

# CITY OF GONZALES



## **EMERGENCY PLAN**

FOR

# **NATURAL GAS DISTRIBUTION SYSTEM**

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**January 2019**

**UPDATED July 2019**

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**EMERGENCY PLANS (92.615)**

**GENERAL INFORMATION**

The Emergency Operations Center is located at 2919 S DARLA, GONZALES, LA. and will serve as the Control Center" for all public contacts, news and information media. The maintenance facility is also located at 2919 S DARLA, GONZALES, LA. and will serve as the base for the work of repair, construction, cutting off gas service and turning on gas service. Equipment and personnel are located at the Maintenance Facility.

Personnel that may be needed during an emergency situation such as mutual assistance personnel will be contacted and their services requested as necessary. Mutual assistance partners are identified in the City of Gonzales Operator Qualification Program and include personnel and equipment from St. Amant. Other neighboring communities may be contacted for assistance as required.

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**INSTRUCTIONS TO EMPLOYEES**

All employees upon hearing of the emergency should report at once to the City of Gonzales Maintenance Facility and be prepared to remain throughout the emergency.

Each employee must comply with all maintenance and emergency procedures covered in this Emergency Plan Manual during normal operations, the performance of regular duties and during emergency situations. All gas maintenance employees and emergency response personnel must be familiar with the requirements of the Emergency Plan and be able to carry out their assigned duties in accordance with the requirements of this plan. Employees, while performing their assigned duties will note any unusual situations or conditions noticed and report these in writing to the Operator. Unusual conditions of heavy leakage, accident, damage to facilities, or fire should be handled in accordance with emergency procedures and reported immediately.

On the following page is a list of names, titles/departments of persons and organizations that may need notification in the event of an accident or incident:

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**EMERGENCY CALL OUT PERSONNEL**

<u>TITLE</u>	<u>NAME</u>	<u>TELEPHONE NUMBER</u>
CITY HALL	DISPATCH	225-647-2841
GAS OPERATOR	ADAM THOMPSON	225-802-6931
CITY CLERK	SCOTT BYRD	225-647-9551 225-425-2563 CELL
GONZALES POLICE DEPT.	GONZALES	225-647-9542
ASCENSION SHERIFF'S OFFICE	ASCENSION	225-621-8300
GONZALES FIRE DEPARTMENT	GONZALES	225-644-5307
LA. STATE POLICE TROOP A	TROOP A	225-754-8500
CIVIL DEFENSE		225-925-7500
HAZARDOUS MATERIAL DIVISION		225-925-6595
LA. PIPELINE SAFETY	STEPHEN GIAMBRONE	225-342-5505
LA. PIPELINE SAFETY	SARAH KREITZER	985-307-0797
GAS SUPPLIER	CENTERPOINT MARKETING	713-428-4633
DAWN MCMANUS		281-435-6410

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**EMERGENCY CONDITION DESCRIPTION**

An emergency condition exists when it has been determined that due to circumstances extraordinary procedures, equipment, manpower and/or supplies must be utilized to protect the public from existing or potential hazards. These hazards may include but are not limited to the following system failures of:

- Gas Distribution System Over Pressure
- Gas Distribution System Under Pressure
- Large Amounts of Escaping Gas
- Fire or Explosion Near or Directly Involving a Pipeline Facility
- Any and all Leaks Considered Hazardous
- Imminent Danger to Section(s) of the Gas Distribution System
- Natural Disasters such as Floods, Hurricanes, Tornadoes, Earthquakes, etc.
- Civil Disturbances such as Riots

**1.1 RECEIVING, IDENTIFYING AND CLASSIFYING EMERGENCY (192.615(a)(1)**

In the event of an emergency relating to the City of Gonzales Gas Company distribution system that has the potential to cause or causes injury to any individual, loss of or damage to property, the Gas Supervisor (Operator) for the City of Gonzales is to be notified immediately. Receiving, identifying and classifying emergency notices of leaks that require immediate response is the first actions taken to mitigate any emergency situation.

It remains the responsibility of the City of Gonzales to verify that gas department personnel are familiar with procedures concerning calls associated with gas leaks and reports of gas leaks. Those gas department personnel should be knowledgeable of the following requirements:

1. Any employee receiving a report of a gas leak should get as much information as possible from the reporting source to allow completion of the leak report form.
2. All reports of leaks on customer premises get priority and unless otherwise directed will be first to be corrected.

