

**2025 OKLAHOMA  
CORPORATION COMMISSION  
PIPELINE SAFETY TRAINING**

**Public Awareness Training**



## MASTER METERS Public Awareness

You must develop and implement a written procedure to provide its **customers** public awareness messages twice annually. If the master meter is located on property the operator does not control, the operator must provide similar messages twice annually to persons controlling the property. The public awareness message must include:

- (1) A description of the purpose and reliability of the pipeline;
- (2) An overview of the hazards of the pipeline and prevention measures used;
- (3) Information about damage prevention;
- (4) How to recognize and respond to a leak; and
- (5) How to get additional information.

## **What are Public Awareness Plans and why are they important?**

Public Awareness is designed to raise awareness of natural gas pipelines to key stakeholders, affected communities and the general public.

## Who is required to provide a Public Awareness Plan?

Operators in existence on June 20, 2005, must have completed their written programs no later than June 20, 2006.

Each *pipeline* operator must develop and implement a written continuing public education program that follows the guidance provided in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 1<sup>st</sup> Edition December 2003

## **When do Operators need to provide Public Awareness Plans?**

Public Awareness Plans for pipeline operators are required once an operator is established and before pipeline operations of a pipeline system commence.

Plans will be audited by the OCC within 5 years of operation commencement.

## How do operators get an initial or baseline assessment?

The initial or baseline assessments shall be completed within 4 years of operation commencement. The baseline assessment is done to compare an operator's data to data of similar pipeline operators in their industry. This baseline assessment will be compared to the next assessment completed to see the effectiveness of the information being received by your stakeholder audience groups.

# What information is required on Public Awareness Plans?

- 192.616(d) The operator's program must specifically include provisions to educate the public, appropriate government organizations, and persons engaged in excavation related activities on:
- (1) Use of a one-call notification system prior to excavation and other damage prevention activities;
  - (2) Possible hazards associated with unintended releases from a gas pipeline facility;
  - (3) Physical indications that such a release may have occurred;
  - (4) Steps that should be taken for public safety in the event of a gas pipeline release; and
  - (5) Procedures for reporting such an event.
- (b) The program must include activities to advise affected municipalities, school districts, businesses, and residents of pipeline facility locations.
- (c) The program and the media used must be as comprehensive as necessary to reach all areas in which the operator transports gas.
- (g) The program must be conducted in English and in other languages commonly understood by a significant number and concentration of the non-English speaking population in the operator's area.
- (i) The operator's program documentation and evaluation results must be available for periodic review by appropriate regulatory agencies.



## What information needs to be included?

Operators will determine the message, delivery method, and frequency for their intended audience.

Communications about what to do in case of a pipeline emergency must include:

- How to identify a potential hazard

- How to protect themselves

- How to notify proper emergency response personnel

- How to notify the pipeline operator

**\*\*Message content-** An operator should select the optimum combination of message, delivery method, and frequency that meets the needs of the intended audience. The communications should include enough information so that in the event of a pipeline emergency, the intended audience will know how to identify a potential hazard, protect themselves, notify emergency response personnel, and notify the pipeline operator



## Public Awareness & Damage Prevention

### PARTNERS IN PIPELINE SAFETY

America's pipeline industry maintains an enviable record of safety and reliability. Pipelines are by far the safest means of transportation today. The purpose of our pipeline is to provide safe, dependable, natural gas to your gas burning appliances 24 hours a day, 7 days a week. However, despite strict federal oversight and the conscientious efforts of companies like **Co. Name**, hazards do exist and emergencies, though infrequent, can occur. Statistics show that the majority of pipeline damage is caused by third parties (construction contractors, property owners, excavators, etc.) digging near buried pipelines. Damage to a pipeline, such as scratches, gouges, creases, dents, and the cutting of tracer wire or tracer tape installed along with polyethylene plastic should be reported to **Insert co. name**. Third-party damage can be prevented by using a local excavation notification system known as OKIE One-Call and it's **FREE!**

