

Greenville Utilities Commission – Natural Gas Operation and Maintenance Plan			
Chapter: I	Part: C – Plans	Section: C - 2	
Subject: Emergency Plan			Revision: 5
			Date: 3/1/2017

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1 General Overview

1.1 Policy:

Greenville Utilities Commission (GUC) will maintain a written Emergency Plan delineating a thorough and systematic response to potential emergency situations and emergency conditions to minimize any hazard that may result from a leaking natural gas pipeline facility.

The term “**emergency**”, as used in these procedures, describes a known hazardous condition that may harm the life or property of the general public or others and/or a system operating condition adversely affecting the normal operation of the natural gas system; both conditions require immediate action.

The term “**potential emergency**”, as used in these procedures, describes a known situation with the potential to become an emergency and requires priority response and evaluation.

The Director of Gas Systems, or his/her designee, is responsible for reviewing and updating, at least annually, the policies and procedures of the Emergency Plan and providing training to employees/other organizations involved in the Emergency Plan to ensure the proper execution of emergency and potential emergency procedures.

1.2 Primary Objectives:

The primary objectives of the Emergency Plan are as follows:

- assuring safety to persons
- preserving property
- minimizing the extent of damage
- restoring essential services safely and quickly
- investigating the cause of failure

1.3 Scope of Emergency Plan:

The scope of the Emergency Plan includes the following:

- Emergency response organizational chart and staff responsibility levels
- Receiving, identifying and classifying potential emergencies and emergency calls
- Emergency response procedures
- “Make Safe Actions” directed toward people first, then property
- Availability of GUC and other outside agencies’ emergency resources through mutual assistance plans
- Emergency shutdown/pressure reduction and restoration of service plans
- Communication, liaison and coordination of natural gas and other emergencies with public officials

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- Instructional programs to acquaint GUC employees, employees of GUC contractors, outside contractors, emergency response agencies and public officials with GUC’s Emergency Plan procedures and available resources
- Continuing education programs comprehensible to customers, the general public and foreign excavators on how to recognize and report potential emergency situations and emergency conditions
- Initiating failure investigations
- Review/debriefing sessions to assess and improve the Emergency Plan, when necessary
- Mock rehearsals of emergency conditions to evaluate the effectiveness of the plan and training program

2 Emergency Response Organizational Chart, Responsibility Levels and Personnel and Material/Equipment Availability

2.1 Policy:

An “**emergency condition**” is declared by a designated department officer when he/she deems it necessary to call into action extraordinary manpower, equipment, materials and methods to ensure the safety of the public and others, their property and/or the natural gas distribution system.

Emergency conditions include, but are not limited to the following:

- explosion
- major fire fueled by natural gas or in close proximity to natural gas facilities
- significant loss of natural gas pressure, supply or outage
- significant system over pressure
- natural disaster
- civil disturbance
- enemy attack or terrorism

The designated department officers having authority to declare an emergency and act as Director of Emergency are as follows, in order of authority:

- Director of Gas Systems
- Gas Systems Engineer/Gas Planning Engineer
- Gas Distribution Engineer

2.2 Emergency Response Organizational Chart and Procedures:

The organizational chart shown in Figure I depicts GUC’s emergency organization and should be consulted to determine the chain of command and calling sequence to follow in an emergency condition.

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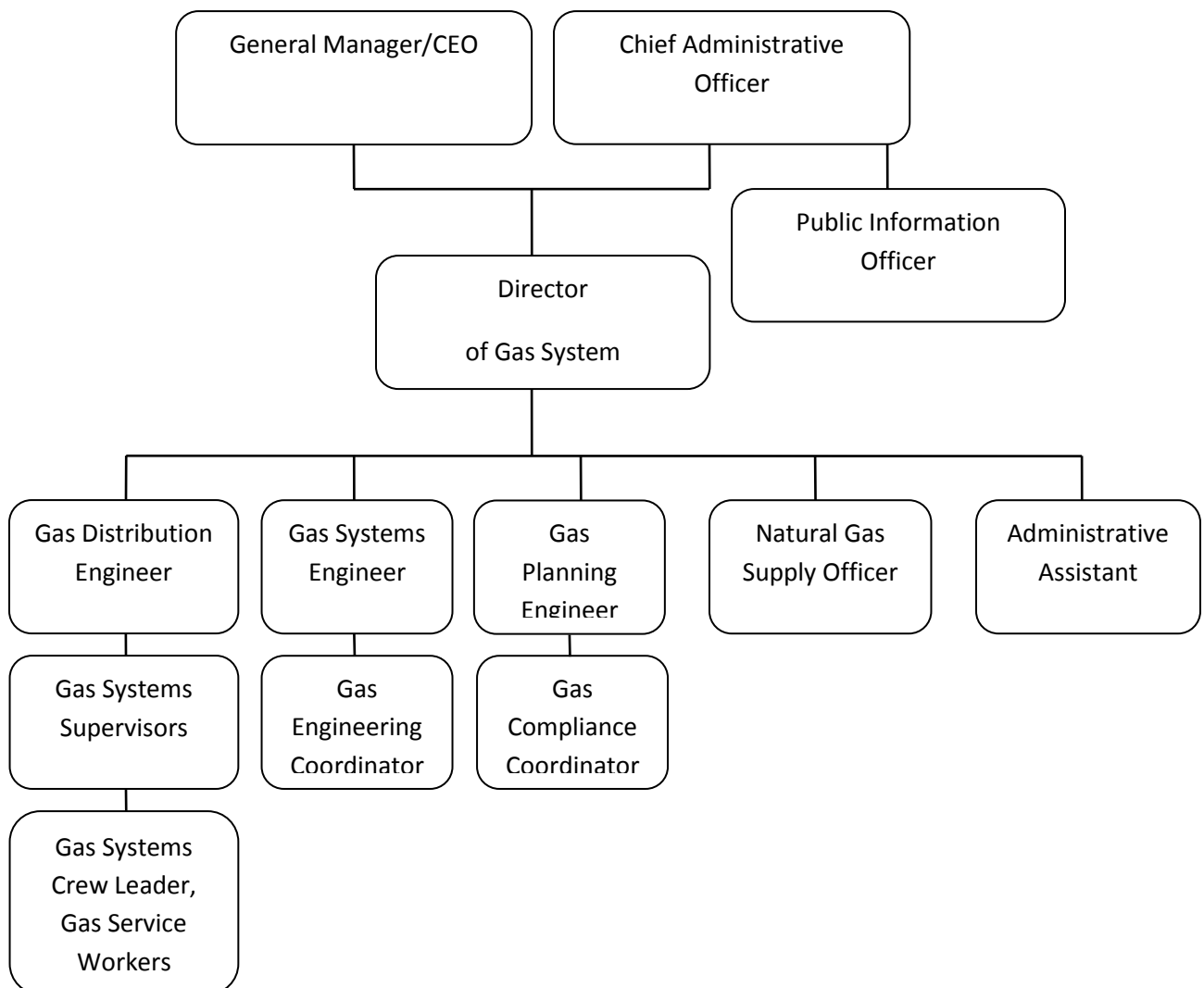
The Director of Gas Systems, or his/her designee, is to be notified, as soon as is practical, of the emergency condition and/or if an emergency has been declared by a subordinate officer.