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**RESPONSE TO REPORTED GAS LEAKS**

**LEAK CALLS RECEIVED DURING WORK HOURS**

Leak calls during working hours will be handled by gas office at **225-647-2841**.

1. Upon notice of leak, gas office personnel will document the time, location, description of leak, etc.
2. Gas office personnel will then dispatch servicemen immediately documenting time and person dispatched.
3. Servicemen will respond immediately to location of leak.
4. Upon arriving at leak, serviceman should assess the severity of leak.
5. Take necessary actions to prevent the flow of gas and make repairs.
6. If repair cannot be made or flow of gas cannot be stopped, notify your supervisor.
7. If a gas leak is suspected on the customer's service line, or the customer complains of a gas smell, a natural gas pressure test should be performed. If this test fails, meter should be locked immediately and sealed to identify a leak on the customer's side. The gas service is not to be reinstated until repair has been made and a pressure test performed.
8. Information on leak and repairs made should be recorded on Leakage Inspection form.

**LEAK CALLS RECEIVED AFTER WORK HOURS**

All after hour leak calls will be received through the 24-hour number 1 **225-647-2841**.

1. Employee will respond immediately. He may contact an employee nearer to the reported leak, but it is the responsibility of the employee on call to respond. Use common sense: saving human life and property is the first consideration.
2. Upon arriving at leak, serviceman should assess the severity of leak.
3. Take necessary actions to prevent the flow of gas and make repairs.
4. If repairs cannot be made or flow of gas cannot be stopped, notify your supervisor.
5. If a gas leak is suspected on the customer's service line, or the customer complains of a gas smell, a natural gas pressure test should be performed. If this test fails, meter should be locked immediately and sealed to identify a leak on the customer's side. The gas service is not to be reinstated until repair has been made and a pressure test performed.
6. Information on leak and repairs made should be recorded on Leakage Inspection form in Section 8.4.11, Documentation of the Operation and Maintenance Manual.

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**1.2 ESTABLISHING AND MAINTAINING COMMUNICATION (192.615(a)(2))**

Communication with appropriate public officials regarding possible emergency situation must be established and maintained. In the event of a major gas leak, explosion or fire, the Gonzales Police Department, Gonzales Fire Department, or Ascension Parish Sheriff's Office should be notified immediately. The Police/Sheriff's department personnel/officers should clear the area of all non-essential personnel such as pedestrians and bystanders and stop all vehicular traffic within the area. Law Enforcement should continue to police the area until the leak has been completely stopped and isolated and the explosive mixtures are no longer present in the atmosphere. Depending on the emergency, mutual assistance partners, as needed, and other public officials, such as Ascension Office of Emergency Preparedness, will be notified and a line of communication will be opened and maintained.

**1.3 PROMPT RESPONSE TO EMERGENCIES 192.615(a)(3)**

The City of Gonzales Gas Department and others as deemed necessary will provide prompt response to each of the following emergencies.

In the event of a major gas leak, explosion or fire, the City of Gonzales Gas Supervisor, Fire Department and Gonzales Police Department should be notified immediately. The law enforcement department personnel/officers should clear the area of all non-essential personnel such as pedestrians and bystanders and stop all vehicular traffic within the area. The law enforcement department should continue to be policed until the leak has been completely stopped and isolated and the explosive mixtures are no longer present in the atmosphere.

Gas Maintenance personnel shall be instructed to close appropriate gas line valves in order to isolate the leaking or blowing gas line. Once the isolated section of gas piping has bled down and gas is no longer escaping, repairs to the affected section of gas piping should be made in accordance with Section 8, "Repairs of Gas Distribution System Leaks". Gas system customers affected by the disruption of service shall be notified and the gas service valve turned off below the gas meter. Once the affected section of gas piping has been repaired and the gas pressure has been restored to the system, only those customers who are in their residences or can be reached so that they can return home will have their service restored.

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**1.4 GAS DETECTED INSIDE A BUILDING/HOUSE/STRUCTURE 192.615(a)(3)(i)**

**LEAKS REPORTED INSIDE BUILDINGS**

- Evaluate the premises immediately with Combustible Gas Indicator (CGI) or Flame Ionization Unit to determine concentration of gas and source of leak.
- Evacuate premises if necessary
- Do **NOT** turn on or off any electrical equipment including light switches.
- Do **NOT** ring doorbells or use telephone inside the house, building or structure.
- Do **NOT** light matches or cigarette, etc.
- Shut off gas service valve if necessary
- Ventilate building if necessary
- If necessary notify fire and police departments
- Cordon off area by blocking off street as necessary
- Notify gas Operator or other responsible persons.
- Bar test for gas leak next to building or house foundation.
- Check neighboring buildings for indication of gas.
- Implement check list for major emergency if necessary
- Repair leak
- Once leak has been repaired and all gas has been vented from building allow occupants to return to building or house.

