

Okaloosa Gas District

Emergency Procedures Manual

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Emergency Plans (192.615)

The scope of this section is to establish written procedures in accordance with Pipeline Safety Regulations, United States Department of Transportation, Title 49, Subpart D, Part 192.615 and Rules of the Florida Public Service Commission, Safety of Gas Transportation by Pipeline, Chapter 25-12. These procedures shall be implemented when an emergency exists and shall include plans to minimize hazardous conditions to life and property. Included in this Emergency Plan are procedures used for and during an emergency. These include the establishment of a liaison with public officials, instructions for training the District employees in emergency procedures and methods used for educating the public to recognize and identify gas pipeline emergencies.

General

The District will maintain a written Emergency Preparedness Plan (EPP) that delineates a thorough and systematic response to potential emergency situations and emergency conditions in order to minimize any hazard which may result from a leaking natural gas pipeline facility.

- The term “emergency” as used in these procedures means a known hazardous condition that may harm life or property of the general public or others and/or a system operating condition which adversely affects the normal operation of the system; both conditions require immediate action.
- The term “potential emergency” as used in these procedures means a known situation which has the potential to become an emergency and requires priority response and evaluation.

Notification 192.615 (a) (8)

In the event where there is an emergency which may include fire, explosion, etc., the following personnel will be notified, stand-by Supervisor on call, Safety Director, Vice President of Operations, Vice President of Marketing and District CEO.

The District will review and update, at least annually, the policies and procedures of the Emergency Preparedness Plan (EPP) and providing EPP training to employees and to the other organizations involved in the plan to ensure the proper execution of emergency and potential emergency procedures.

The primary objectives of the plan are:

- Assuring safety to persons,
- Preserving property,
- Minimizing the extent of damage,
- Restoring essential services safely and quickly, and
- Investigating the cause of failure.

The scope of the plan includes:

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- Emergency Response Organization and Responsibilities. Refer to Organizational chart page 40.
- Receiving, identifying and classifying potential emergency and emergency calls.
- Response procedure to potential emergencies such as:
 - Gas in or near building(s),
 - Fire or explosion in close proximity to or directly involving a gas facility, and
 - Natural or manmade disasters.
- “Make Safe Actions” directed toward protecting people first, then property.
- Availability of the District emergency resources and others through mutual assistance plans are listed in O&M Manual Appendix D including:
 - Local emergency response agencies,
 - Other gas distribution and transmission companies,
 - The District construction contractor(s) and other local excavating contractors,
 - Other local utilities and underground facilities operators, and
 - Federal and State emergency response agencies and regulatory agencies.
- Emergency shut-down/pressure reduction plans and the restoration of service.
- Communications, liaison and coordination of natural gas and other emergencies with public officials.
- Instructional programs including handout information to acquaint outside contractors, emergency response agencies and public officials with Emergency Preparedness Plan procedures and available resources.

UNDER NO CIRCUMSTANCES SHOULD ANY WORK OR SERVICE RENDERED BY THE DISTRICT TAKE PRIORITY OVER THE SAFETY OF THE PUBLIC OR AN EMPLOYEE.

For the purpose of this emergency plan, an emergency may be the result of one or more of the following:

- A. Gas Leak – Gas leaks are classified using the following system as specified in the State of Florida, Safety of Gas Transportation by Pipeline, Chapter 25-12.040.

“Grade 1 Leak” – a leak of gas that represents an existing or probable hazard to persons or buildings. In order to protect life and property, these leaks shall be repaired immediately and continuous action shall be taken until conditions are no longer hazardous.

“Grade 2 Leak” – a leak that is not a threat to persons or property at the time of detection, but justifies scheduled repair based on potential future hazard. These leaks shall be repaired within 90 days from the date the leak was originally located, unless due to resurvey the leak was determined to be Grade 3 as defined in subsection below. In determining the time period for repair, the following criteria should be taken into consideration:

- Amount and migration of gas;
- Proximity of gas to buildings and subsurface structures;
- Extent of pavement;
- Soil type and conditions, such as moisture and natural venting.

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“Grade 3 Leak” – a leak that is not a threat to persons and property and is not expected to become so. Above ground grade 3 leaks shall be repaired within 90 days from the date the leak was originally located unless the leak is upgraded or does not produce a positive leak indication when a soap and water solution, or its equivalent, is applied on suspected locations at operating pressure. Grade 3 leaks that are underground shall be reevaluated at least once every 6 months until repaired. The frequency of reevaluation shall be determined by the location and magnitude of the leak.

- B. Fires – Ignition of flames or close proximity of flames to District pipelines.
- C. Explosions - An explosion will occur when natural gas:
 - 1. Escapes into a confined area,
 - 2. Mixes with a concentration of at least 4% but not greater than 14% of gas in the air, and
 - 3. A source of ignition is present.
- D. Natural Disaster(s) – Forces of nature such as hurricanes, tornadoes, floods or lightening that may cause gas to escape from pipelines

Receiving, Identifying, Classifying and Responding to Calls 25-12.041

The District provides means of receiving and promptly responding to gas odors, gas leaks, and other emergency calls on a twenty-four (24) hour basis. During working hours (from 8:00AM through 5:00PM), gas odors, gas leaks and all emergencies are reported to the duty dispatcher and dispatched for investigation to the appropriate service personnel or distribution crew. After hours, on weekends and on holidays, these emergencies are reported to the answering service where, in turn, the answering service will notify personnel (on stand by) for investigation.

The District’s Customer Relation Management (CRM) / Call Center Unit receiving telephone calls will ascertain if the situation described by the caller is:

- An ordinary service request requiring normal response,
- An odor of gas call requiring priority response,
- A potential situation requiring immediate response, or
- An “emergency condition”.

If it can not be determined from the information given by the caller that an emergency condition does not exist and the situation appears to be more than an ordinary service call, then:

- The call will be treated as a potential emergency situation,
- Either dispatch or stand-by personnel will be notified,
- Qualified District Personnel (QDP) will be dispatched to the location.

In responding to emergency situations, the following jurisdictional boundaries will apply:

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- Service/Trouble Calls initially determined as inside buildings will be investigated by Qualified District Personnel.
- Service/Trouble Calls initially determined as outside buildings and apparently on the underground distribution system will be investigated by Qualified District Personnel.
- Trouble Calls initial determined as occurring on gas facilities supplying the underground distribution system will be investigated by Qualified District Personnel.

Procedure

During Normal Business Hours (Normal- Hours)

Receiving and Responding to all Routine Service/Trouble Calls

1. All service/trouble calls received are recorded on a Service/Trouble Order (STO). The following minimum information is recorded for all calls received:
 - NAME of person calling,
 - ADDRESS/LOCATION of the reported problem,
 - TELEPHONE NUMBER of person calling,
 - DATE and TIME call received
 - NAME of THE DISTRICT PERSON receiving the call, and
 - TYPE of WORK REQUESTED.
2. Upon receipt of STO the Dispatcher assigns to the Qualified District Personnel (QDP).

Receiving and Responding to Leak (odor of gas) and Other Potential Emergencies Calls

Okaloosa Gas District Representative's Responsibilities:

1. When a representative receives a service/trouble call and suspects that the call may be an emergency condition or situation, the representative obtains all necessary information and records it on the Emergency Call Procedures Form. (Form is located on the Okaloosa Gas Pipeline website. Select District Forms. Select Emergency Call Procedures file.)
2. After initiating the Service/Trouble Order, the representative immediately delivers the completed Emergency Call Procedures form to the Dispatcher.

**OKALOOSA GAS DISTRICT
EMERGENCY CALL PROCEDURES**

Call received by _____ Date received _____ Time received _____ AM PM

General Information:

The following questions should be asked of the customer.

1. What is your name? _____
2. What is your address? _____
3. City/County? _____
4. What is your phone number? _____ Alt PH _____
5. Do you live in a gated community, if yes what is the gate code _____

Type of Service Call:

GAS COMPLAINTS INVOLVING SMELL

The following questions should be asked of the caller.

- | | | | |
|--|--------|----|---------|
| 1. Where are you smelling gas | Inside | or | Outside |
| 2. Do you smell gas now? | Yes | or | No |
| 3. How long have you smelled the gas? | | | |
| 4. Can you hear hissing? Or have them describe the sound they hear | Yes | or | No |
| 5. Is there any construction work in the area where you smell gas? | Yes | or | No |

NOTE: If there is a strong gas odor inside the structure advise the caller to:

- a. Please step outside for your safety.
- b. Do not hang up the phone; I will disconnect the call from here.
- c. Do not turn any electric switches on or off.
- d. When you open an exit door, do it slowly and leave the structure immediately.
- e. Do not reenter the structure under any circumstances.
- f. Okaloosa Gas will respond as soon as possible.

GAS COMPLAINTS INVOLVING BLOWING/ VENTING GAS

The following questions should be asked of the caller.

- | | | | |
|--|-----|----|----|
| 1. Is gas blowing now? | Yes | or | No |
| 2. How severe is the gas blowing? | | | |
| 3. Is anyone injured? | Yes | or | No |
| 4. Is there construction work in the area where you smell gas? | Yes | or | No |
| 5. What is the nearest address or street intersection? | | | |

NOTE: If there is a report of blowing/venting gas complaint advise the caller to:

- a. If inside a structure immediately exit the structure with all occupants.
- b. Please leave as is, do not ventilate or turn any switches on or off.
- c. Do not reenter the structure under any circumstances.
- d. If outside, please keep everyone back at a safe distance.
- e. If a contractor is reporting a line break, please keep area clear. Make sure all equipment is turned off and please do not attempt to stop the blowing gas.
- f. Okaloosa Gas will respond as soon as possible.

GAS COMPLAINTS INVOLVING FIRES

The following questions should be asked of the caller.