The Director of Gas Systems, or his/her designee, will notify the General Manager, or his/her designee, if the emergency condition warrants notification. The following emergency conditions warrant notification of the General Manager:

- major natural disaster
- news media present at the emergency site
- need for assistance from other GUC departments, City of Greenville or outside agencies
- need to communicate with the public at large
- injury or death of any person caused by a natural gas pipeline facility

Figure I

Gas Department Emergency Organizational Chart



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2.3 Emergency Staff Responsibility Levels:

- Director of Gas Systems/Director of Emergency (or his/her alternate)
 - Declares emergency condition when situation warrants.
 - Directs overall departmental activities relative to the scope of the emergency.
 - Notifies General Manager and keeps him/her informed of emergency events.
 - Maintains liaison with local authorities in emergency situations.
 - Arranges for legal and police assistance to gain access to buildings, when necessary.
 - Reviews emergency condition news releases prior to their use by the media.
 - Establishes and maintains contact with supplier of natural gas if an emergency condition involves impending gas loss.
 - Assigns key personnel dependent on the scope of the emergency.
 - Requests assistance (personnel, equipment, special expertise, etc.) from other GUC departments, City of Greenville and/or outside agencies or companies, as required.
 - Notifies interruptible customers if an emergency condition involves their natural gas supply.
 - Directs training of GUC employees on Emergency Plan procedures.
 - Directs programs to maintain liaison with outside agencies.
 - Directs programs to educate the general public and others on recognizing potential natural gas emergency situations.

- Gas Systems Engineer/Gas Planning Engineer (First Alternate Director of Emergency)
 - Reports to and receives instruction from the Director of Gas Systems.
 - Evaluates the severity of the emergency condition and initiates a plan of action appropriate to the condition.
 - Contacts interruptible customers, schools, hospitals, nursing homes and other operationally sensitive customers for whom the emergency involves a loss of natural gas supply or poor pressure condition.
 - Instructs Engineering personnel, as required.
 - Assists and supervises other functions as determined by the Director of Gas Systems or his/her alternate.
 - Assists the Director of Gas Systems with public and media information releases. Operates system gate stations and control valves, making necessary pressure and flow adjustments as required by the emergency.
 - Assists the Director of Gas Systems with liaison functions for special customers, public officials and the general public.
 - Monitors and informs appropriate personnel about system pressures and takes necessary steps to maintain system pressure.

- Gas Distribution Engineer (Second Alternate Director of Emergency)
 - Reports to and receives instruction from Director of Gas Systems.

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- Directs and authorizes all activities related to the operation and maintenance of the natural gas distribution system.
 - Instructs Gas Systems Supervisors and other supervisory and field personnel, as necessary.
 - Assists in and supervises other functions as determined by the Director of Gas Systems.
 - Ensures all operations personnel are qualified under the Operator Qualification Plan to perform covered tasks that may be required during an emergency.
- **Gas Systems Supervisors**
 - Report to and receive instruction from the Gas Distribution Engineer.
 - Direct activities and coordinate emergency assignments of Gas System Crew Leaders, Service Workers and other Service and Maintenance personnel.
 - Direct personnel in appropriate methods applicable to the specific types of emergency conditions/situations and ensure proper Emergency Plan procedures are followed.
 - Supervise the closure of all emergency valves.
 - Direct the operation, shut-down, and start-up of all meter and regulator stations.
 - Direct all on-premises (inside) leak investigations, turn-off and turn-on/relight activities and ensure proper safety procedures are followed.
 - Direct all outside leak surveys.
 - Direct all outdoor leak repairs.
 - Assure proper turn-off and turn-on records are completed and validate that service to customers has been appropriately and safely restored or that service line is properly shut-off and secured/locked until safe service can be restored.
 - Ensure inventory of emergency tools, equipment, materials and supplies are appropriately stocked in the warehouse and ready for immediate use.
 - Coordinate the dispatching and delivery of emergency materials and equipment to the emergency site(s).
- **Gas Engineering Coordinator**
 - Reports to and receives instruction from Gas Systems Engineer.
 - Ensures the most up-to-date distribution system maps and records are available to the Director of Gas Systems, Gas Systems Engineer, Gas Planning Engineer, Gas Distribution Engineer and other supervisors and field personnel as emergency conditions and situations may require. Ensures GIS maps and hard copies of system maps will be maintained.
 - Provides system facility maps and records and other operating data and information to supervisory and field personnel during emergency conditions.
 - Monitors SCADA system and reports information to various personnel, as needed.
- **Gas Systems Crew Leader, Gas Service Workers**

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- Report to and receive instruction from the appropriate Gas Systems Supervisor.
 - Assign tasks and supervise Construction and Service and Maintenance personnel, such as Gas System Technicians and Gas Service Workers.
 - Complete distribution field records as required by the emergency condition/situation or the Emergency Plan.
- **Administrative Assistant**
 - Reports to and receives instruction from the Director of Gas Systems.
 - Directs activities and coordinates emergency assignments to Staff Support Specialist II and Customer Records Clerk.
 - Maintains an up-to-date emergency list of names, addresses, and telephone numbers for the following:
 - Key GUC personnel
 - City of Greenville officials
 - Police Department
 - Fire Departments
 - Hospitals
 - Ambulance Service
 - North Carolina Municipal Gas Systems Operators
 - Newspapers
 - Radio and Television Stations
 - North Carolina Utilities Commission
 - GUC General Counsel
 - Other Utilities within the City of Greenville and Pitt County
 - Piedmont Natural Gas
 - CPGA Mutual Aid Contact
- **Public Information Officer**
 - Communicates directives from the Director of Gas Systems or his/her designee to appropriate public officials, agencies, the general public and the news media.
 - Develops and issues all news releases to newspapers, radio, television, and the general public for the following types of emergency conditions/situations:
 - Explosion
 - Loss of pressure/supply
 - Over pressure
 - Large leaks
 - Terrorists/enemy attack
 - Major fire
 - Natural disaster