**1.5 FIRE LOCATED NEAR A PIPELINE FACILITY 192.615(a)(3)(ii)**

**GAS BURNING INSIDE BUILDING OR NEAR PIPELINE FACILITY**

Should a fire occur near a pipeline facility such as the Main Line, Service Line, Purchase Point or Metering Station or District Regulator Station the following actions are to be implemented.

- a) Dispatch appropriate emergency personnel.
- b) Remain in contact with fire and police departments.
- c) Consult maps for key valves or other valves that may be used to isolate system.
- d) Have personnel standing by to isolate system.
- e) Have fire department ready to saturate area of endangered pipeline with water to prevent damage to integrity of pipeline.
- f) After fire has been extinguished and area is cleared, pipeline should be visually inspected for damage before restoration of service.
- g) Leak survey of area should also be done as soon as possible within limits of leak survey equipment.

**1.6 EXPLOSION NEAR OR DIRECTLY INVOLVING A PIPELINE (192.615)(a)(3)(iii)**

Should an explosion occur near a pipeline facility such as the Purchase Point, Metering Station or District Regulator Station, the Main Line, Service Line or Customer Meter Set, the following actions are to be implemented.

- a) Dispatch appropriate emergency personnel.
- b) Contact fire departments.



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- c) Consult maps for key valves or other valves that may be used to isolate system.
- d) Close appropriate valves to isolate that segment of system.
- e) After explosion/fire threat has been cleared by commanding authorities, a visual inspection of the pipeline should be done before restoration of service.
- f) Make necessary repairs
- g) Leak survey of area should also be done as soon as possible within limits of leak survey equipment.
- h) Complete check list for major emergency

### **1.7 NATURAL DISASTER (192.615)(a)(3)(iv)**

Natural disasters include such events as floods, hurricanes, tornadoes, earthquakes, etc. In the event that a natural disaster is declared, actions may be required to shut down the gas distribution system. Should shut down of the gas distribution system be required, adherence to instructions below titled "Interruption of Gas Supply" is required.

- a) Remain in contact with civil defense, police, and fire departments.
- b) Keep emergency response personnel on standby.
- c) Dispatch if necessary to handle emergencies on a priority basis (protect life then property).
- d) After conditions are safe for employees, enter area to repair damages.

### **1.8 EQUIPMENT, INSTRUMENTS, TOOLS & MATERIALS 192.615(a)(4)**

The operator for the City of Gonzales Gas System is responsible for adequacy, availability and condition of equipment required in the event of an emergency. The location of this equipment necessary to meet emergency conditions such as valve keys, maps, records, shutoff tools, backhoe, trenching machine, leak repair equipment and hand tools is in the CITY OF GONZALES facilities located at 2919 S. Darla Rd, Gonzales, La. Periodic checks of this equipment should be made to ensure continuous operability in the event of an emergency.

### **1.9 PROTECTION OF PEOPLE AND PROPERTY 192.615(a)(5)**

First and foremost, the City of Gonzales will take the necessary actions to make safe actual or potential hazard to life or property and to protect the lives of its residents and customers. This starts at the time a leak call comes in to the office or dispatcher. All personnel employed by the City of Gonzales have been trained and qualified , Characteristics of Natural Gas and 102, Potential Ignition Sources: Indoor and Outdoor and have been trained to provide important information to the public when receiving leak calls. This training includes the following as a minimum:

1. Once all information is obtained from the reporting source and determined that a hazardous leak exists inside a building, **INFORM** the caller/customer of the following information:
  - Do **NOT** turn on or off any electrical equipment including light switches.
  - Do **NOT** ring doorbells or use telephone inside the house, building or structure.
  - Do **NOT** light matches or cigarette, etc.
  - Extinguish all open flames

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- Ventilate house, building or structure by opening windows and doors.
- Turn off gas supply if possible.
- Evacuate house, building or structure and proceed to safe place.
- Remember; Do **NOT** start automobile or any engine.
- 2. Dispatch necessary personnel to the location of the reported leak.
- 3. Duties of the first gas department employee on the scene:
  - Take all corrective actions necessary to protect life and property from danger
  - Set up communication
  - Coordinate operations until relieved of duty by supervision
  - Make appropriate decisions concerning emergency valves, isolation of areas and the use of emergency equipment
  - Implement the checklist for a major emergency.