- | | | | |
|---|-----|----|----|
| 1. Has the Fire Department been notified? | Yes | or | No |
|---|-----|----|----|

NOTE: If there is a report of a fire involving gas complaint advise the caller to:

- a. If within a structure immediately exit the structure with all occupants.
- b. Do not reenter the structure under any circumstances.
- c. Okaloosa Gas will respond as soon as possible.

GAS COMPLAINTS INVOLVING CARBON MONOXIDE

NOTE: If there is a report of carbon monoxide complaint advise the occupants to:

- a. Leave the structure.
- b. Leave as is, do not ventilate the structure.
- c. Okaloosa Gas will respond as soon as possible.

COMMENTS _____

Dispatching Information: _____

Call dispatched to _____ Date dispatched _____ Time dispatched _____ AM PM

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Dispatcher Responsibilities

1. The Dispatcher takes the Emergency Call Procedures from the representative and dispatches the order to Qualified District Personnel.
2. If the situation involves:
 - A broken main, service, or other gas facility,
 - An abnormal increase or decrease in gas pressure,
 - A fire,
 - Explosion, or
 - Any other serious gas system condition,
 The dispatcher also dispatches a Distribution Crew to the location.
3. He then notifies a Supervisor of the potential emergency situation.
4. If the QDP calls back to report a suspected inside leak and the source of the odor cannot be determined and/or no indication of gas registers on the Combustible Gas Indicator (CGI), the QDP contacts the Supervisor.
5. If the source of the odor is suspected to be outside and the source cannot be determined by the QDP, the Dispatcher notifies the Supervisor for advice. The Supervisor may request an FI survey.
6. If the QDP making the investigation reports or suspects an underground leak, the QDP immediately notifies the Supervisor.
7. The QDP gives the following information to the Supervisor:
 - Nature of call,
 - Name of QDP on the job,
 - Present status of leak,
8. The Dispatcher records all information on the Emergency Call Procedures form.
9. The Supervisor will direct the QDP to remain at the location to keep the area safe until the Distribution Crew and/or Supervisor arrives at the site and assumes authority over the job,
 - The Distribution Crew Leader or Supervisor may retain the QDP on the job to assist them in their investigation and in keeping the area safe or may release the QDP to the Dispatcher for assignment to other work.
10. If requested by the responding Crew, the Dispatcher notifies other utility operators through Sunshine State One Call or by direct contact the other underground utility operators for immediate locations of their underground facilities.

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Procedure During Non-Business Hours (After Hours)

1. The answering service functions as both the District representative and the emergency dispatcher during after-hours.
2. The Dispatcher receives and identifies all incoming service/trouble calls and completed the Emergency Call Procedures form.
 - Where the call involves a suspected leak or other problem inside a building or residence, the Dispatcher immediately calls in QDP to respond to the call.
 - Where the call involves an outside leak or other problem on the outside/underground distribution system or gas facility, the Dispatcher immediately calls in the "On-Call" Construction/Supervisor and/or crew member to respond to the call.
 - The On-Call Supervisor, and QDP each carry a means of communication during "After Hours" so they can be contacted by the Dispatcher.
 - The On-Call QDP evaluates the situation and determines if a Supervisor needs to be notified.
3. Where additional Gas Service Personnel are needed to assist in the emergency situation or cover a second trouble call while the On-Call crew(s) is tied-up, the Dispatcher contacts on-duty Supervisor.
4. Where the situation meets the criteria of a Class 1 Leak, the Dispatcher immediately calls out the stand-by Supervisor.
5. Where the QDP's investigation indicates a need for the Distribution Crew to excavate, the on-duty Supervisor notifies the other underground utility operators either through the Sunshine One Call system or by direct contact.
 - If Sunshine State One Call is closed because of it being after-hours, the Dispatcher calls each area utility individually.
 - Where area utilities are not members of the Sunshine State One Call System, the Dispatcher notifies the non-member utility.
6. All reported gas odors/leaks of any appreciable severity, poor pressure or loss of supply problems, fires, explosions, or accidents or injuries to the public or OGD personnel are reported to Supervisor on duty. He reports to upper management as soon as practical.

Response and Investigation of Potential Emergency Situations

1. Each odor of gas call or potential emergency response is considered "urgent" until it is determined safe. When the field person receives an order to respond to and investigate a situation he/she proceeds at once to the location without undue delay and without violating traffic regulations. If for any reason there is a delay in responding immediately notify the Dispatcher.
2. In a situation where Fire and/or Police Officials are at the scene, the field person **REPORTS IMMEDIATELY TO THE INCIDENT COMMANDER**, in-charge to make his/her presence known.
 - In situations where a fire is in progress, the Fire Chief/Marshall is the person in-charge.

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- In a situation where it is a customer/general public only call, the field person reports to the customer/caller if available to make his presence known and initiates his investigation by obtaining updated information from the caller and then carries out the appropriate investigation procedures for the type of call.
3. The field person proceeds to obtain an evaluation of the situation from the official or from his own investigation and reports that evaluation to the Dispatcher. The following minimum information is reported:
 - What is the suspected cause of the situation,
 - What has been done so far,
 - Have any meters been shut off,
 - Their location, and
 - Is gas suspected in the situation.
 4. When the field person determines that an “emergency condition” may exist, he/she immediately notifies the Dispatcher to inform the appropriate supervisor.
 5. The field person then initiates a leak/trouble investigation of the area “even where gas is not suspected”.
 - A Combustible Gas Indicator (CGI) or Flame Ionization (FI) Unit is used on all odor/leak investigations.
 - ALWAYS TAKE YOUR CGI WITH YOU INTO A BUILDING ON A LEAK INVESTIGATION.
 - Where gas is suspected and/or found, the field person ventilates the confined area or structure which indicates a presence of gas. Such areas/structures may be buildings, basements, manholes, vaults, etc.
 - WHERE A GAS-IN-AIR CONCENTRATION OF 1% GAS IS FOUND IN AN INSIDE OPEN AREA OF A BUILDING/STRUCTURE, THE FIELD PERSON IN AN EFFORT TO PROTECT LIFE FIRST,
 - “EVACUATES all persons from inside the structure and outside from around the structure/building.”
 - The field person then proceeds to protect property, provided it is safe for him/her to do so, by attempting to:
 - Shut off the source of gas,
 - Extinguish all open flames, and
 - Ventilate gas from the building/structure.
 - After a leak is found and “made safe”, the field person continues to survey the area for other leaks or accumulations of gas to ensure that no other leaks or conditions exist which may cause a second emergency situation.
 - WHERE GAS IS INDICATED IN SEWER MANHOLES OR CATCH BASINS, THE FIELD PERSON REMOVES THE MANHOLE COVERS TO VENTILATE THE CONDITION.
 6. The field person assures the situation is safe or calls the Dispatcher for assistance. The field person remains at the site and continues to survey and ventilate and make safe to the best of his/her ability until assistance arrives.

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- All leaks are made safe, either by permanent repair, temporary repair, or shutting off the supply of gas to the building or the risk area.
7. The field person reports to the Dispatcher any changes in situation status in order for the Dispatcher to keep supervision and management current.
 8. The field person completes all field paperwork appropriate to the situation.

Supervisor Responsibilities

1. Determines if an emergency condition may exist and what category(s) it is:
 - Explosion,
 - Major fire fueled by natural gas or in close proximity to natural gas facilities,
 - Significant loss of gas pressure, gas supply or outage,
 - Significant over-pressure in the system,
 - A significant gas leak not under control,
 - Natural disaster,
 - Civil disturbance,
 - Terrorist attacks.
2. Determines the scope of the emergency conditions:
 - Number of customers affected,
 - Type of customers and system facilities affected,
 - Extent of service area affected.
3. Authorizes the Dispatcher to contact the appropriate personnel and inform them that an "Emergency Condition" appears to exist.
4. Directs the on-site work force and formulates plans with the Dispatcher for bringing in additional resources as required until the Director or his designee declares an emergency.
5. Continues to inform the Dispatcher of any changes to the situation/condition.

The following paragraphs prescribe instruction on proper documentation of emergency information.

Emergency Report Form (Gas Leak and Repair Report)

When advised of an emergency, the employee receiving the information will complete a Work Order Request. The name, address, date, time and name of the person taking the information must be printed clearly on the form. In addition, a brief description of the emergency will be provided.

When a call is taken at any location other than the Valparaiso office, District personnel shall recognize the emergency and immediately relate the information to the Engineering Department and/or Operation and Maintenance Department. The District employee originally receiving the call is charged with the responsibility of completing a Work Order Request Form to be routed to the Operations Department.

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Emergency Report Form (Field)

Any District employee receiving an emergency call is required to complete a field copy of the Emergency Report Form. This form should contain the following information:

1. Name of customer
2. Address of customer
3. Date and time of arrival
4. Date and time conditions are made safe
5. Brief description of work accomplished
6. Employee signature
7. Cause of leak

Leak Reporting Requirements

All reports required by this section will be filed with the Florida Public Service commission in accordance with FPSC Chapter (§) 25-12.080. This report shall be forwarded to the Tallahassee office located at the following address:

2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

This section prescribes requirements for reporting gas leaks that are not intended by the District and those requiring immediate or scheduled repair, including test failures by the District. It is the responsibility of the Operations Department to file reports and notify State and Federal Department of Transportation as specified in FPSC §25.12.080. When such filing is required by the Florida Public Service Commission and the Federal Department of Transportation, the District shall submit in duplicate to the Florida Public Service Commission the required report.