In Oklahoma, the law requires anyone planning to dig or excavate near an underground pipeline to notify OKIE One-Call Center prior to beginning excavation activities. **Notice shall be given no less than forty-eight (48) hours, excluding the date of notification, Saturdays, Sundays and legal holidays, prior to the commencement of the excavation or demolition.** The OKIE One-Call center will notify member utilities that operate buried facilities in the area. A utility representative will determine if the project is near underground facilities and dispatch someone to the work site to clearly mark the route and location of buried cables and/or pipelines. Call 811 or 1-800-522-6543 and remember it's **FREE!**

## Company Name

### 24 hour Emergency Number

For additional information regarding pipeline safety or **Insert Company Name & Phone Number**

or write to us @

**Insert Address**

**City State Zip**



Know what's below.  
Call before you dig.



### PIPELINE MARKERS

For public-safety reasons, most pipelines are buried several feet underground. To make pipelines easier to locate and identify, **Co. Name** installs markers near roads and highways, at railroad and river crossings, above ground piping and at other locations along our rights of way. These markers show a pipeline's approximate location and provide emergency-contact telephone numbers and product transported. Not all buried lines have markers. Therefore, prior to performing excavating activities as simple as planting a tree, installation of landscaping, building a fence, installing a swimming pool or installation of a mailbox, contact OKIE One-Call at 811 or 1-800-522-6543.

## Public Awareness & Damage Prevention

**Insert Company Name** recognizes that **Safety, Health** and Environmental Stewardship are every employee's responsibility. Protection of human safety and health and the environment will come first, no matter how urgent the job, project, or commercial interest. Our goal and commitment is to use superior standards and policies for the benefit of everyone who is a part of our operations or lives in the communities in which we operate. These principles are the foundation of our safety and environmental policies at **Co. Name**.

PHMSA guidelines require **INSERT CO Name** to make you aware of certain recommendations regarding your underground natural gas piping. **Insert Co Name** does not maintain the gas piping past the customers meter. Piping beyond the meter is the responsibility of the consumer. Buried customer piping may be subject to corrosion and/or leakage. Your buried piping should be checked periodically to ensure safe operation. You are advised to contact a licensed plumber or contractor to assist you in locating and inspecting your buried gas piping. Should an unsafe condition occur, repairs should be made immediately.

### Information for Emergency Officials

**Secure the area around the leak.**

**Take steps to prevent ignition of a suspected leak.**

**Contact Insert Co Name at Insert 24 phone number.**

# PUBLIC AWARENESS & DAMAGE AWARENESS

## PIPELINE SAFETY IS BUILT IN

PHMSA(Pipeline & Hazardous Material Safety Administration) imposes rigorous standards for pipeline design, construction, maintenance, testing and operation. **Co. Name** policies and procedures are designed to meet and, in most cases, exceed these standards. Our commitment to safety begins before a pipeline is built or expanded. We build safety into our system by:

- carefully researching and planning the safe construction of each project;
- using pipe that is inspected and tested at the factory to comply with both federal and industry standards;
- providing steel pipe with a coating and other measures that protect it from external corrosion, the use corrosive resistant polyethylene plastic
- inspecting the integrity of the pipe during construction;
- testing the finished pipeline at pressures higher than normal operating pressure before it's placed into service.

## SAFETY IS MAINTAINED DURING OPERATION

Once a pipeline is built, tested and placed in service, **Co. Name** controls and monitors the safety of its system in several ways, including: routinely patrolling our pipeline route on the ground to inspect for leakage and identify potential problems and assist in preventing third-party excavation damage. Other maintenance of facilities including:

- over-pressure protection devices inspections
- cathodic protection inspection (a means of adding negative DC current to steel pipelines to slow corrosion)
- advising periodically, state and local emergency officials to review accident-prevention and emergency-response procedures
- posting markers with emergency telephone numbers along our rights of way, at highway, railroad crossings to inform the public of an buried pipeline in the area or an above ground piping

## NATURAL GAS LEAKS: RECOGNITION AND RESPONSE

Natural gas pipeline leaks or failures are rare, but an informed public can help prevent emergencies and minimize potential damage or injury in the unlikely event of an accident by knowing how to recognize and report pipeline problems.