### **LEAKS REPORTED OUTSIDE BUILDINGS**

- Assess danger to public surrounding building, occupants, property and evacuate as necessary
- Extinguish all open flames including cigarettes.
- If necessary notify fire and police departments
- Cordon off area by blocking off street as necessary
- Notify gas Operator or other responsible persons.
- Bar test for gas leak next to building or house foundation.
- Check neighboring buildings for indication of gas.
- Implement check list for major emergency if necessary
- Repair leak
- Once leak has been repaired and all gas has been vented from building allow occupants to return to building or house.

#### **1.10 EMERGENCY SHUT DOWN AND PRESSURE REDUCTION (192.615)(a)(6)**

In emergency situations it may become necessary to shut down or reduce the gas pressure in any section of the Gas Distribution System to minimize potential hazards to life of property. The City of Gonzales has identified key valves and pressure reduction devices and their locations within the gas distribution system to accomplish this task. These valves and pressure limiting devices are identified in Section 8.9 of this Operation & Maintenance Manual. See “Interruption of Gas Supply” for proper procedures. The most important pressure limiting devices are identified in Section 8.10 of this Operating & Maintenance Manual.

Starting up and shutting down any sections of the gas distribution system will be accomplished in a manner so as to assure operation of the gas system within the Maximum Allowable Operating Pressure (MAOP) limits described in Section 7.10 of this Operation and Maintenance Manual. To shut down any section of the gas distribution system, the operator must turn off the appropriate valve(s) and must also ensure that all gas service lines to customers are turned off and locked out at the service riser valve prior to pressurizing that part of the gas distribution system once maintenance has been completed. Startup of a section of the system is accomplished by slowly pressurizing the section of the gas distribution system which has been shut down for maintenance by slowly opening the appropriate valve(s) and by maintaining

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compliance with Sections 8.9 and 7.10 of this O&M Manual by not exceeding the approved MAOP. This is accomplished by monitoring pressure relief valves at each station. Prior to relighting the customer appliances, it is important to purge the gas piping of any air that may be trapped in the lines. Purging of air in the system may be accomplished at the gas meter following instructions in Section 7.15, "Purging with Natural Gas" of this O&M.

### **INTERRUPTION OF GAS SUPPLY**

An interruption of a gas supply line or service line may be the result of the following:

1. Water freezing in the regulator orifice
2. Gas line rupture or break
3. Sabotage
4. Gas cut off by supplier

In the unlikely event that this should happen, the following steps should be taken:

1. Dispatch appropriate emergency personnel to the following locations in affected areas immediately
  - (a) Affected meter station
  - (b) Meter Station that gas supply could be diverted from to affected station.
  - (c) Far end of meter station affected to monitor pressure.
  - (d) Standby personnel to close valves at residents and businesses
  - (e) Standby personnel at key valves or valves to isolate system
2. Notify Pipeline Supplier (transmission company or natural gas supplier company)
3. Locate gas leak and inform supplier of the location of the leak if possible
4. Take appropriate actions to route alternate gas to site, or secure system for shutdown.
5. Depending on the severity of the interruption, it may be necessary to shut off all services and invoke procedure for relighting
6. All of the above should be quickly or simultaneously performed to avoid and possible danger to the public. Director of Operations will decide to divert gas or shutdown system
7. Implement Checklist for Interruption of Gas Supply as appropriate.

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**CHECKLIST FOR INTERRUPTION OF GAS SUPPLY**

1. \_\_\_Has fire department been called?
2. \_\_\_Have persons been evacuated and area blockaded?
3. \_\_\_Has police department been notified?
4. \_\_\_Has repair crew been notified?
5. \_\_\_Has outside help been requested (if needed)?
6. \_\_\_Have ambulances been called?
7. \_\_\_Have emergency valves or proper valves to shut down or reroute gas been identified and located?
8. \_\_\_Has leak been shut off or brought under control?
9. \_\_\_If an area has been cut off from a supply of gas, has the individual service of each customer been cut off?
10. \_\_\_Is the situation under control and has the possibility of recurrence been eliminated?
11. \_\_\_Has surrounding area, including buildings adjacent to and across streets, been probed for the possibility of further leakage?
12. \_\_\_Has proper tag been put on meter?
13. \_\_\_Has civil defense been contacted?
14. \_\_\_Has telephonic report to the state been made?
15. \_\_\_Has telephonic report to DOT/RSPA been made?
16. \_\_\_Has the public information officer been given instructions (if necessary)?