Each written report required by the Federal Department of Transportation in accordance with §191.3, §191.7 and §191.9 of Pipeline Safety Regulations shall be addressed as follows:

Information Resources Manager
Office of Pipeline Safety, Research & Special Programs Administration
U.S. Department of Transportation
Room 8417, 400 Seventh Street SW
Washington, D.C. 20590

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Immediate Notification

Upon discovery, the Operations Department shall give telephonic notice in accordance with FPSC Chapter paragraph §25-12.084 of the following events that involve a release of gas from a pipeline that:

- (1) At the earliest practicable moment following discovery each operator of facilities under Commission jurisdiction shall give telephonic notice to the Commission of any event involving the release of gas from a pipeline that:
 - (a) Caused a death or a personal injury requiring hospitalization;
 - (b) Required the taking of any segment of transmission pipeline out of service;
 - (c) Resulted in gas igniting;
 - (d) Caused estimated damage to the property of the operator, or others, or both, of a total of \$10,000 or more; or
 - (e) In the judgment of the operator, was significant even though it did not meet the criteria of paragraphs (a), (b), (c) or (d) of this subsection.
- (2) An operator need not give notice of an event that met only the criteria of paragraphs (b) or (c) of subsection (1), if it occurred solely as a result of, or in connection with, planned or routine maintenance or construction.
- (3) Each operator shall immediately report to the Commission any distribution system-related accident or failure which interrupts service to either 10 percent or more of its meters or 500 or more meters.

The District need not give notice of a leak which met the criteria of (b) or (c) above, if it occurred solely as a result of, or in connection with, planned or routine maintenance or construction.

Each notice required by the above paragraph shall be made by telephone to the Florida Public Service Commission (Safety Section (850) 413-6652) and to the Office of Pipeline Safety 1 (800) 424-8802 and shall include the following information:

1. Name of operator and person making report including each telephone number.
2. The location of the incident.
3. The time of the incident.
4. The number of fatalities and personal injuries, if any.
5. All other significant facts that are known to the District that are relevant to the cause of the incident or extent of the damages.

The District shall immediately report to the Public Service Commission any system related accident or failure which interrupts service as specified in FPSC §25-12.084.

Federal Reporting Requirements

Public Service Commission Rules §25-12.085 and §12-12.086 are designed to meet the written reporting requirements of 101 of Title 49, Code of Federal Regulations

The following incidents require Federal Notification:

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(1) An event that involves a release of gas from a pipeline, gas from an underground natural gas storage facility, liquefied natural gas, liquefied petroleum gas, refrigerant gas, or gas from an LNG facility, and that results in one or more of the following consequences:

- (i) A death, or personal injury necessitating in-patient hospitalization;
- (ii) Estimated property damage of \$50,000 or more, including loss to the operator and others, or both, but excluding cost of gas lost; or
- (iii) Unintentional estimated gas loss of three million cubic feet or more.

Records

The Gas Leak and Repair Report form dealing with an emergency call will be maintained for a period of five (5) years. See Standard Leak Report Form.

Distribution System – Written Report

As specified in Federal Pipeline Safety Regulations, Title 49 §191.9, the District shall, as soon as practical but not more than ten days after detection, report the following in triplicate on Department of Transportation Form RSPA F 7100.1:

1. A leak that required immediate notification under paragraph 191.9.
2. A leak that, because of its location, required immediate repair and either emergency action to protect the public such as an evacuation of a building, blocking off an area or rerouting traffic.

In the event that additional related information is obtained after a report is submitted under the above paragraph, the District shall make a supplemental report as soon as practical with a clear reference to date and subject of the original report.

The District shall submit an annual report in triplicate on Department of Transportation Form RSPA F7100.2-1 for facilities that operate at 20% or more of the specified minimum yield strength (SMYS).

Transmission System-Written Report

The District shall, as soon as practical but not later than 10 days after detection, report the following in triplicate on Department of Transportation Form RSPA F 7100.2: in accordance with FPSC §25-12.086

1. A leak that required immediate notification.
2. A leak in a transmission line that required immediate repair.
3. A test failure (pipeline failure) that occurs while testing either with gas or other medium.

In the event that additional information is obtained after a report is submitted under the above, the District shall make a supplemental report as soon as practical with a clear reference to date and subject of the original report.

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Scope 192.615 (a) (2) (3) (c) (1) (2) (3) (4)

The District shall establish and maintain liaison with appropriate personnel of fire and police departments and/or other public officials.

This liaison will enable all organizations involved to:

1. Learn the responsibilities and resources of each government organization which may respond to a gas pipeline emergency;
2. Acquaint officials with the District's ability to respond to a gas pipeline emergency;
3. Identify types of gas pipeline emergencies; and
4. Plan efforts of the District and officials to minimize hazard to life and to property.

Procedure

Such liaison shall establish a continuing program to keep public officials current on the District's emergency procedures.

The District will periodically train the Fire, Police, and other Public Officials on our procedure using outside First Response Guidelines and also using the District's Public Awareness Program 192.616.

Emergency Contacts

Refer to O&M Manual Appendix D.

Support Services

Refer to O&M Manual Appendix D.

Sources of Supply

Refer to O&M Manual Appendix D.

Emergency Recall Roster

Refer to O&M Manual Appendix D.

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SCOPE 192.615 (3) (i)

The purpose of this section is to provide guidance for receiving and responding to notification of gas leaks and other emergencies in accordance with Title 49, Code of Federal Regulations, §192.615 (b and c) and 25-12-.042.

Notification of Emergency Gas Leak(s)

Gas Leak Reports received shall be treated as an emergency until determined otherwise. Quick and accurate response is essential for protecting the public in the event of a gas leak or other potentially hazardous situation. Consequently, the person receiving a notification must obtain as much information as possible. In accordance with Title 49, Code of Federal Regulations, §192.615 and §25-12.062, Rules of Florida Safety Commission, "Safety of Gas Transportation by Pipeline", a Gas Leak Repair Report form shall be used to record the following:

1. Address of suspected leak
2. Date and time leak reported
3. Description of leak reported
4. Date and time District personnel dispatched
5. Date and time District personnel arrived
6. Date and time condition made safe
7. Location of leak found (specify inside or outside)
8. Cause of leak
9. Description of leak detailing as much information as possible.

The District dispatch personnel shall designate where work crews are to be located during an emergency. If deemed necessary, dispatch personnel shall also advise the person reporting the leak to adhere to the following noted directions:

1. Do not turn on gas appliances.
2. Do not turn electrical switches off or on.
3. Evacuate the building
4. Do not turn on vehicle ignitions
5. Extinguish all possible sources of ignition (ie. cigarettes, candles, etc.)

Gas Leaks Reported by Leak Survey Crew

A gas leak reported by the Leak Survey Crew is recorded on a Leak Report Form. When a "Grade 1" leak is found, the person discovering the leak shall immediately report this condition to an Operations Department Supervisor. The person discovering the leak will continue to make the area safe, then stand by until the repair crews arrive. The person discovering the leak shall initiate a Gas Leak Report form, which will be completed by the person in charge of repair.

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Responding to an Emergency Notification

An employee who discovers or investigates a leak shall use extreme caution when classifying the leak. Only employees who are thoroughly knowledgeable of the criteria and tools used to classify leaks may determine the classifications.

Only Qualified District Personnel fully instructed in these procedures will be dispatched to check leaks. (Qualified is defined as an employee who has been trained, and evaluated.)

Investigation of Leaks/Odors of Gas

Note: All gas leaks shall take priority over all other work.

The District will investigate leaks/odor of gas reported by customers or the general public. These type calls will be investigated by Qualified District Personnel and considered a potential emergency.

General

Receiving Calls Reporting Gas Leaks/Odors of Gas

1. Receiving, identifying, classifying and responding to leak/odor calls are handled as described in Section 192.615 Leak Classifications in the O & M Manual.
2. When investigating a leak, the QDP employs the following safety precautions to prevent accidental ignition:
 - NEVER relies on sense of smell only.
 - Does not attempt to contact the customer by telephone or ring his/her doorbell upon arriving at location.
 - ALWAYS takes Combustible Gas Indicator (CGI) into building on service calls.
 - In no case should the flame pack be used in an explosive atmosphere.
 - Turns on explosion proof flashlight and CGI before entering building.
 - Does not turn on or off any electrical switches or appliances

Combustible Gas Indicators (CGI)

Instruments, CGIs and Sensits designed to recognize combustible gas shall be assigned to employees who at any time may be involved in the detection of gas leakage.

Combustible gas indicators and other industry accepted methods of leak detection shall be used in the investigation of reported or otherwise suspected cases of gas odor or leakage.

Employees who may at any time be called upon to investigate a reported or suspected gas leak shall have adequate training and working knowledge of the combustible gas indicators and other methods of leak detection.

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Instrument Assignments

Each vehicle used by personnel listed below shall have a combustible gas indicator assigned to it and a proper bar hole tool:

1. Customer Service
2. Construction Crews
3. Maintenance Crews
4. Leak Survey Technician
5. Spot Lines Personnel
6. Corrosion Technician
7. All stand by personnel

Combustible Gas Indicator Calibration

Combustible gas indicators assigned to operating personnel, including any unassigned instruments shall be tested and calibrated once monthly in accordance with Operating Procedure 29 entitled "Combustible Gas Indicator Test Record"

Systems Air Tight Check

Procedure

1. Squeeze aspirator bulb and place thumb over bulb end and close the two (2) openings at the end of probe, and release bulb. If system is "air tight" the bulb should remain depressed. If the system is not "air tight," tighten all connections to eliminate leaks.
2. Remove thumb from end of bulb and clear the two (2) openings at end of probe, CGI ready to be used.

How to Use a Combustible Gas Indicator H-Model

The following are general instructions on the use of the Combustible Gas Indicator (CGI):

Check for instructions usually found on the inside of the instrument cover. Instructions may vary, depending on the instrument manufacturer.

Then, perform the following check:

1. Turn on unit.
2. Press volt test button and adjust meter to green arrow by lifting and turning volt adjustable knob. Release "volt test" button.