### HOW TO IDENTIFY A LEAK

The following signs may indicate a natural gas pipeline leak or failure:

**SIGHT**—A dense fog, mist, or white cloud. Bubbling in water and creeks or blowing dust and discolored or dying vegetation.

**SMELL**—Natural Gas is naturally odorless, so a rotten egg odor is added to aid in leak detection.

**SOUND**—Whistling, hissing, or roaring noise.

### What **NOT** to do...

Do NOT touch, breathe, or make contact with the leak.

**DO NOT** light a match, turn on or off light switches, use a home phone or cell phone or do anything that may create a spark.

**DO NOT** attempt to extinguish any natural gas fire.

**DO NOT** attempt to operate any valves.

### What to **DO**...

**DO** leave the home, building or area of any suspected leak.

**DO** call INSERT CO. Name or 911 once safely out of the area.

**DO** Warn others to stay out of the area

### What **Insert CO Name** does in the event of a leak

Although rare, pipeline incidents do occur and can be explosive under the right conditions. In order to prepare for the event of a leak, **Insert Co name** regularly plans, trains and communicates with local emergency personnel as to what type of incidents may occur on our gas distribution system. Upon notification of a leak, **Insert Co name** will dispatch trained operating personnel to the leak sight, investigate and assist emergency personnel in order to protect the public.

# Who does the operator inform?

## The 4 Stakeholders Audiences

1. The affected public-i.e., residents, and places of congregation (businesses, schools, etc.) along the pipeline and the associated right-of-way (ROW)
2. Local and state emergency response and planning agencies-i.e., State and County Emergency Management Agencies (EMA) and Local Emergency Planning Committees (LEPCs)
3. Local public officials and governing councils
4. Excavators

Who?  
When?  
How?



# Affected Public

Table 2-2—Summary Public Awareness Communications for Local Natural Gas Distribution (LDC) Companies

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
<b>2-2.1 Affected Public</b>			
<b>Residents along the Local Distribution System (LDC)</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage prevention awareness</li> <li>• Leak recognition and response</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = Annual</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Public service announcements, OR</li> <li>• Paid advertising, OR</li> <li>• Bill stuffers (for combination electric &amp; gas companies)</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> <li>• Newspaper and magazines</li> <li>• Community events or</li> <li>• Community neighborhood newsletters</li> </ul>
<b>LDC Customers</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage Prevention Awareness</li> <li>• Leak Recognition and Response</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = Twice annually</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Bill stuffers</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> </ul>



# Emergency Official

Table 2-2—Summary Public Awareness Communications for Local Natural Gas Distribution (LDC) Companies

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
2-2.2 Emergency Officials			
Emergency Officials	<b>Baseline Messages:</b> <ul style="list-style-type: none"><li>• Pipeline purpose and reliability</li><li>• Awareness of hazards and prevention measures undertaken</li><li>• Emergency preparedness communications</li><li>• How to get additional information</li></ul>	<b>Baseline Frequency = Annual</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"><li>• Print materials, OR</li><li>• Group meetings</li></ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"><li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li></ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"><li>• Telephone calls</li><li>• Personal contact</li><li>• Videos and CDs</li></ul>

# Local Public Officials

Table 2-2—Summary Public Awareness Communications for Local Natural Gas Distribution (LDC) Companies

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
<b>2-2.3 Local Public Officials</b>			
<b>Public Officials</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>Pipeline purpose and reliability</li> <li>Awareness of hazards and prevention measures undertaken</li> <li>Emergency preparedness communications</li> <li>How to get additional information</li> </ul>	<b>Baseline Frequency = 3 years</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>Targeted distribution of print materials</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>Group meetings</li> <li>Telephone calls</li> <li>Personal contact</li> </ul>



# Excavators

Table 2-2—Summary Public Awareness Communications for Local Natural Gas Distribution (LDC) Companies

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
<b>2-2.4 Excavators</b>			
<b>Excavators / Contractors</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>Pipeline purpose and reliability</li> <li>Awareness of hazards and prevention measures undertaken</li> <li>Leak recognition and response</li> <li>One-call requirements</li> <li>How to get additional information</li> </ul>	<b>Baseline Frequency = Annual</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>One-Call Center outreach OR</li> <li>Group meetings</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>Personal contact</li> <li>Videos and CDs</li> <li>Open houses</li> </ul>

## **When do operators send Effectiveness surveys?**

Effectiveness surveys must be completed by the operator every 4 years based on the plan effectiveness implementation date.