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- Preliminary news release forms will be completed by supervisory field personnel and forwarded to the Director of Gas Systems for review and approval. The Public Information Officer will then issue the news releases to appropriate agencies addressing the following:
 - What kind of emergency is in progress?
 - What may have caused the incident to occur?
 - When did the incident occur?
 - Where is the incident located?
 - What is the level of involvement?
 - To what extent have the properties/facilities involved been damaged?
 - How has natural gas service been affected?
 - What communities and how many customers have been affected?
 - What repairs are necessary, how long will they take and when will service be restored?
 - What are the names, addresses and ages of any injured person(s), to what extent are they injured and where are they being treated?
- The news releases provided by the Public Information Officer will include only facts, never opinions or estimates. Where facts are not available, “Information not available at this time” will be the standard response. All news releases will be reviewed and approved by the General Manager, or his/her designee, and the GUC General Counsel prior to release to the media and/or public.

2.4 Personnel and Equipment/Materials Availability:

GUC’s staffing structure and materials/equipment inventory are available for rapid deployment during emergency situation responses.

- The Operations Center maintains base station radios to provide continuous communications with mobile radio equipped field vehicles assigned to Gas Department personnel. Gas Supervisors, Crew Leaders, Service Workers and other field personnel assigned vehicles with two-way radios are responsible for ensuring the radios are in good working order at the start of their shift. If the radio is not in good working order, the following procedures are followed:
 - the dispatcher is informed the radio is not in good working order
 - a temporary vehicle or hand-held radio is assigned, when available
 - the employee is instructed to telephone the dispatcher upon arrival and after completion of each job assignment; however, if a second crew vehicle is at the job site, the employee may use that radio for communicating with the dispatcher, in lieu of the telephone
 - cellular telephones are assigned to various key personnel in the Gas Department and can be used in the event base station radios are inoperable.
- After business hours, or on weekends/holidays, a list of personnel and their home telephone numbers is available to the dispatcher. The list is reviewed and updated annually or whenever a

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change affecting emergency response has been made. Primary and back-up stand-by employees, as well as on-call supervisors, also carry cell phones through which they can be contacted by the dispatcher.

- Vehicles and other wheeled equipment are parked at the Operations Center yard, located at 801 Mumford Road. Ignition and compartment keys are placed on the key board in the gas crew leader’s office at the end of the business day, for availability after hours.
- Other equipment that may be needed for emergencies is stored in “C” Building and in the Emergency Trailer parked in the Operations Center Yard.
- All field service and crew vehicles carry the tools necessary to perform maintenance and repair work on the gas distribution system and are reviewed monthly by the Gas Systems Supervisors to ensure the appropriate items are on board (see Section III, Emergency Preparedness Materials and Equipment, of the Emergency Plan).
- The warehouse, referred to as Stores, utilizes a computerized inventory system control list to ensure adequate availability of all materials and supplies stocked for the operation, maintenance and repair of the natural gas system. Materials can be obtained from Stores 24 hours per day, 365 days-per-year. Employees obtaining materials from Stores are responsible for charging out the material and completing all necessary paperwork.
- An up-to-date list and planimetric maps of emergency valve locations is maintained in GIS.
- Special safety and emergency tools/equipment that may be required for personal safety in emergency situations is maintained by Gas Systems Supervisors. The list includes the following items:
 - emergency repair parts
 - lights, pumps, generators, ladders
 - emergency natural gas control equipment
 - first aid supplies and equipment
 - self-contained breathing apparatuses
 - fire extinguishers
 - leak detection equipment

3 Emergency Call Response

3.1 Policy:

GUC provides the following 24-hour, 365 day-per-year emergency telephone service numbers to receive, identify and classify calls that may require immediate or priority responses by GUC personnel:

- 1-855-767-2482
- (252) 752-7166

The Operations Center will maintain base station radios to provide continuous communications with mobile radio equipped field vehicles and hand-held radios assigned to Gas Department personnel that may be called upon to respond to a potential emergency condition/situation.

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The GUC employee receiving the telephone call will ascertain if the situation described by the caller is:

- an ordinary service request requiring normal response
- an odor of natural gas call requiring priority response
- a potential emergency situation requiring emergency response
- an emergency condition requiring immediate emergency action

If it cannot be determined from the caller’s information that an emergency condition does not exist, and the situation appears to be more than an ordinary service call, the call will be treated as a potential emergency situation and a Service Worker, Crew Leader or Supervisor will be dispatched to the location.

3.2 Dispatcher Responsibilities for Emergency Call Response During Normal Business Hours:

When a GUC representative receives a service/trouble call and suspects the call may be an emergency condition or situation, he/she will proceed as follows:

- If the caller provides unclear information about the situation, ask that the information and details be repeated clearly. As much information about the extent/degree of the problem should be obtained as possible, in order to have the best possible understanding of the condition/situation.
- Obtain the best possible information about the location of the trouble, such as building number, building name, street and town name, name of the closest intersection(s) before and after the problem location (both street intersection names), and proximity to nearby landmarks (i.e., north, south, east, or west of the problem location).
- Obtain the caller’s name, company/agency they represent and a phone number where they can be reached.
- Record the following detailed information on the Gas Leak Report:
 - house number
 - street address/location of problem
 - closest intersection street or landmark
 - name and telephone number of caller
 - date and time when the call was received
 - name of telephone representative/employee taking the call
 - location of where odor/problem was first noticed
 - location of where odor/problem is currently
 - how long has odor been present
 - how strong/severe is odor/problem
- For reports of severe leaks/odors inside the building or if the caller’s voice expresses fear/concern, the dispatcher will:
 - react quickly and accurately in suspected emergency situations/conditions and hold the caller on the phone should additional information be required
 - advise the caller to not ignite any matches or other sources of ignition