Date: \_\_\_\_\_ Signed By: \_\_\_\_\_

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**1.11 MAKE SAFE ACTUAL OR POTENTIAL HAZARD TO LIFE AND PROPERTY**  
**192.615(a)(7)**

City of Gonzales will make safe any actual or potential hazard to the lives of its customers and those living adjacent to its pipeline facilities. This will be the first action taken, and once this has been accomplished, the City of Gonzales gas maintenance personnel will provide every means necessary to protect the property of the general public.

Gas maintenance personnel shall be instructed to close appropriate gas line valves in order to isolate the leaking or blowing gas line. Once the isolated section of gas piping has bled down and gas is no longer escaping, repairs to the affected section of gas piping should be made in accordance with Section 8, "Repairs of Gas Distribution System Leaks". Gas system customers affected by the disruption of service shall be notified and the gas service valve shall be turned off and locked below the gas meter. Once the affected section of gas piping has been repaired and the gas pressure has been restored to the system, only those customers who are in their residences or can be reached so that they can return home will have their service restored.

City of Gonzales gas service customers and other residents living near the gas distribution system shall be informed through official publications, such as information contained on billing cards that gas leaks and other activity which could cause gas leaks are potential safety hazards and could constitute an emergency. Instructions should be provided in this official publication to contact the system Operator of the City of Gonzales gas distribution system immediately upon recognizing an emergency. Anyone providing notification of an emergency condition should provide information as to where the emergency situation is located and the severity of the emergency.

**1.12 NOTIFICATION OF APPROPRIATE PUBLIC OFFICIALS (192.615(a)(8))**

Once the notification of public officials such as Law Enforcement and Fire Departments have been notified and arrive on the scene it is important to coordinate and plan the actual response with those officials. In most cases the Fire Department assumes command of the scene however since the gas maintenance personnel are most familiar with the gas distribution system there must be close communication between all agencies on the scene. A logbook for documenting activities and individuals involved in the process of mitigating the consequences of an emergency is often very helpful after the situation has been corrected to provide accurate information to the National Response Center for completing the Incident Report.

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**1.13 RESTORATION OF GAS SERVICE AFTER OUTAGE (192.615)(a)(9)**

Should the supply of gas be cut off to any area of the gas distribution system, gas should **NOT** be restored to the affected area until the all individual services to each customer has been turned off and locked out at the service valve. Allowing service to be restored to a section of gas distribution system piping without turning off individual services may result in unsafe conditions. In-effective safety devices on appliances may allow gas to escape through the appliance.

House to house investigation by gas department personnel to turn off and lock out the gas service valve is mandatory. The individual service of each customer meter must be turned off, either at the meter or at the service valve. CITY OF GONZALES personnel and/or mutual assistance personnel shall document the address and provide that information to the office.

When restoring service to any affected area, all gas distribution system piping and meters must be purged of air and appliances re-lighted. Never turn on gas at the meter unless you have access to all appliances on the customer piping. In the event the customer is not at home, the service must be left off and a card or note must be left in a conspicuous location requesting the customer to call the gas company to arrange for restoration of service.

**CUSTOMER “TURN ON” PROCEDURE**

1. Customer should be home at time of turn on and must verify that all pipes and appliances have valves installed and that they are in the off position.
2. An acceptable natural gas pressure test must be done. If test is found to be unacceptable, meter cannot be turned on.
3. Serviceman verifies by means of a “Low Flow” test that the ¼’, ½’ or 1’ test dial moves with a small amount of gas passing. (Loosen the outlet meter collar to simulate pilot)
4. Tighten outlet collar when test dual is on the upswing and check meter test dial for movement. Test dial should not move.
5. An acceptable natural gas pressure test must be done. If test is found to be unacceptable, meter cannot be turned on. And must be locked off until repairs are made.
6. Do soap test meter for leaks on meter installation.
7. Serviceman lights all appliances.
8. Serviceman must then record information off of meter, (meter number, beginning reading) record results of pressure test on appropriate form, and turn information into office.

