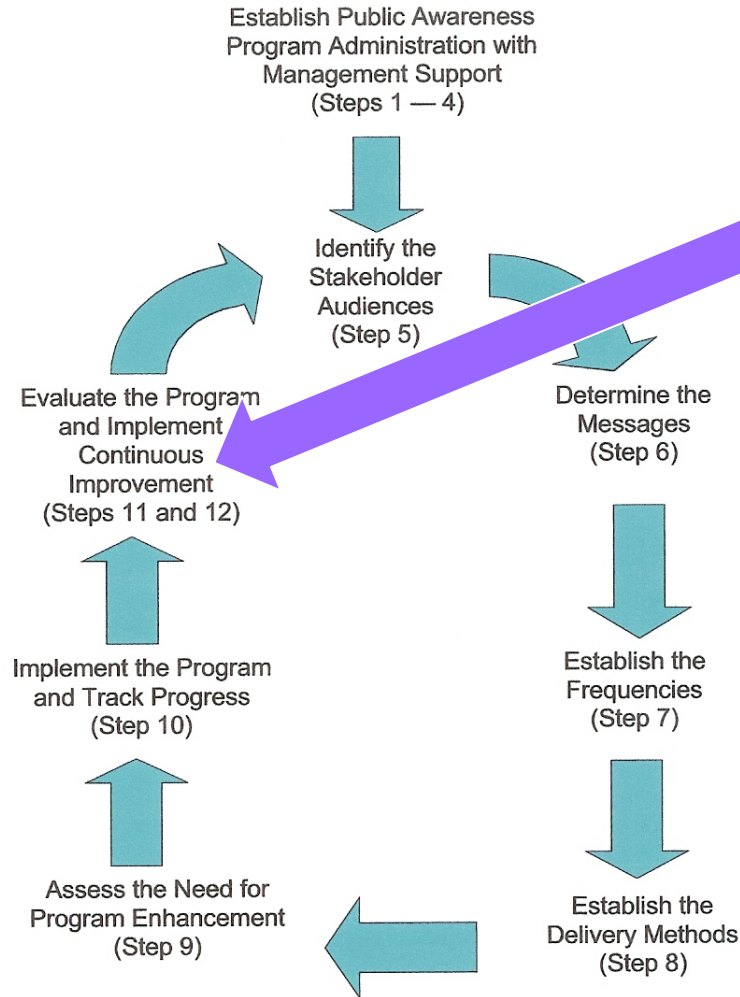


Figure 2-1—Public Awareness Program Process Guide

The End