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- advise the caller to not turn on or off any electric switch or appliance
- advise the caller to EVACUATE THE PREMISES if the odor is very strong or a hissing/leaking sound can be heard - do not keep the caller on the phone if they should evacuate the premises
- Obtain all the required information from the caller and dispatch the order to the Gas Service Worker capable of responding to the location of the emergency condition/situation in the shortest amount of time.
- Notify a Gas Systems Supervisor and other senior management personnel if the emergency condition/situation involves any of the following:
 - a broken main, service or other natural gas facility
 - an abnormal increase in natural gas pressure
 - fire
 - explosion
 - any other serious natural gas system condition
- If the Gas Service Worker reports a suspected inside leak for which the source cannot be determined, and/or no indication of natural gas registers on the Gas Service Worker’s Combustible Gas Indicator (CGI), contact the appropriate Gas Systems Supervisor to advise the Gas Service Worker how to proceed.
- If the source of the odor is suspected to be outside but the exact location of the leak cannot be determined by the Gas Service Worker, notify the appropriate Gas Systems Supervisor for advice.
- If the Gas Service Worker making the investigation reports or suspects an underground leak, immediately contact the appropriate Gas Systems Supervisor, who will assign a crew to be dispatched. Provide the following information, via radio, to the assigned crew and/or Gas Systems Supervisor:
 - nature of the emergency condition/situation
 - name of and time of arrival of the Gas Service Worker at the location
 - time and date of the original trouble/service call
 - name of the person originating the call
 - present status of leak/problem (and CGI reading)
 - time at which the order is given to the crew or Gas System Supervisor

Direct the Gas Service Worker to remain at the location and keep the area safe until the crew and/or Gas Systems Supervisor arrives at the site and assumes authority over the job.

The Crew Leader or Gas Systems Supervisor may retain the Gas Service Worker on site to assist in the investigation and keep the area safe or the Gas Service Worker may be released to the dispatcher for assignment to other work. The Gas Service Worker will notify the dispatcher when he/she has been released and is available for other work.

- If requested by the Crew Leader or Gas Systems Supervisor, notify North Carolina 811, Inc., (NC811) or other underground utility operators for immediate location of their underground facilities.

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- Record the time, date, name and comments of each person contacted and/or dispatched, relative to the call, on the Gas Leak Report.

3.3 Dispatcher Responsibilities for Emergency Call Response After Normal Business Hours or on Weekends/Holidays:

The dispatcher will receive, identify and classify all incoming service/trouble calls and will proceed as follows:

- If the caller provides unclear information about the situation, ask that the information and details be repeated clearly. As much information about the extent/degree of the problem should be obtained as possible, in order to have the best possible understanding of the condition/situation.
- Obtain the best possible information about the location of the trouble, such as building number, building name, street and town name, name of the closest intersection(s) before and after the problem location (both street intersection names), and proximity to nearby landmarks (i.e., north, south, east, or west of the problem location).
- Obtain the caller's name, company/agency they represent and a phone number where they can be reached.
- Record the following detailed information on the Gas Leak Report:
 - house number
 - street address/location of problem
 - closest intersection street or landmark
 - name and telephone number of caller
 - date and time when the call was received
 - name of telephone representative/employee taking the call
 - location of where odor/problem was first noticed
 - location of where odor/problem is currently
 - how long has odor been present
 - how strong/severe is odor/problem
- For reports of severe leaks/odors inside the building or if the caller's voice expresses fear/concern, the dispatcher will:
 - react quickly and accurately in suspected emergency situations/conditions and hold the caller on the phone should additional information be required
 - advise the caller to not ignite any matches or other sources of ignition
 - advise the caller to not turn on or off any electric switch or appliance
 - advise the caller to EVACUATE THE PREMISES if the odor is very strong or a hissing/leaking sound can be heard - do not keep the caller on the phone if they should evacuate the premises
- If the call involves a suspected leak or other problem inside a building or residence, immediately contact the primary stand-by employee to respond to the call.
- If the call involves a suspected leak/other problem outside or on the underground natural gas distribution system or facility, immediately contact the back-up stand-by employee to be on

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alert and the on-call supervisor for advice. The primary and back-up stand-by employees and on-call supervisor will carry cell phones through which they can be contacted by the dispatcher.

- The primary stand-by employee, with advice from the on-call supervisor, will evaluate the emergency condition/situation and determine the course of action to be taken.
- If additional personnel, equipment and material are needed to assist in the emergency situation or to cover a second trouble call, contact the on-call supervisor for advice.
- If the investigation indicates a need to excavate, notify the other underground utility operators, either through NC811 or by direct contact if the operator is a non-member.
- Report the following potential emergency conditions/situations to senior management (see Figure I, page 4 for senior management organizational chart) as soon as practical:
 - Natural gas odors/leaks of any appreciable severity
 - poor pressure or loss of natural gas supply problems
 - fires
 - explosions
 - accidents or injuries to GUC personnel
 - incidents involving outside organizations (fire/rescue/police or media personnel)
- Record the time, date, name and comments of each person contacted and/or dispatched, relative to the call, on the Gas Leak Report.

3.4 Emergency Preparedness Materials and Equipment:

Each Gas Department field employee assigned a vehicle that may be required for emergency response ensures it is appropriately stocked with the required materials and equipment and that the equipment is in proper working order at the end of his/her normal shift prior to leaving the Operations Center. The vehicle is stocked, at a minimum, with the following emergency preparedness materials and equipment:

- Pipe wrenches
- Updated gas facility maps
- City and county road maps
- Vehicle radio
- Hand tools
- Leak detection solution
- Gauges
- Pipe dope
- Pipe cutters
- PE Pipe
- Electrofusion couplings (2" - 4")
- Valve wrenches
- Pipe Locator
- CGI
- Flame Pack
- Squeeze Tools
- Portable generator

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- Emergency Breathing Apparatus
- Shovels
- Rakes
- Water pump
- Spare gas cans (filled)
- Rain gear
- Extension cords
- Flashlight
- Personal protective equipment (hard hat, gloves, safety glasses, vests, etc.)
- Waders or rubber boots
- Spare clothes
- First aid kit (properly stocked)
- Safety cones
- Fire extinguisher (properly charged)
- Traffic control signs
- Handheld radios (charged)
- Cell phones and chargers
- Spare batteries (flashlight, handheld radio)
- Plunger Bar

3.5 Gas Field Personnel Responsibilities for Emergency Call Response:

Gas Department field personnel will respond to and investigate potential emergency situations; each odor of natural gas call or potential emergency response is considered “urgent” until it is determined safe.