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3. With probe in a gas free atmosphere and range valve in EXPL (4%) position squeeze aspirator bulb several times to purge CGI of residual gas.
4. Turn range valve to 100% setting re-purge CGI by squeezing aspirator bulb several times.
5. With probe in area to be tested squeeze aspirator bulb and observe reading on the 0 -100% scale.
6. If meter reads less than 4%, turn the range valve to EXPL (4%) setting and continue aspirating. Read gas concentrations on EXPL (4%).
7. When finished, purge CGI in gas free atmosphere and release bulb to shut off meter.

CAUTION: Always make certain CGI is purged before changing from the "EXPL (4%)" range to the 100% range."

Basic Sensit Instructions

Task

To set instrument for proper use

Procedures

Calibration Check: The calibration should be checked periodically. When instrument is turned on, it goes through a warm up period. During warm up a message will show if calibration is due. If calibration is due, instrument is to be turned in to the meter shop to have calibration checked and set.

Battery Replacement: It is necessary to replace battery when display reads "Bat. Low" and an audible sound can be heard and the green "ready" L.E.D. flashes. When "Bat. Low" is displayed there is only 30 minutes of useful operation time before instrument shuts off. Replace batteries, observing polarity markings in the battery holder.

CAUTION – ALWAYS CHANGE BATTERIES IN AN ENVIRONMENT FREE OF COMBUSTIBLE GASES.

Turn On and Check Out: Push the power button to initiate operation. A beep will be heard during any button activation.

Caution – Always start any Sensit Gold CGI/Trackit III in a gas free environment to ensure proper zero.

Upon Successful Start Up: The pump will start and the display will illuminate. In the display window you will see "0.0%L" next to gas tab and "0" next to the CO tab and "X" next to the O₂ tab and an "X" next to H₂S tab. Prior to use, test the integrity of the sensor cap and tubing. Use your finger to block the inlet of the sensor cap for 4-5 seconds. The display will read "FLOW BLOCKED" if all seals are intact. If this does not occur change the sensor cap and "O" rings. A spare sensor cap and "O" rings are shipped with each product. During pump low block, a beep will occur every 2 seconds until the pump restarts and adequate flow is present.

Operating Tips: The "hazard" indicator will flash if a reading of 1% gas is indicated and a 20.0% will illuminate on the display screen indicating a potential unsafe condition. When the combustible gas

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readings exceed the alarm range all L.E.D.'s (except green & red Haz3) will turn off. **NOTE:** 20.0% illuminated on the display of the Sensit is the same as 1% concentration or more gas in the air within a structure. Take appropriate action. If the instrument encounters a gas it is not calibrated to, it may read "NSR" followed by a number. If any concerns, always refer to instruction manual inside case.

When to use the Combustible Gas Indicator

Combustible gas indicators are used for leak detection investigation to determine the concentration of gas in percent gas in air:

- On all gas leaks
- No leak or odor is found when investigating a leak report.
- Investigating foreign odors.
- Odor is evident above ground.
- Odor is evident underground in drains, vents, manholes, etc., or in and around foundation walls.
- Investigating a fire or explosion, regardless of the cause.
- The investigating employee is in doubt.
- Leak repairs have been completed.
- Live gas activities.

Underground Leaks

When a section of the underground system has been compromised, it is important to locate and prevent the spread of any leaking gas through the ground and to nearby buildings. Buildings in the area shall be entered immediately and check for the presence of gas with a combustible gas indicator (CGI).

In the judgment of the investigating employee, buildings that have indications of combustible gas may have to be evacuated and barricades or warning signs erected to control the flow of people in the area.

During and until all buildings have been cleared, buildings in the area shall be checked repeatedly for the presence of gas. If necessary, there will be a sufficient number of vent holes made in the area to eliminate any accumulations of residual gas.

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Structures Containing Indications of Natural Gas

Test with combustible gas indicators that show concentrations of natural gas in the atmosphere of any room in the structure or where there is a probability of natural gas in concentrations of 1% or more gas in air within a structure, take the following action where appropriate:

- A. Evacuate the structure of all occupants.
- B. Leave the door open to ventilate the structure on the way out.
- C. Use every practical means to eliminate sources of ignition. Take precautions to prevent smoking, striking matches, operating electrical switches or devices, opening furnace doors, cell phones, radios, etc.
- D. Turn off the supply of gas at the riser or meter whenever it is practical to do so.
- E. Check structure cracks and all below ground piping entering or exiting the structure with a combustible gas indicator to locate and identify the point where natural gas is entering the structure.
- F. As necessary, drill vent holes in the area outside the structure or dig vent holes directly over the area where gas is entering to eliminate the source of natural gas leaking into the structure.
- G. Test all structures in that area until the extent of the area affected by the natural gas is determined.
- H. Where the natural gas is entering the structure through a piping or duct system, test all the structures connected to that system with a combustible gas indicator (CGI).
- I. Maintain repeated checks of the structures in the area during the investigation and repair process and after the repairs have been made, until the area is determined to have been cleared.
- J. If the above (A through I) activities fail to control the leaking natural gas, it may be necessary to cut off and plug, cap or replace the leaking section of the distribution system.

Conditions Requiring Admittance to a Building

The Following are a number of conditions that require District personnel to gain admittance and conduct a leak investigation inside a building:

- A. Leaking gas is discovered at the building wall.
- B. Leaking gas is discovered in storm drains, manholes, or any other underground structure located near the building and there is a possibility of gas seeping into the building.
- C. Leaking gas in significant concentrations is present underground nearby and possibly entering a building without being detected at or near the building wall.
- D. Leaking gas in significant concentrations is present in the atmosphere under conditions which may force some quantities into a nearby building.

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Entering an Unoccupied Building

- Shut gas off and lock the meter.

Under any of the conditions noted in this Section where it is important to gain admittance to an unoccupied building, notify local Police and local Fire Department along with notification to a District Supervisor.

Testing for Underground Gas Leakage

In areas where it is apparent there is no gas leakage seeping into nearby buildings, the testing to determine the source of leaking combustible gas is slightly different. These test routines include:

- Using caution so as to not disturb underground cables and piping, drill bar holes in an area close to the main suspected of leaking gas and to the connecting service lines as well. Check each bar hole and any curb boxes, vaults and manholes in the area with a combustible gas indicator beyond the spread of combustible gas for a distance of fifty (50) feet.

Other than Natural Gas Combustibles

All reported leaks shall be treated as if they are natural gas leaks until tests prove them to be some other source. Whenever the normal testing methods suggest the reported leak is a combustible gas, but not natural gas, then fire or other responsible authorities shall be appropriately advised.

Safety Precautions for Venting Gas (DOT 192.751)

When it is necessary to vent gas into the open air, potential sources of ignition must be removed from the area and adequate fire extinguishment provided in close proximity to the area.

When necessary, warning signs and/or barricades should be erected to prevent accidental ignition.

No gas or electric welding or cutting should be performed on facilities containing a combustible mixture of gas and air until all suitable precautions have been taken.

Notification Requirements for Venting Gas

Prior to the planned release of significant quantities of natural gas into the atmosphere or as soon as practical following confirmation of any unplanned release of significant quantities of natural gas into the atmosphere, the lead person on the job must notify an Operations Department Supervisor so that the appropriate agencies can be notified.

Procedure

A. Investigation of Gas In or Under a Building – When Customer Not Home

1. Where entry cannot be made into the building for the purpose of investigating a possible leak, the QDP turns off and locks the gas meter valve.

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2. The QDP proceeds to take CGI readings at the meter set, around edges of doors, windows and other available openings to assess the possible condition inside the building.
3. When combustible gas is found and/or a probable hazard to people or property exists, the QDP proceeds to take CGI reading around the parameter (all four walls) of the neighboring buildings to assess the extent of the leakage and when necessary evacuates the neighboring buildings in accordance with Section L, page 20 of the O & M manual where a CGI reading of 1% gas or more is suspected inside the building.
4. The QDP reports the situation to a District Supervisor and stands-by for further instructions.
5. The QDP notifies the supervisor, to arrange, when necessary, for police assistance to gain access to the building.
6. The QDP completes the Service/Work Order and DANGER Do Not Operate tag. A copy of the DANGER DO NOT OPERATE tag is attached to the front door and the gas meter to notify the customer with a brief explanation of the nature of the problem and the gas is turned off at the meter.

B. Investigation of Gas In or Under A Building – When Customer is At Home

1. The QDP identifies him/herself as Okaloosa Gas District Personnel.
2. Identifies if the person who has greeted him/her is the person who reported the gas leak/odor.
 - Where person did not make the call, attempts to identify the person who called/reported the gas leak/odor.
 - Okaloosa Gas employees will not enter residence with a minor (under the age of 18) unless an adult is present.
3. Asks person where he/she smelled the odor.
4. Cautions occupant (s) not to smoke or operate electrical switches or appliances and cell phones.
 - Where a gas –in-air concentration of 1% is found the technician EVACUATES all persons from inside building and outside from around the building/structure.
 - After eliminating all potential ignition sources, opens doors and windows to ventilate building.
5. Begins leak investigation by taking CGI readings in and around the place where customer smelled the odor.
6. Continues investigation by taking CGI readings at:
 - Gas appliances
 - Appliance piping/fittings
 - Appliance connector fittings

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- Other exposed gas piping and fittings
 - Meter set
 - Completing around the perimeter of the building at 10 foot spacings.
7. Indications of leaks are then pinpointed by applying with brush & liquid test solution on the suspected leak area.
 8. When a leak is found on an appliance, where an appliance shutoff valve is available, the gas is shutoff at the connection to the appliance otherwise the gas is shutoff at the gas meter.
 9. Do a Low Flow Test on meter. If the test dial hand does not move, the meter is defective and cannot be used to determine downstream leakage and will have to be replaced.

Inside Leak Investigation and Repair Procedures (25-12.042)

The District will investigate leaks/odor of gas reported by customers or the general public. These type calls will be investigated by Qualified District Personnel (QDP) and considered a potential emergency until the gas leak/odor investigation determines otherwise.