The Code, API RP 1162, and your Public Awareness Program require the operator to evaluate the effectiveness of their program every four years in accordance with API RP 1162. For example, based on the implementation date of your plan being June 20, 2006, the first evaluation was required to be completed by June 20, 2010, and every four years thereafter requiring you to have completed reviews by June 20, 2014, June 20, 2018, and June 20, 2022.

Oklahoma Corporation Commission will typically review Public Awareness Plans every 3 to 5 years but can be sooner if needed.

## Survey Questions and Results

Sample questions can found in API 1162 Appendix E.  
Program Evaluation Tables

E-2

E-3

E-5.1

E-5.2

Each table has sample questions and is broken down into groups on to which outcome response you are looking for as a operator. Examples Outreach, Knowledge, Behavior, Outcomes, Attitude.

Surveys should include 5 to 10 questions. Questions need to be the same or similar to compare data from the previous 4 year survey to the current 4 year survey.



## **Sample questions for each stakeholder group and the attribute measured – Affected Public**

### **Outreach**

In the last year (or 2 years), have you seen or heard any information from (our company) relating to pipeline safety?  
(Yes or No)

### **Knowledge**

Do you live close to a petroleum or gas pipeline? (Yes or No)

## **Sample questions for each stakeholder group and the attribute measured – Emergency Officials**

### **Knowledge**

Do you have natural gas lines running through your community? (Yes or No)

### **Outreach**

Have you seen, heard, or received any information regarding natural gas safety in any media in the last year? (Yes or No)

## **Sample questions for each stakeholder group and the attribute measured – Public Officials**

### **Knowledge**

Do you have natural gas pipelines running through your community? (Yes or No)

### **Outreach**

Have any of your local citizens or businesses expressed concern in the last 12 months about any issue regarding natural gas safety? ( Yes or No)

## **Sample questions for each stakeholder group and the attribute measured - Excavators**

- Outreach - In the past 12 months, have you been contacted or received written information from (local pipeline operator) regarding pipeline safety? (Yes or No)
- Behavior – Have you contacted (pipeline operator name) in the past year to inquire about the location of pipelines? (Yes or No)



# Sample Questions Covering All Stakeholder Groups

THIS SURVEY IS REQUIRED BY LAW FOR NATURAL GAS

(We are required by 49 CFR 192.616 - Public awareness to survey every 4 years)

Please answer the questions below and return with your utility payment.

	YES	NO
1. Do you understand the national One-Call Number 811?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you understand calling 811 is required by state law?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you know how to recognize a pipeline right-of-way?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you know how to recognize a pipeline leak?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you know how to respond to a pipeline leak?	<input type="checkbox"/>	<input type="checkbox"/>

# Effective Survey Summary and tabulated results

*(Complete a review of the data using your survey questions & data for each audience surveyed.)*

## ABC Energy

### 2018 Public Awareness Effectiveness Evaluation - Affected Public Survey (do for each audience)

Surveys Sent: 750 Completed Surveys Returned: 100 Return Rate: 13.3%  
Target Rate

2018 Responses: 2014 Responses: Increase/Decrease

Question #1: Do you know how to recognize a pipeline leak? YES / NO  
(Target answer: YES)

YES	NO	Rate	YES	NO	Rate	
97	3	97%	82	18	82%	+15% (positive increase, no action required.)

Question#2: Do you know how to recognize a pipeline location? YES / NO  
(Target answer: YES)

YES	NO	Rate	YES	NO	Rate	
92	8	92%	76	14	76%	+16% (positive increase, no action required.)