When an order to respond to and investigate a potential emergency situation is received by a Gas Department field employee, he/she will proceed at once to the location without undue delay and without violating traffic regulations. If for any reason there is a delay in his/her response, the field employee will immediately notify the dispatcher. The field employee will proceed to investigate the potential emergency situation as follows:

- A leak/trouble investigation of the area is initiated, even if natural gas is not suspected.
- A Combustible Gas Indicator (CGI) or Flame Ionization Unit (FI) is used on all odor/leak investigations. The field employee should always take the CGI into the building on such a call.
- If the field employee determines an emergency condition may exist, he/she immediately notifies the dispatcher to inform the appropriate supervisor, Gas Distribution Engineer and Director of Gas Systems.
- In areas where natural gas is suspected and/or found, the field employee ventilates the confined area or structure that has indicated the presence of natural gas. Examples of possible areas/structures are buildings, basements, manholes, vaults, etc.
- In a building/structure where the inside open area natural gas-in-air concentration registers 20% or higher on the Lower Explosive Level (LEL) scale (1% gas) of the CGI, the field employee first

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evacuates all persons from inside and around the outside of the structure. They then proceed to protect property, providing it is safe for him/her to do so, by attempting to shut off the source of natural gas, extinguish all open flames and ventilate natural gas from the structure.

- After a leak is found and made safe, the field employee continues to survey the area for other leaks or accumulation of natural gas to ensure no other leaks or conditions exist which may cause a second emergency situation. Where natural gas is indicated in sewer manholes or catch basins, the field employee removes the manhole covers to ventilate the condition.
- The field employee assures the situation is safe or calls the dispatcher for assistance. The field employee remains at the situation site and continues to survey, ventilate and make it safe to the best of his/her ability. All leaks are made safe, either by permanent repair, temporary repair, or shutting off the supply of natural gas to the building/risk area.
- The field employee reports any changes in situation status to the dispatcher in order to keep supervision and management abreast of the current situation.
- The field employee completes all field paperwork appropriate to the situation.

In a situation where Fire and/or Police officials are at the scene, the field employee REPORTS IMMEDIATELY TO THE INCIDENT COMMANDER in charge to make his/her presence known.

- If a fire is in progress or is possible, Fire Department personnel will serve as Incident Commander.
- The GUC field employee obtains an evaluation of the situation from the fire/police official or his/her own investigation and reports that evaluation to the dispatcher. The following minimum information is reported:
 - the suspected cause of the situation
 - steps that have been taken so far
 - whether any meters or curb valves have been shut off
 - the location
 - whether natural gas is suspect in the situation

3.6 Gas Systems Supervisor Responsibilities for Emergency Call Response:

Gas Systems Supervisors determine if an emergency condition exists and categorize it as one of the following:

- explosion
- major fire fueled by natural gas or in close proximity to natural gas facilities
- significant loss of natural gas pressure, supply or outage
- significant loss of natural gas pressure in the system
- significant natural gas leak not under control
- natural disaster
- civil disturbance
- enemy/terrorist attack

Once an emergency condition has been declared, the Gas Systems Supervisor will proceed as follows:

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- Determine the scope of the emergency condition:
 - number of meters affected
 - type of customers and system facilities affected
 - extent of service area affected
- Authorize the dispatcher to contact the Director of Gas Systems and Engineers to inform them an emergency condition appears to exist.
- Direct on-site work force and formulate plans with the dispatcher for bringing additional resources, as required, until the Director of Gas Systems or his/her designee declares an emergency.
- Continue to inform the dispatcher of any changes to the situation/condition.

3.7 Declaration of Emergency:

The dispatcher contacts the Director of Gas Systems, or his/her designee, relaying all known facts concerning the emergency condition declared by the field employee. The Director of Gas Systems, or his/her designee, proceeds as follows:

- Based on information provided by the dispatcher, he/she determines if an emergency should be declared. In his/her absence, the General Manager or his/her designee may declare the emergency.
- He/she instructs the dispatcher as to whom on the Management Team should be notified, based on the type of emergency condition.
- He/she develops a plan appropriate to the emergency condition.
- Through supervisory personnel, he/she implements the plan and initiates the dispatching of resources in accordance with the plan.

4 Emergency Situation Response

4.1 Policy:

GUC will promptly respond to incidents of fire and/or explosion or other disaster occurring near or directly involving a natural gas pipeline or other natural gas facility.

Once notified that an emergency incident has occurred within our service area, a unit will immediately be dispatched and key personnel notified, according to Section III, Emergency Call Response, of this Emergency Plan.

Personnel arriving on the scene will make an investigation to determine if natural gas may be the source of the incident. If the incident directly involves a GUC natural gas pipeline or facility, or a natural gas pipeline or facility owned by a GUC customer, emergency response procedures will be initiated.

IN ALL EMERGENCY SITUATION RESPONSES, the following procedures will be followed by the Gas Department employee dispatched to the scene:

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- Evaluate the potential danger of the situation to life and property and immediately take whatever action can be taken to protect life, then property.
- Keep all persons not directly involved in handling the emergency out of danger and away from the facility area.
- Prevent the accidental ignition of natural gas by extinguishing any open flame in the area.
- Notify the dispatcher of the situation and, as appropriate, request the following:
 - response of Fire Department and/or other emergency response agencies to the scene
 - response of additional personnel
 - supervisor notification of the situation.
- Initiate the Gas Leak Repair Report and any other relevant paperwork.

4.2 Protection of People and Property:

GUC’s emergency situation response procedures are directed toward the protection of people and property. When a natural gas emergency is probable, or already exists, the first priority is to ensure the safety of people; the second priority is to ensure the safety of property.