Investigation of inside leaks will be in accordance with the Districts Service Procedure Manual

Low Flow Test

Please refer to the Districts Service Procedure Manual.

Meter shut-in test

A meter shut-in test or other approved method is performed in accordance with the Districts Service Procedure Manual.

C. Unidentifiable Odors

1. Unidentifiable odor calls are investigated as an emergency.
 - This is to insure that no natural gas leaks exist.
2. When a customer complains of headaches, burning eyes or nausea, all gas appliances are tested for the presence of carbon monoxide using a carbon monoxide (CO) detector. The test includes a check for the proper adjustment of gas and air, proper installation and make-up air, proper flue conditions, and the possibility of a heat exchanger crack or being faulty.

SCOPE

This procedure is in response to a carbon monoxide detector alarm or carbon monoxide incident refer to OGD Service Procedure Manual.

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D. Follow Up After Repairs – Inside Building

1. After the customer has notified OGD that the leak (s) or carbon monoxide problem has been repaired, the Qualified District Personnel returns to inspect and turn the gas on at the meter.
2. The QDP performs the following procedure:
 - Verifies leaks/or CO problem has been properly repaired.
 - Restores gas service to the building.
3. Completes the Service/Repair Order.

E. Gas Leaks Located Outside of Residential Buildings

1. The QDP takes CGI readings around the immediate area where customer/caller smelled the gas odor.
 - CGI readings are taken at the following locations:
 - Meter set
 - Completing around the perimeter of the building at 10 foot spacings
 - Cracks in pavement
 - Manholes and catch basins up and down the street
 - Other locations that provide an opportunity to find venting gas.
 - While investigating the possible leak with his/her CGI, the QDP also looks for dead or dying vegetation.
 - Where an indication of gas is found, the closest wall of the adjacent building to the leak is also investigated as described in step 1 above.
2. Where there are indications that an outside gas leak is present, the QDP notifies the OGD Dispatcher to send assistance if needed to make repairs.
3. The QDP remains at the site and monitors the situation and takes remedial action until relieved by the Construction and Maintenance crew.

Where the situation warrants, such as a large leak, the QDP:

- Evacuates and ventilates buildings
 - Removes manhole covers to ventilate manholes
 - Eliminates potential sources of ignition
 - Blocks off the area and reroutes traffic
 - Initiates other procedures to keep or make safe
4. The QDP initiates a Leak Report.
 5. When no leak can be found, the QDP describes the investigation conducted and that no leak could be found on the Service/Repair Order and Gas Leak Report. Then the QDP calls dispatch for the area to be surveyed for underground leakage.

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Reports

1. A Service/Leak Report is initiated for each leak/odor call received. It is completed as the leak is completed and filed only after the permanent repair and recheck of the leak.
 - When a DANGER Do Not Operate tag is filled out, a copy of the tag is attached to the Service/Repair Order.
2. When a leak/odor call results in a Leak Repair and Pipe Condition Report, the report is processed according to the procedure.

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Scope 192.615 (3) (ii)

This part prescribes safety standards and requirements the District will follow when fire or the potential of fire occurs at or near a natural gas pipeline.

General

Emergencies caused by fire fueled with natural gas will be classified as indicated in the remainder of this part.

Procedure

Fire Directly Involving Pipeline Facilities

When natural gas is ignited as a result of leakage from a pipeline or pipeline facility, District supervisory personnel will conduct emergency procedures; they shall then act as a liaison between the District and the fire department. If the fire does not present an immediate hazard to persons or property and cannot be isolated or extinguished by stopping off the flow of gas, it will be extinguished by the use of dry chemicals. Dry chemicals may be used only after the following steps have been taken:

1. The Fire Department has been notified and arrived at the scene.
2. The Fire Department and Police shall be advised (by supervisory personnel) of the plan for extinguishing the fire and/or stopping off the flow of gas.

After the fire is extinguished and conditions are made safe, District supervisory personnel shall evaluate the situation and institute measures to repair damages. On all gas mains, a pipeline Investigation Report will be completed by the supervisor in charge and forwarded to the Engineering Department.

Fire Not Involving a Pipeline Facility

Fires not involving leaking natural gas, which presents a potential hazard to pipeline facilities, is the responsibility of the Fire Department. District employees dispatched to the scene of the fire should inform the Official in charge of danger of the fire reaching or burning too long around the exposed gas facility. The exposed gas facility shall be removed from service when possible. Fires around farm taps will be extinguished by QDP and unauthorized persons kept from the area until the danger has passed. Each district vehicle responding to the emergency shall be equipped with a dry chemical extinguisher and a shovel.

Fire Involving Natural Gas on Customer Premises

The QDP responding to an emergency shall first report to the Official in charge of the fire. If the service riser can be safely reached, the gas shall be turned off. If the riser cannot be reached safely, the employee shall call for additional help, if necessary, and begin tracing the service line, digging up the tap and cutting off the flow of gas.

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If the fire is gas fed and the employee is unable to stop the flow of gas by procedures outlined herein, the employee will notify the Supervisor. After normal working hours the employee shall notify Supervisor, supervisory personnel or other authorized personnel on stand-by. O&M crews shall be dispatched to help stop the flow of gas. Until construction personnel arrive, the employee will stand by and do as much as possible, using good judgement.

After the fire is extinguished, every effort will be made to determine the cause of the fire.

Records

The supervisor in charge will file a detailed report(s) with the Operations Department.

1. Gas Leak and Repair Report
2. Pictures and/or video
3. Meter Information and current meter location

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	EXPLOSION OCCURRING NEAR OR DIRECTLY INVOLVING A PIPELINE FACILITY	Date Issued 04/04/17
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Scope 192.615 (3) (iii)

This part prescribes actions taken by District personnel to prevent an explosion or actions to be taken when an explosion occurs on or near a natural gas pipeline facility.

General

The District shall utilize necessary personnel, materials and equipment to safely control the emergency.

Procedure

Explosion Directly Involving a Pipeline Facility

When natural gas is found in a confined space such as a building, room or manhole, the first and foremost duty of District personnel is to protect life. Therefore, all persons shall be evacuated from the danger area. Next, all apparent ignition sources shall be eliminated and the building will be ventilated by opening windows and doors. **UNDER NO CIRCUMSTANCES SHOULD THERE BE OPEN FLAMES, MATCHES OR ENGINE IGNITION IN THE AREA WHERE GAS IS PRESENT.**

Explosions Near a Pipeline Facility

When an explosion occurs near a pipeline facility there exists potential danger of damage to the pipeline facility. This could cause a gas fire or another gas-fed explosion. **District personnel shall advise firefighters and other officials of such potential hazards.** Every effort should be made to determine the cause of the explosion if it resulted in leaking natural gas.

The District's personnel shall immediately survey the surrounding area with a gas detection device to determine whether there are any leaks.

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Scope 192.615 (3) (iv)

This part outlines plans that shall be implemented when forces of nature interrupt service or inflict severe damage to the District's pipeline facilities.

General

Forces of nature such as tropical storms, hurricanes, floods, etc., may cause gas to escape from pipelines. Gas leak emergency procedures are outlined in this section.

Procedure

Floods

Flood conditions in the District's service area can be caused by rising waters applying pressure to house regulators. These include but are not limited to broken mains at washouts or overpressure of a customer's piping.

Most vulnerable are regulators that are spring or pilot loaded with vents below the high water level.

In case of flood conditions, the following procedures will apply:

1. Regulators and meters should not be placed in service until house piping and equipment are determined to be safe.
2. Regulators and meters that may retain water or show internal signs of water or corrosion must be replaced prior to being returned to service.

Hurricanes and Tropical Storms

Hurricanes and Tropical storms are considered to be a threat to the District service area and shall be treated as emergencies. A general meeting of all supervisors and management shall be called to assess the situation and determine if a major emergency should be declared and the plan implemented. The District has outlined a four-phase plan to be implemented when there is an approaching hurricane. This plan incorporates actions and precautions to be taken at intervals of seventy-two (72) hours before (**PHASE I**), forty-eight (48) hours before (**PHASE II**), twenty-four (24) hours before a direct hit (**PHASE III**) and immediately after the storm has passed (**PHASE IV**). This plan is outlined as follows.

PHASE I

Seventy-two (72) hours before an impending hurricane, Phase I shall be put into effect. The CEO shall call a meeting with all available coordinators to establish evacuation, rescue and emergency action plans. This meeting will cover preliminary preparations and arrangements. The coordinators will follow this meeting with a meeting of the emergency response personnel. The following items shall be implemented and all employees will be briefed on upcoming events.

1. The Emergency Plan shall be in full effect and all organizational personnel shall report to the Valparaiso Office Operations Department.

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2. The Operations Coordinator and the Manpower and Dispatcher Coordinator will organize a schedule so that the Gate Stations shall be manned as required during the storm.
3. During pre-storm preparations, evacuations of an area shall be regulated by Emergency Services. Upon notification of evacuation, the Gas System Coordinator shall take appropriate safety measures. These may include, but are not limited to, the following:
 - A. The Operation Coordinator shall plan to reduce operating pressure or other necessary measures in the areas where the storm may strike.
 - B. The Operation Coordinator shall organize post-storm plans and procedures to return the system to normal service conditions.
4. The Facilities Coordinator shall arrange for purchases to be made of all materials necessary to protect glass windows in the Fort Walton Beach, Valparaiso and Crestview offices, and other emergency supplies.
5. The Compliance and Materials Coordinator with the help of the Manpower and Dispatcher Coordinator shall arrange for materials and supplies to be stockpiled in each office with completed disaster preparation plans attached. Personnel shall be briefed.
6. The Manpower and Dispatching Coordinator prepares to board up the District Offices. The Compliance Material Coordinator will assist in the delivery of materials to these locations. Actual time when boarding up will be determined in Phase II.
7. An interdepartmental organizational chart will be drafted up with all personnel that will be working. It will include who they are working for and their duties. This chart will also identify who will be staying in the area and where, and who will be leaving the area and a telephone number if possible so contact can be made after the storm or when needed. This organization chart will be implemented at the Phase II meeting called by the CEO or his designee; it will be made available to all coordinators/leaders for their information. All personnel without an assigned duty will be marked as available so they can benefit the district in another area. They shall report to the coordinator assigned to them until further notice.
8. Maps will be uploaded to a portable device for the entire system. This will include addresses and meter locations.
9. Reserve rooms for locating key personnel and equipment in different areas.
10. At this time, management will address allowing employees to secure personal needs.