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**1.14 INVESTIGATING ACCIDENTS AND FAILURES AFTER EMERGENCY 192.615(a)(10)**

Investigation of any accident or failure shall be conducted as soon as possible once the emergency situation is corrected and declared over. This investigation is to be conducted in accordance with Section 7.12, Investigation of Accidents and Failures. The National Response Center will be contacted at (800) 424-8802 as soon as practical but no later than as soon as an emergency is under control if the emergency event included fire, explosion, serious injury or death. Information such as the date, time, location, and extent of injuries and/or property damage will be provided in the notification. Within three working days, a full written report detailing the event and known facts pertaining to the event will also be submitted.

City of Gonzales will conduct an investigation of the incident, accident or emergency once the emergency is declared over and gas has been restored to its customers. This investigation will be conducted in accordance with Pipeline Safety Regulation §192.617 and must review employee activities to determine whether the procedures were effective and were those procedures followed. Instructions and forms for documenting the investigation are detailed in Section 7.10 of this Operation and Maintenance manual. The investigation is to be conducted as soon after the end of the emergency as possible.

**1.15 DISTRIBUTION OF EMERGENCY PLAN TO PERSONNEL (192.615(b)(1)**

Notification of such emergencies cannot be predetermined, so the local Law Enforcement Organization, Fire Department and other public officials must be aware of how to handle and report all emergencies associate with the gas distribution system. Law Enforcement, Fire Departments and public officials will be provided with a copy of Emergency Procedures. All departments will review these procedures in order to become familiar with them prior to the need for the utilization of such procedures. When any of these groups are notified of an emergency situation, the department being notified is responsible for notifying the other departments affected. Should the emergency be of magnitude that outside assistance is required, a mutual assistance plan formulated by the appropriate governmental departments will be placed into effect. Mutual assistance partners are identified in the City of Gonzales Operator Qualification Program Manual. City of Gonzales' officials will be notified as soon as practical and actions required to mitigate the emergency will be discussed and determined.

**1.16 TRAINING OF APPROPRIATE EMPLOYEES FOR EMERGENCIES 192.615(b)(2)**

Maintenance personnel will be trained to the requirements of the Emergency Plan. This training may be accomplished by meeting with Gonzales Police Department and Gonzales Fire Department personnel. All training to this Emergency Plan will be documented on an attendance list identifying the title of the training, date of training, personnel in attendance and name of instructor. After any emergency situation has been concluded and activities return to normal, the emergency activities are to be reviewed to determine the effectiveness of the actions taken during the emergency.

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**1.17 EFFECTIVENESS OF PROCEDURES AFTER EMERGENCY 192.615(b)(3)**

After the emergency has been declared over and the investigation in accordance with 192.617 is either in progress or has been completed, the emergency procedures and the activities required by the emergency procedures will be reviewed to determine effectiveness. The effectiveness review should include feedback from all persons involved in the mitigation of the emergency including gas maintenance personnel, law enforcement personnel, fire department personnel, management of all organizations and selected public officials. Any improvements to procedures associated with the emergency plan will be revised to include those enhancements.

**1.18 ESTABLISH AND MAINTAIN LIAISON 192.615(c)**

The operator of the City of Gonzales shall establish and maintain liaison with appropriate fire, police and other public officials to learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency. The lines of communication should also include acquainting public officials and fire and police department with the gas operator's ability to respond to gas pipeline emergencies, identify the types of gas pipeline emergencies the operator will notify officials and plan mutual assistance between personnel from the gas department fire, police and departments and public officials. Departmental responsibilities should be developed prior to emergencies so that all personnel involved will be familiar with their responsibilities during emergency situations associated with pipeline facilities.

**1.19 OVER PRESSURIZATION OF SYSTEM**

Should over pressurization of the gas distribution system occur due to malfunction of regulating equipment or malfunction of pressure relief devices, the following actions are to be implemented:

- a) Dispatch appropriate emergency personnel.
- b) Take necessary actions, including but not limited to closing of gas supplies and a controlled release of gas under safe conditions to relieve over pressurization of the system.
- c) Make repairs to equipment (regulators, relief valves).
- d) Resume normal operations.

Response Center. Within three working days, a full written report detailing the event and known facts pertaining to the event will also be submitted.