The following procedures to protect people and property will be initiated by the Gas Department field employee responding to the emergency situation call:

- Prevent accidental ignition of leaking natural gas by eliminating all sources of ignition.
- Evacuate premises that are or may be affected by an emergency involving leaking natural gas.
- In buildings/structures where the inside open area natural gas-in-air concentration registers 20% or higher on the LEL scale (1% gas) of the CGI, evacuate all persons from inside and around the outside of the structure.
- Request assistance from the Fire Department, especially when evacuating more than one building or a large number of people.
- Control leaking natural gas by closing the appropriate main or service valve(s) or, in the case of PE pipe, by utilizing squeeze tools.
- Ventilate premises where natural gas is detected by opening windows and doors. Notify the Fire Department before ventilating a building/structure with a CGI reading greater than 4% gas-in-air concentration level.
- Request assistance from the Fire, Police or Sheriff Department, when needed.
- Reroute traffic, when needed.

4.3 Fire and/or Explosion at or Near a Gate Station:

The following procedures will be followed by the Gas Department employee dispatched to the scene:

- Locate the GUC emergency valve(s) outside of the gate station fence. Remove the cover(s) and place valve wrench on the valve. The valve(s) will be closed **ONLY** if the fire or blowing gas cannot be controlled and the gate station is threatened.
- Whenever possible, Piedmont Natural Gas personnel should handle gate station incidents inside the fence.

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- If the fire is at the gate station, the dispatcher immediately notifies Piedmont Natural Gas at 1-800-275-6264.
- GUC will provide assistance to Piedmont Natural Gas, as requested.

4.4 Fire, Explosion and/or Large Volume Leak at or Near a Greenville Utilities Commission Pipeline:

- If the fire/explosion directly involves a GUC pipeline, the natural gas supply to the affected facility is shut-off.
- If the source of the fire/explosion is natural gas from a service line, the service line is immediately shut-off at the meter valve and the valve at the main.
- The following actions are taken to control and make the situation safe:
 - Fire Department is notified for the protection of surrounding property
 - Police Department, Sheriff Department or the North Carolina Highway Patrol is notified for assistance in traffic control
 - Barricades are erected to block traffic from the area
 - Where necessary, people are evacuated from the building(s)

4.5 Emergency Situation Response

- If the source of the fire is from a damaged or leaking pipeline, the valves necessary to isolate the damaged section are located and closed to stop the flow of natural gas. If the main is PE pipe, sections can be squeezed-off to stop the flow of natural gas.
- After the damaged/leaking facility has been shut-down, all meters supplied by the out of service section are shut-off and locked out.
- A Gas Meter Shut-Off form is completed for each meter that is shut-off and locked out.
- All meters remain locked until repairs are completed and natural gas is re-introduced into the pipeline.
- If an explosion has occurred, other natural gas mains, service lines and facilities in the area are leak surveyed and where possible, visually inspected, for possible damage caused by the explosion.

4.6 Natural Disaster:

The most likely natural disaster to occur in our service area is high wind, accompanied by high water levels and wind damage. Present weather forecasting technology normally affords sufficient warning time to prepare for the emergency.

GUC begins monitoring storms as soon as hurricane status has been reached. Constant surveillance is maintained and when “hurricane watch” status is announced; Management Team meetings are held to prepare for the storm.

When it appears a hurricane could affect the GUC service area, the Director of Gas Systems will issue directives to staff to make preparations for the approaching hurricane. The Director of Gas Systems, or

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his/her designee, maintains a log of activities throughout the situation and initiates the following procedures:

- Order the following precautionary measures:
 - All heavy equipment located in the field is moved to the Operations Center at 801 Mumford Road.
 - All vehicles not driven home are moved to the Operations Center.
 - All vehicles and equipment are fueled, topped-off and inspected for appropriate operation and maintenance.
 - Keys to vehicles parked at the Operations Center are left on the Key Board in the gas crew leader’s office.
 - GUC personnel are put on emergency stand-by (without compensation until such time as employee is called in to work) until further notice.
 - Emergency Teams are enlisted, with work hours determined by the proximity of the storm. Any announcement by media concerning the closing of GUC offices will be made for the benefit of the public; all personnel assigned to Emergency Teams will report to work at the regular time or time designated.
 - Emergency Team One will be the first team called out after the storm or emergency and is composed of one or more of the following positions:

Gas Distribution Engineer	Gas Systems Supervisor
Gas Systems Crew Leader I/II	Gas Systems Technician III/IV/V
Gas Systems Operator/Sr.	Gas Systems Coordinator
Gas Service Worker/Sr.	Gas Engineering Assistant I/II
 - Emergency Team Two will report by telephone as soon as practical after the storm has passed and will be advised as soon as possible when to report to work. Emergency Team Two will be composed of one or more of the following positions:

Gas Systems Engineer	Gas Systems Supervisor
Gas Planning Engineer	Natural Gas Supply Officer
Gas Systems Operator/Sr.	Gas Technical Support Assistant
Gas Engineering Assistant I/II	Gas Service Worker/Sr.
Gas Crew Leader I/II	Gas Engineering Coordinator
Gas Engineer I/II	Gas System Technician III/IV/V
Gas Compliance Coordinator	
 - Maintain communication with Piedmont Natural Gas supplier for information on possible natural gas supply interruptions and mutual assistance.
 - Maintain communication with North Carolina Municipal Gas Operators for mutual assistance.
 - Secure all gate stations.

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- Secure the Liquefied Natural Gas Facility and ensure it is ready to vaporize natural gas in case of interruption of natural gas supply from Piedmont Natural Gas. Contact LNG supplier for additional shipment of LNG.
- Issue further precautionary instructions as deemed appropriate.

Once the hurricane or storm has passed, the following procedures are initiated:

- As soon as travel can be safely resumed, the natural gas system and other facilities are patrolled and/or inspected for storm damage, such as:
 - poor pressure problems
 - washed-out lines at water and bridge crossings
 - trench cave-ins at main locations
 - ground subsidence at service line and meter set locations
 - above ground damage to gate stations, LNG facility, regulator stations and other building and grounds facilities
- Crews are called in to make repairs, as necessary.

4.7 Partial Loss of Natural Gas Supply:

Gas Engineering personnel and Station 1 dispatchers maintain continuous surveillance of system pressures and flows from each gate station and various monitoring points along the distribution system through the Supervisory Control and Data Acquisition (SCADA) computer system. The SCADA system is monitored 24 hours a day, 365 days a year, by adequately trained and experienced Engineering personnel and Station 1 dispatchers.

The Gas Systems Engineer and the Gas Planning Engineer are responsible for providing/arranging adequate training for Engineering personnel and dispatchers on the utilization and monitoring of the SCADA system and the actions to be taken when there is an indication of a system problem.