PHASE II

Phase II of the hurricane emergency preparation plan will go into effect forty-eight (48) hours before the hurricane is expected to hit land. The following items will be executed:

1. A meeting shall be called by the **CEO**.
2. Interdepartmental organizational chart will be implemented. Personnel assigned to designated coordinators/leaders will report to them until further notice. This will determine who will work and when.
3. At this time it will be determined when the offices will be boarded up.

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4. The District shall place extra fuel at strategic locations throughout the district. There shall be full containers of each of the following:

4 each	500 gallon drum gasoline
1 each	500 gallon tank diesel oil
5. Trucks shall be inspected to confirm that they are full of gasoline and all equipment shall be full of fuel.
6. Supervisors shall be responsible for their assigned personnel to have all equipment and supplies needed to stop the flow of blowing gas.
7. The Office Personnel and Materials Coordinator will be responsible for organizing a 24-hour roster at each office for personnel to monitor supplies of food, water and coffee.
8. The Operations Coordinator/Manpower and Dispatching Coordinator will be responsible for organizing a 24-hour schedule delegating assignment of employees. It shall include the District's emergency procedures with the County Emergency Operations Center schedule.
9. The Office Personnel and Materials Coordinator will reserve adequate lodging for out-of-town emergency crews and all emergency District personnel.
10. Management will strategically place crews and equipment in as safe as possible locations or housing until further notice.
11. Notify all personnel of wind safety. Company vehicles will remain off the roads according to current local weather conditions. The Gas System Coordinator or CEO will deem it safe when to travel on roads according to local weather conditions or EOC information.

PHASE III

Phase III of the hurricane preparation plan will go into full effect twenty-four (24) hours before the hurricane.

The Emergency Services Coordinator will be at the County Emergency Operation Center. (This person should be able to direct affairs for the District in the event that other normal means of communications fail.) A cellular phone, lap top and ham radio shall be provided for communication between the District and the Emergency Operations Center.

CAUTION

EVERY SAFETY PRECAUTION MUST BE UTILIZED BY PERSONNEL WORKING UNDER EMERGENCY CONDITIONS IN ORDER TO AVOID PERSONAL INJURY

PHASE IV

1. Worst part of the hurricane has passed, the following steps to be implemented.
2. District personnel at the Emergency Operation Center shall verify that electric power is off in areas where District maintenance crews are to work before they enter the area. This information will be relayed to the Safety Evacuation Coordinator forward to Operations Coordinator.
3. Employee/equipment roster will be implemented.
4. First priority work will be to stop blowing gas, and make conditions safe. The gas outage policy, as specified in this manual O&M Manual Appendix E, will be followed.

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5. See Emergency Preparedness Plan (EPP) and O&M Manual Appendix D and Sections G & M :
 - Employee contact list - O&M Manual Appendix D
 - Emergency contact - O&M Manual Appendix D
 - Support Services - O&M Manual Appendix D
 - Sources of Supply - O&M Manual Appendix D
 - Safety stock level Personal Protective Equipment - O&M Manual Appendix D
 - Hurricane Preparedness – EPP
 - Employee/Equipment rotation by area - N/A
 - SCADA Operations - O&M Manual Section M page 61
 - Communication- cellular phone, lap top, ham radio
 - Saffir – Simpson Hurricane Scale – EPP
 - Locating/Sunshine State Once Call (811) - O&M Manual Section G page 2
 - State Florida Disaster Assistance Reimbursement Documentation Information - O&M Manual Appendix D

6. The CEO or his designee will call a back to normal work condition when he feels the situation is warranted. All personnel will then be released from their present duties upon approval from the Coordinator/Leader they are working for. When released they shall report back to their original department Supervisor for further instructions.

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Scope 192.615 (a) (4)

In accordance with FPSC, Title 49, §192.615 (a-4), this part specifies the District's availability and prescribed use of equipment necessary at the scene of an emergency. The purpose of this section is to mandate guidelines for equipment needed to minimize danger to personnel responding to an emergency and to prevent potential hazardous conditions from development.

General Requirements

Equipment shall be inspected on a regular basis and must meet all applicable safety regulations. Safety equipment shall be carried on an adequate number of trucks. In addition, the area Customer Serviceman assigned to stand-by duty will carry safety equipment. Personnel shall be responsible for complying with the guidelines set forth in this part.

NOTE: Extra fire extinguishers should be on hand to allow replacement in case the seals are broken.

Procedure

At the beginning of each stand-by shift, the employee assigned to stand-by duty will be responsible for the safety equipment on the truck. All equipment will be kept in good working condition at all times.

Safety equipment will be carried at all times on assigned trucks from the Operations Department and shall be on stand-by status when an emergency occurs.

All operational personnel trucks and stand by employees will carry safety equipment at all times.

District personnel that attempt to perform maintenance on a service line or main **shall use protective clothing** while gas is blowing only after attempting the following. The gas must first be cut off at the tap on the gas main or the section of gas main under repair, valved out or blown down. This does not apply to transmission pipeline which involves a different procedure.

Emergency Tools and Equipment

Every vehicle owned by the District shall be equipped with a fire extinguisher. In addition, every stand-by truck in Operations shall carry the following safety equipment:

1. Fire resistant coveralls and protective hood
2. Hardhat
3. Safety traffic vest
4. Plastic Pinch-off tool, 2" and smaller (2 each)
5. Explosion proof flashlight
6. 110 volt night work light
7. Rain suit
8. Rubber boots
9. Leather gloves
10. Safety goggles
11. Combustible Gas Indicator (CGI)

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- 12. Shovel
- 13. Ax
- 14. Pipe Locator
- 15. Valve wrench
- 16. Curb tee valve wrench

Valparaiso office, storage shed equipped with the following items.

<u>Description</u>	<u>Quantity</u>
Hydraulic jack, 10 ton pinch-off tool	2
Chain saw	3
Cable sling	2
Lowering belt	2
Hydraulic pinch-off tool, 4" & smaller	1
Hand operated pinch-off tool, 4" & smaller	2

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Protection of People and Property 192.615(a) (5)

The District will maintain procedures for actions directed toward protecting people and property. The first priority will be to assure the safety of people when a gas emergency is probable or actually exists. The second priority will be to assure the safety of property when a gas emergency is probable or actually exists.

Procedure

1. Prevent accidental ignition of leaking gas by following the procedure in – Prevention of Accidental Ignition 192.751.
2. Evacuate premises which are or may be affected by an emergency involving leaking natural gas.
 - EVACUATE where gas-air concentration of 20% or more on the LEL scale (1% gas) on a CGI is found inside a building/structure.
 - Request assistance when evacuating more than one building or a large number of people.
3. Control leaking gas by closing appropriate main and/or service valves.
4. Ventilate premises where gas is detected.
 - Notify the fire department before ventilating a building with a combustible gas reading of greater than 4% gas in air.
5. Request assistance from fire/police agencies where needed.
6. Block off the area where needed.
7. Reroute traffic where needed.

Making Safe Any Actual or Potential Hazard (Grade 1 Leak) 192.615 (a) (7)

Provisions should be described for locating and making safe any actual or potential hazard. These may include the following:

- Controlling pedestrian and vehicular traffic in the area.
- Eliminating potential sources of ignition.
- Controlling the flow of leaking gas and its migration.
- Ventilating affected premises.
- Venting the area of the leak by removing manhole covers, bar-holing, installing vent holes, or other means.
- Determining the full extent of the hazardous area, including the discovery of gas migration and secondary damage.
- Monitoring for a change in the extent of the hazardous area.
- Coordinating with fire, police, and other public officials the actions to be taken.

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Grade 1 Leak

A Grade 1 leak, as defined by the State of Florida Public Service Commission is a leak large enough to cause immediate danger to life or property.

- The “Inside-Outside” procedure will be followed in this instance. This is a first priority situation and work will continue until the gas leak is found and made safe.
- When a service line or main line is found leaking or broken causing the “Class 1” leak, the flow of gas must be stopped in the quickest, safe way possible. (See Procedures – O&M Manual Section G 192.311, Section M 192.751 and Appendix A)

Actions that may be initiated by the first employee arriving at the scene in order to protect people and property. These actions may include the following.

- Determining the scope of the emergency.
- Evacuating and preventing access to premises that are or may be affected.
- Preventing accidental ignition.
- Reporting to the appropriate supervisor on the situation, and requesting further instructions or assistance if needed.

Where possible, the gas line will be valved out and blown-down, otherwise the blowing gas line may be either pinched off or plugged, depending on conditions surrounding each case. In many instances, plastic service lines can be pinched off upstream of the damage or break and safely repaired by one man.

Whenever possible, and where pinching-off is determined to be the best means to isolate a section of gas line, the line will be dug up upstream (and downstream if needed to stop backfeed) of the leak and pinched off far enough away from the leak to avoid a possible ignition source.

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Isolation and Restoration of Natural Gas Distribution System 192.615 (a) (6)

This part prescribes action taken by the District in order to restore service to normal when gas service is interrupted due to an emergency.

It is of vital importance that these procedures be followed in the order in which they are listed so that the outage can be handled safely and in an orderly manner.