Question #3: What number would you call prior to any excavation activities? 811 / 911  
(Target answer: 811)

811	911	Rate	811	911	Rate	
85	15	85%	87	13	87%	- 2% (slight decrease, see summary.)

*(Question #4, 5, & 6... Continue documenting the data for each question on your survey!)*

*(Follow the question data comparisons with a summary of the evaluation results and base the summarization wording on the data resulting from your survey accordingly, similar to that below.)*

#### Summary:

Question #1 comparison of 2018 to 2014 survey responses show an increase in the target response rate indicating the audience is understanding and retaining the information, no further action or change to program required at this time.

Question #2 comparison of 2018 to 2014 survey responses show an increase in the target response rate indicating the audience is understanding and retaining the information, no further action or change to program required at this time.

Question #3 comparison of 2018 to 2014 survey responses show a slight decrease in the target response rate indicating a slight reduced understanding and knowledge about the One Call process, however the minimal decrease could be due to ~~unperceived~~ ~~unperceived~~ changes in the audience group and warrants further monitoring for any trending which may indicate the need for changes to the program or the need for supplemental actions.

*(When response rate shows a decrease the operator should identify what ~~output~~ of change in the percentage will drive making a change in the program or performing a supplemental activity!)*

*Question #4, 5, & 6... Continue summary evaluation with conclusion for each question on the survey!)*

# Annual Review

An annual review of your public awareness plan needs to be completed with documentation supporting the review. The review needs to include dates and names for when and who conducted the annual review and documentation retained.

Acceptable methods include: Internal assessments, 3<sup>rd</sup> party contractor review, or regulatory inspections.

# Operator Checklist of information Inspectors will need to know

## Public Awareness Inspection/PAPEI

### Required documentation & records to be reviewed

#### Local Natural Gas Distribution (LDC) Companies

List of each stakeholder group including contact information such as address, email address, phone number, etc.  
(4 stakeholder groups - Affected Public (AP), Emergency Officials (EO), Public Officials (PO), Excavators (EX))

#### Flyers

\*A copy of the flyer with all required content (make sure One-Call notice is correct)

\*Proof of delivery including dates and delivery method required

\*Examples of delivery methods for All

Public service announcements, paid advertising (radio, commercials, newspapers, etc.), bill stuffers, telephone calls, personal contact, group meetings, hand delivered, One-Call Center

\*Information for frequencies of flyers

AP - residents along the Local Distribution System (LDC) = annual, LDC Customers = twice annually

EO = annual

PO = 3 years

EX = annual

Identify the plan administrator (example gas supervisor/lead, office person)

Annual plan reviews (example Forms 1 and 2)

Annual Management Support Acknowledgement

Annually perform and maintain Capability Survey with appropriate emergency and public officials (Possibly done at a town meeting if all are present)

**IMPORTANT** - 4 Year Effectiveness Survey (completed every 4 years from the effective date of plan, example the initial plan was dated June 20, 2006, the Effectiveness Survey would be completed and results tabulated before June 20, 2010, June 20, 2014, June 20, 2018, June 20, 2022, etc.)

\*5-10 survey questions for each stakeholder group (questions can be the same for the 4 stakeholder groups and the questions need to be the same or similar from survey to survey for comparison purposes)

Compare current 4 Year Effectiveness Survey against previous 4 year Effectiveness Survey to determine if changes need to be implemented and have a summary of the results comparing the two.

#### *References*

*API Recommended Practice 1162*

*49 CFR Part 192.616*

# Summary

- Send out flyers
- Annually review the Plan
- Establish and maintain Public Liaison with Emergency Officials and Public Officials (Annually)
- Complete the 4 year Effectiveness Survey timely
- Tabulate results and provide a summary

# References

References 49 CFR Part 192- Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards  
192.616 Public Awareness

\*\*American Petroleum Institute's (API) Recommended Practice (RP) 1162 1<sup>st</sup> Edition December 2003

# Oklahoma Corporation Commission

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Questions?