In a situation involving partial loss of natural gas supply, the first indication of a problem(s) may be a sudden or gradual reduction of pressure at a SCADA monitoring point on the system. This sudden or gradual reduction of pressure could be an indication of a pending interruption in natural gas supply to GUC, which may occur as a result of problems on the Piedmont Natural Gas system. If this condition occurs, the following procedures are followed:

- Engineering personnel or the dispatcher immediately calls Piedmont Natural Gas to verify if the problem is on their system.
- If Piedmont Natural Gas reports no problem on their system, Engineering personnel or the dispatcher notify the Gas Distribution Engineer and Gas Systems Engineer to investigate the situation.
- The dispatcher notifies the Director of Gas Systems, or his/her designee, that personnel have been dispatched to the gate station(s) or SCADA monitoring point(s) to investigate the cause of the problem.

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- If partial loss of supply is imminent, the Director of Gas Systems, or his/her designee, instructs the dispatcher to activate Emergency Team One (refer to Section IV, Emergency Situation Response, Natural Disaster). Emergency Team One is placed on emergency stand-by at the Operations Center until released by the Director of Gas Systems, or his/her designee.
- The Director of Gas Systems, Gas Systems Engineer, Gas Planning Engineer, Gas Distribution Engineer or Gas Systems Supervisor orders the LNG facility to be made ready and begin vaporization, if necessary.
- If the partial loss of supply can be isolated to a limited area of the natural gas system, the Director of Gas Systems, Gas Systems Engineer, Gas Planning Engineer or Gas Distribution Engineer orders the isolation of the affected area.
- The dispatcher or Gas Engineering employee remains at his/her station for continuous surveillance of pressure changes and reports any changes to the Director of Gas Systems, or his/her designee.
- The Director of Gas Systems, or his/her designee, orders all interruptible customers to switch to alternative sources of fuel.
- Emergency Team One personnel inspect each interruptible meter to ensure they are no longer using natural gas.
- If system pressure continues to drop once interruptible meters are offline, the Director of Gas Systems, or his/her designee, orders schools and non-sensitive commercial customers that use 300 mcf or more per day to cease using natural gas.
- The Gas Distribution Engineer reviews the list of schools and non-sensitive commercial meters and marks an appropriate number for each crew to turn off.
- Crews complete Meter Shut-Off forms for each meter turned off. The forms are given to the Gas Distribution Engineer for placement on a master list.
- The Director of Gas Systems, or his/her designee, authorizes the Public Information Officer to issue a news release, for immediate transmission to television and radio stations covering the service area, requesting all customers in the affected area to discontinue using and shut-off their natural gas appliances. News releases are continually updated to reflect changes in the condition.
- The Administrative Assistant calls hospitals and other sensitive customers without alternative fuels to notify them of the situation and request they reduce their natural gas usage to an absolute minimum.
- The Director of Gas Systems, or his/her designee, contacts the City of Greenville, advises them of the situation and requests they curtail their natural gas use.
- The Gas Systems Engineer and/or the Gas Planning Engineer determine critical locations in outlying areas throughout the system for installation of temporary pressure gauges to monitor additional pressure points. Personnel are assigned to install and monitor the gauges.
- The Administrative Assistant maintains an Emergency Condition Log Book, to document activities and essential information pertaining to the condition, including timing, events and actions taken.
- When pressure has been regained, the following procedures are initiated:

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- Pressure is slowly brought to normal, crews purge air from the system, if necessary, and all isolated areas are brought back online. Cut-on procedures are followed as outlined in Section V, Customer Cut-On Following Emergency Situations, of this Emergency Plan.

4.8 Complete Loss of Natural Gas Supply:

If a complete loss of natural gas supply is imminent, the Director of Gas Systems initiates the following procedures:

- When the Piedmont Natural Gas delivery line pressure equals 60 psi, valves at gate stations delivering natural gas to GUC’s system are closed, in order to isolate GUC’s system from the Piedmont Natural Gas system.
- All active natural gas meters on GUC’s gas system are locked-off, as follows:
 - The Director of Gas Systems, or his/her designee, requests assistance from other GUC departments and the Gas Distribution Engineer requests assistance from the North Carolina Municipal Gas Operators, in locking-out meters and/or the subsequent relight.
 - The Director of Gas Systems, or his/her designee, utilizes computer records of active meters and meter reading cycles to ensure 100 percent of active natural gas meters are turned off.
 - Turn-off crews survey every building on every street where natural gas service records indicate existing meters and record addresses of buildings where natural gas meters are not found. These locations are checked against computer records and service cards to determine if natural gas service does exist at these locations.
 - If meters are found in areas where access cannot be obtained, the service line is disconnected at the main or behind the curb. Assistance may be solicited from the police or sheriff department to gain access to such meters.
 - Planimetric maps of the natural gas system are furnished to each crew. After completely canvassing the streets and noting any necessary changes to the records, the crews mark the streets on the map to show the operation is complete. The completed map is returned to the Gas Distribution Engineer and kept as a permanent record.
 - News releases are continually updated to advise the public of the situation and appropriate measures to be taken.
 - Gate stations are not put back in service until all meters in the system have been locked-off.
- When pressure has been regained, the following procedures are initiated:
 - Gate stations are put into service and pressure is slowly brought to normal.
 - The Gas Systems Engineer or the Gas Planning Engineer develops an action plan outlining steps for purging air from the system.
 - The Gas Distribution Engineer assigns crews to purge air from the system before customers are brought back online using the procedures outlined in Section V, Customer Cut-On Following Emergency Situations, of this Emergency Plan.

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4.9 Emergency Shut Down of System Sections:

GUC will maintain the following procedures for the emergency shutdown and pressure reduction to any section of the natural gas distribution system necessary to minimize hazards to people or property:

- The field personnel at the scene take appropriate action where they determine one or more of the following actions are necessary:
 - notify fire/police departments
 - call for assistance and/or additional personnel
 - evacuate premises
 - remove manhole covers
 - block an area
 - reroute traffic
- Referring to the emergency valve map, expeditiously determine which valves successfully isolate the desired segment with the fewest number of customer shutdowns.
- Close the selected valves and isolate the affected area expeditiously.
- After shut-down has been completed, make a house-to-house survey of the isolated area. Close and lock meter valves to the customers’ meter sets until repairs are completed and the main segment has been put back into service. The main segment cannot be put back into service until it is assured that all meter sets or services off the main segment have been shut off and there is no possibility of natural gas flowing into a building/structure. Refer to Section V, Customer Cut-On Following Emergency Situations, of this Emergency Plan.
- Appropriate door hangers are filled out and attached to **ALL** entrances to the building/structure.