Procedure

Initial Action

NOTE: The first priority is to evacuate all people in the affected area. If evacuation is necessary, fire and police departments are to be contacted to assist in the evacuation process.

1. When the supervisor in charge at the emergency site determines that a shut down of some facilities is required, they shall notify the Operations Coordinator of the problem location. Care is to be exercised to determine the smallest section or area which will effectively contain the emergency.
2. The Operations Coordinator, using maps of the affected system, shall determine the steps necessary to isolate and shut down the affected area.
3. Once the affected area is determined, the Operations Coordinator will request an up-to-date list of customers from the Information Systems Coordinator.
4. Cooperation with appropriate civil organization is the responsibility of the Safety and Emergency Services Coordinator, if the Control Center is activated.
5. The supervisor in charge in the field shall maintain an up-to-date list of gas customers and provide special attention to critical customers, such as hospitals, nursing homes and others.
6. Once the affected area is evaluated by the Operations Coordinator, adequate equipment and responsible personnel are to be dispatched to the emergency area immediately.
7. Upon arrival at the field operating headquarters, employees will be given all available information in order to begin an immediate analysis of the situation and make an assessment of the dangers involved.

If necessary, all affected areas must be blocked off and barricaded to provide maximum protection for District employees and to provide safety to the general public. Only authorized maintenance and emergency personnel shall be allowed to enter the hazard zone.

Guidelines for Isolation and Cut Off

1. If the repair of an affected area cannot be readily accomplished, action may have to be taken to isolate and cut off an area. This procedure should be accomplished so that the smallest section of pipeline is off for the shortest period of time. This can usually be done at emergency valve locations, at regulator stations or by installing a shut-off, bypass valve or fitting on the source side.

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of the leak. The decision to lower the distribution system gas pressure or shut the gas source supply off shall be at the direction of the Operations Coordinator or his designee. All action taken to be coordinated with the Gas System Control Center, if activated, under the direction of the Gas System Coordinator or his designee.

2. After an agreement has been reached and a decision is made as to how the situation will be controlled, the Operation Coordinator at the job site request any needed additional manpower, materials and equipment. If activated, the Gas System Control Center shall arrange for dispatching employees to the job site and the Gas System Coordinator at the job site, together with the Gas System Control Center Coordinator at the Control Center shall coordinate the isolation.
3. When it is necessary to discontinue gas service to an area, all meters in the affected area must be turned off and locked. Refer to Service Procedure Manual Area Outage/Relight Section.
4. Individuals involved in turning off meters shall circle in red each address and meter number on the list assigned and provided to them by the Operations Coordinator. Any individual that is not sure of an address and needs verification, must notify the dispatcher for further information. This is accomplished by using customer billing records, meter history information, etc. Verification that all meters are off must be made before gas is reintroduced into the system.

Guidelines for Restoration

1. All pressures will be called to the Supervisor in charge before turning any valves/lockwings on.
2. After repairs have been made to the system, the Operations Coordinator shall authorize restoration of service to customers and shall direct the turn-on activities.
3. Service lines are to be purged and the customer's appliances relit. As service is restored, a cross line will be marked on the circled addresses to denote that those meters have been returned to service.
4. The Operations Coordinator shall compile a master list of affected customers. Any discrepancies in the list are to be investigated.
5. If service cannot be safely restored to an individual customer, the meter must remain off and locked. A list shall be made of any meters left off, including a brief description of the reason. This list shall be turned over to the Operations Coordinator for follow-up.

Customer Service Restoration 192.615 (a) (9)

1. Service restoration to customers will begin as soon as practical following repairs and the restoration of normal system pressure. First priority shall be given to hospitals and nursing homes. No customer's gas will be restored unless entry can be made into the building. Okaloosa Gas employees will not enter residence with a minor (under the age of 18) unless an adult is present.
2. Where entrance to the building cannot be obtained, notices shall be left in a conspicuous place instructing the customer to call for restoration of service and the meter will be locked in the off position.

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3. A record of all service not restored will be made by the Supervisor/Service Technician and will be relayed to central dispatch.

News Media Communication(s)

Information concerning major gas emergencies is made available immediately to the Gas System Control Center, if activated, through the established organizational lines. Accurate reports of pertinent information are provided by the Public Information Coordinator to representatives of the news media for dissemination to the general public.

Persons in charge of District operations at the scene of a gas emergency should cooperate with the local news media by directing inquiries to the Public Information Coordinator or the Gas System Coordinator. Contact with the news media throughout a major emergency is maintained by the Public Information Coordinator or his designated representative.

Displacing Customers

If an emergency situation occurs, causing customer evacuation, it may be necessary to locate accommodations for some customers. (Refer the customer to Emergency services for accommodations).

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SCOPE 192.615 (b)(1)(b)(2)

In accordance with requirements of 192.615 of Title 49, Code of Federal Regulations, Okaloosa Gas District shall train appropriate operating personnel to assure that they are knowledgeable in all areas of emergency procedures. This training shall be followed with planned exercises and review of these exercises.

General

Okaloosa Gas District shall:

1. Furnish all supervisors who are responsible for emergency action a copy of the latest edition of the Emergency Plan Procedure.
2. Train appropriate operating personnel to assure that they are knowledgeable of emergency procedures and verify all training is effective.
3. Review of employee activities to determine that all the safety procedures were effectively followed during each emergency.

Procedure

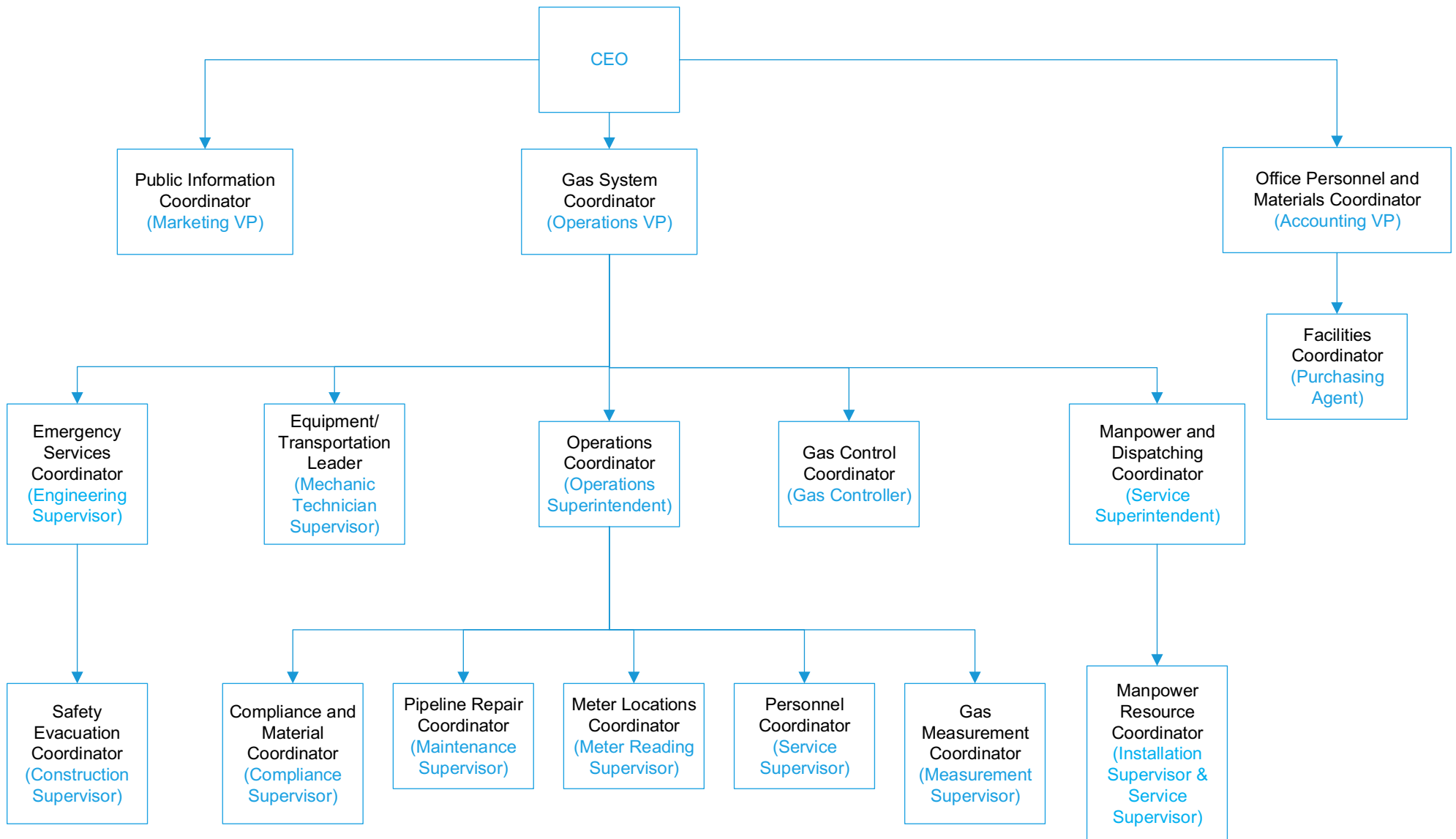
District employees who respond to emergency calls shall be trained to recognize and respond to natural gas emergencies. This training will include at a minimum:

1. Sessions on safety procedures during scheduled safety meetings.
2. Sessions will be presented by supervision.
3. Evaluation of the employee's performance by supervision.
4. Sessions on leak detection.

NOTE: This should include training for the fire, sheriff and police departments as well as the general public.

Evaluation 192.615 (b)(2)(b)(3)

Employee training will be evaluated on an individual basis. Evaluations will be conducted annually by his/her immediate supervisor to determine effectiveness of the training. Evaluations will also be performed after each gas emergency situation and deficiencies outlined and corrected as specified in Title 49, Code of Federal Regulations.