5 Customer Cut-On Following Emergency Situations

Following loss of system pressure or other emergency situation, turn-on service to customers will begin as soon as practical. First priority shall be given to hospitals and nursing homes. No customer’s natural gas service will be restored unless entry can be made into the building. If entrance to the building cannot be obtained, door hangers will be left on all doors and other conspicuous places instructing the customer to call GUC for restoration of service. A record of all services not restored will be made by the Gas Distribution Engineer.

- The following cut-on procedures are used when customers are home:
 - Check inside to ensure each appliance valve is closed.
 - Turn on the meter and observe the test hand for movement, which indicates an appliance may have been missed or there is an open line inside the structure.
 - If an appliance has been missed, identify the appliance and close the valve.
 - If there is an open line downstream of the meter, service cannot be restored until repairs have been completed.
 - After all inside valves have been closed and any necessary repairs completed, re-light all pilots on natural gas appliances.

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- Observe each appliance in operation for sufficient time to ensure the appliance is properly adjusted and operating safely.

6 Liaison with Outside Agencies

The Director of Gas Systems, or his/her designee, will establish and maintain close liaisons with fire, police and other emergency service agencies and with Piedmont Natural Gas and North Carolina Municipal Gas Operators to develop and coordinate both planned responses and actual responses during an emergency situation/condition to minimize loss to life or property. The following procedures will be followed:

- Determine, through direct contact, the agencies' available resources and their ability to respond to emergency situations involving natural gas.
- Familiarize the agencies with the Emergency Plan by providing copies of appropriate sections to each agency and a list of appropriate supervisory employees who can be contacted at any hour.
- Acquaint the agencies with the characteristics of natural gas and the precautionary measures to be taken when dealing with natural gas.
- Develop, in advance, mutually acceptable means of coordinating emergency situations, such as natural gas escaping outside; natural gas burning outside; natural gas escaping inside; and natural gas burning inside.
- Identify the types of natural gas pipeline emergency situations for which the agency can be expected to be notified, such as large natural gas releases; fires involving natural gas; explosions; bodily injury; evacuation; and crowd control.
- Notify agencies of scheduled training sessions.

7 Communicating with Public Officials

GUC will maintain adequate means of communication with appropriate fire, rescue, police, and other public officials whose assistance and resources may be required during an emergency. GUC will make available to these agencies and officials an up-to-date copy of Sections II and III of this plan (including GUC's 24-hour emergency phone number) for use in the event of an emergency.

- When field personnel/supervisors determine assistance from fire, rescue, police and/or other emergency response is necessary, they immediately radio the dispatcher and request such assistance. They provide as much information about the situation as is known at the time to the dispatcher.
- The dispatcher notifies the appropriate GUC personnel of the need for outside assistance.
- The dispatcher contacts the appropriate agency(s) by telephone.

8 Training

Members of the Emergency Response group as describe in Section II will receive a complete copy of the Emergency Plan.

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Training sessions will be conducted initially and annually thereafter, or more often as necessary, with all members of the Emergency Response Organization.

The primary focus of the training sessions is to acquaint Emergency Response personnel with the emergency procedures. Training will be by oral and written instructions, and in some instances, followed by practice sessions and mock rehearsals of emergency conditions. The Director of Gas Systems, or his/her designee, will assign instructors appropriate for the particular sessions.

- Special training emphasis is placed on the following topics:
 - properties and behaviors of natural gas as related to the types of potential hazards
 - coordinated execution of the Emergency Plan and procedures
 - responsibility of each employee responding to an emergency
 - evaluations of reports of natural gas odors and other potential emergencies
 - response to different types of emergency conditions/situations
 - familiarization with materials, tools and equipment appropriate to the particular situation
 - record-keeping requirements
- Training records are kept by the Administrative Secretary and retained in the Office of Pipeline Safety file.
- Following each emergency, administrative officers review employees’ activities to determine whether the procedures were effectively carried out. Consideration is given to whether responses to the emergency were timely and to the need for change/additions to the written procedures as may be indicated by the experience of the emergency.

9 Public Education Program

GUC will conduct a continuing education program for customers, the general public, government organizations and persons engaged in excavation-related activities to enable them to recognize emergency situations, how to report them to GUC and what steps they may take to protect life and property. The program will be conducted in English, and any other common language understood by a significant number of non-English speaking people of the service area, and will communicate the following:

- Specific information on how to recognize a natural gas emergency or potentially dangerous situation. This information may include the following possible indications of escaping natural gas:
 - a rotten cabbage or rotten egg-like odor in or outside of a building
 - a hissing sound in or outside of a building
 - a fire in or near a natural gas appliance or piping
 - unusual noise at an appliance
 - unusual behavior of the flame at an appliance burner

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- odor of natural gas or blowing dirt where excavation work is in progress or has recently been completed
- odor of natural gas or blowing sound from a building or facility
- rising bubble in a pool of water
- Specific information on what action to take in an emergency or when a natural gas leak is suspected until GUC can be notified and respond. This information may include warnings involving:
 - attempting to locate natural gas leaks with matches or other open flames
 - remaining in building when there is a strong natural gas odor
 - turning lights on or off or unplugging electrical devices when there is a strong natural gas odor
 - using telephones (including cell phones) in an area of strong natural gas odor
 - using door bells when there is a strong natural gas odor
 - digging in the yard or other excavation work without calling NC811 for pipeline locations
 - how to use the NC811 system
 - placing or securing an object to the natural gas meter or piping
 - unauthorized diversion (by-passing) of natural gas
- General information, such as facts about natural gas and its origin and distribution; how to recognize a real or potential natural gas emergency; the importance of recognizing and reporting suspected natural gas emergencies; how and where to report a natural gas emergency; the importance of calling for underground locations before excavating.
- Methods GUC may use to communicate information to the public, such as telephone; radio; newspaper; direct mail; printed material (e.g., bill stuffers); television/video; and public speeches/events.