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Organization

Introduction

The District has established a chain of command to be followed during a major emergency. Responsibilities include ensuring the flow of information and providing instruction for the coordination of support services required to control the emergency and return the gas system to safe operating service.

An emergency may or may not require the full scale implementation of the Gas Emergency Plan. Each emergency shall be judged individually in order to determine action necessary to eliminate the crisis. This determination begins with the District employee who is initially dispatched to the scene of an emergency. If the employee cannot control the situation alone, the employee will notify supervision. The supervisor shall assume the responsibility for the emergency and determine the availability of resources required to control the crisis. If the required resources are not immediately available, the chain of command shall be followed until assessment is made of emergency conditions and available resources are located. As soon as the Gas System Coordinator is notified, he must assess the situation, classify the emergency and dictate the extent to which the Emergency Plan will be executed.

Responsibilities

When an emergency within the gas system is considered serious enough to reach the attention of the Vice President of Operations/Gas System Coordinator or the Operations Superintendent, a list of specific responsibilities shall be implemented. The responsibilities of OGD employees during an emergency shall utilize a team approach. All team members are responsible to the officer in charge. Each team shall be capable of a range of multifaceted activities. Interaction between team leaders and members is of vital importance during an emergency. Team leaders and their responsibility shall be as follows:

CHIEF EXECUTIVE OFFICER

- ❖ Shall be the overall leader of the Plan and shall take charge at the earliest possible time.
- ❖ Shall assist in establishing an evacuation plan, rescue plan and emergency action plan.
- ❖ Shall declare the start and end of the state of emergency, and shall approve any additional resources required.
- ❖ Shall be kept advised of all pertinent information surrounding the emergency.
- ❖ Shall keep the Board of Directors informed of the current situation.

Public Information Coordinator (Marketing VP)

- ❖ Shall manage and monitor all information flow with the media.
- ❖ Shall develop press information under the direction of the CEO.
- ❖ Shall keep the media informed as needed of current emergency conditions.
- ❖ Shall be in charge of Public Relations with customers and public.
- ❖ Shall establish and operate service stations in the selected areas.

Gas System Coordinator (Operations VP)

- ❖ Shall be responsible for all Operations of Gas System.
- ❖ Shall establish the required organization to fit the emergency.
- ❖ Shall receive and disseminate information from all Coordinators.
- ❖ Shall assist in establishing an Organization, Evacuation, Rescue and Emergency Action plan.
- ❖ Shall establish direct line of communication with Gas Suppliers and coordinate purchases and delivery of gas for District needs.
- ❖ Shall assist in tracking resources.

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Office Personnel and Materials Coordinator (Accounting VP)

- ❖ Shall act as the Assistant to the Chief Executive Officer.
- ❖ Shall assist in establishing an Organization, Evacuation, Rescue and Emergency plan.
- ❖ Shall provide company purchasing and payment policies.
- ❖ Shall provide manpower for Office Support.
- ❖ Shall make arrangements with local hotels in strategic locations to house workers to conduct business around the clock as needed.
- ❖ Shall make arrangements to provide meals to workers as needed.
- ❖ Shall coordinate office space as a shelter for immediate family members of employees.
- ❖ Shall evaluate and document any potential claims of or against the District.

Facilities Coordinator (Purchasing Agent)

- ❖ Shall supply all necessary materials, transportation and equipment requested by Gas System Coordinator.
- ❖ Shall purchase extra fuel, gasoline and diesel.
- ❖ Shall purchase tarps and rolled polyethylene.
- ❖ Shall purchase and have on hand extra plywood, 2x4's, nails, 4" concrete screws and masonry bits.
- ❖ Shall order and supply food for the Emergency Organization and District Offices. Make arrangements to have Valparaiso kitchen staffed and transport food to different locations.
- ❖ Shall supply all District Communications needs including: computer, radio, telephones.
- ❖ Shall make arrangement for mechanics and garage operation as needed including servicing district generators.

Operations Coordinator (Operations Superintendent)

This person shall serve as the Operations Coordinator in charge of all operations up to the meter.

- ❖ Shall manage assigned manpower needed for the emergency including fire pipeline monitoring, pipeline repairs, evacuation and all other concerns.
- ❖ Shall determine need for additional resources and convey those needs to the VP of Operations.
- ❖ Shall maintain information and keep the VP of Operations informed of current conditions.
- ❖ Shall obtain progress reports from assigned personnel and relay that information to the VP of Operations.
- ❖ Shall ensure necessary equipment is provided to the emergency location.
- ❖ Shall ensure vehicles and equipment are kept in safe operating conditions.
- ❖ Shall organize and assign adequate vehicles and equipment to each office location and ensure it is in safe operating condition.
- ❖ Shall assist in establishing an Organization, Evacuation, Rescue and Emergency plan.
- ❖ Shall assist in establishing plan for restoration of the Gas System.

Emergency Services Coordinator (Engineering Supervisor)

- ❖ Shall establish line of communication with all State, County, Cities, and Emergency Operating Centers (EOC'S) and obtain and report briefing from all agencies in Gas District service area and report to VP of Operations.
- ❖ Shall assure Compliance with all safety requirements.
- ❖ Shall assist in establishing an Evacuation, Rescue, and Emergency Action Plan.
- ❖ Shall assist in establishing a hazard zone.
- ❖ Shall assist in assigning personnel to all Emergency Operation Centers (EOC'S) in service area. Representative will be equipped with radio/telephone and maintain contact with emergency personnel and utilities represented at these centers.
- ❖ Shall assist in establishing plan for restoration of the Gas System.

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Manpower and Dispatching Coordinator (Service Superintendent)

This person shall serve as the Manpower and Dispatching Coordinator in charge of all operations behind the meter.

- ❖ Shall be responsible for boarding up all District offices
- ❖ Shall coordinate the manning of all permitting stations, along with surveying areas, pulling damaged meters and shutting off those still attached to an obviously damaged structure. Returning later and conducting a more thorough survey as time permits.
- ❖ Shall notify personnel and provide all manpower necessary for returning the system to normal conditions.
- ❖ Shall monitor all communication with Coordinators in order to determine manpower needed.
- ❖ Shall assist in establishing a plan for the restoring of the system and ensure the availability of personnel necessary to relight customers.
- ❖ Shall coordinate all field activities through dispatch.
- ❖ Shall coordinate communications between District offices and customers through the dispatcher.
- ❖ Shall assist in the evacuation of families of all emergency organization personnel.

Manpower Resource Coordinator (Installation Supervisor & Service Supervisor)

- ❖ Shall coordinate the manpower as needed preparing district buildings for storms
- ❖ Shall assist in keeping track of resources
- ❖ Shall ensure vehicles are properly stocked with inventory needed to do leak repairs and the tools and safety equipment needed to do the job
- ❖ Shall work with the Service Supervisor to assure effected areas will be covered appropriately and assign personnel to specific areas as needed

Meter Locations Coordinator (Meter Reading Supervisor)

- ❖ Shall assist the Operations Superintendent
- ❖ Shall help locate meters in affected areas
- ❖ Shall appoint meter readers to areas to aid in re-lights and other emergency situations
- ❖ Shall work with the Service Supervisor to ensure all trucks are properly manned

Gas Control Coordinator (Gas Controller)

- ❖ Shall monitor Supervisory Control and Data Acquisition (SCADA).
- ❖ Shall monitor and control regulator stations as necessary.
- ❖ Shall assist Operations VP in order to isolate an area or shut down the system.
- ❖ Shall advise Operations VP of actions necessary to contain and eliminate the emergency.

Compliance and Material Coordinator (Compliance Supervisor)

- ❖ Shall assign personnel to respond to gas leaks, fires and explosions and supervise the work until conditions are made safe.
- ❖ Shall assist the Operations Superintendent.
- ❖ Shall maintain all leak testing equipment in proper operating order.
- ❖ Shall be responsible for making sure that trucks and equipment of the Operations Department are properly stocked.
- ❖ Shall coordinate field action with HAZMAT, fire, police and sheriff departments and with Emergency Services of Okaloosa County.

Pipeline Repair Coordinator (Maintenance Supervisor)

- ❖ Shall assign construction and maintenance personnel to specific areas.
- ❖ Shall deliver all necessary equipment to the emergency area(s).
- ❖ Shall assist in planning for the shut down or restoration of the system.
- ❖ Shall coordinate all field repair to the gas system.

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Safety Evacuation Coordinator (Construction Supervisor)

- ❖ Shall be the Engineering Supervisor designee when not available.
- ❖ Shall attend Okaloosa County Emergency Operation Center Meetings (EOC's).
- ❖ Shall receive and coordinate information from Representatives at all EOC's, ie. flooded areas, road closures, power outages, etc.
- ❖ Shall maintain and plot information and assist Operations Superintendent in implementing plan of action.
- ❖ Shall assist in evacuation of areas deemed unsafe in the event of gas leaks, fire and/or explosion.
- ❖ Shall assure compliance with all safety requirements.
- ❖ Shall coordinate field action with HAZMAT, fire, police and sheriff departments and with Emergency Services.

Gas Measurement Coordinator (Measurement Supervisor)

- ❖ Shall secure all regulating and measuring stations.
- ❖ Shall respond to system shutdown due to unsafe conditions.
- ❖ Shall assist in coordinating field repair.
- ❖ Shall track location of all crews in the emergency area.
- ❖ Shall coordinate communication of crews through the dispatcher.
- ❖ Shall be responsible for all Remote Terminal Units (RTUs) to be in working condition in order to maintain communications with SCADA.

Equipment/Transportation Leader (Mechanic Technician Supervisor)

- ❖ Shall authorize maintenance or repairs utilizing Company purchasing and payment policies.
- ❖ Shall ensure vehicles and equipment are kept in safe operating conditions.