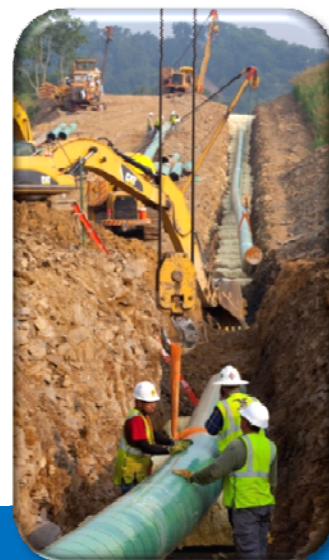




DOT PIPELINE EMERGENCY RESPONSE FORUM

The Pipeline Operator's Perspective



Susan D. Waller

Vice President, Stakeholder Outreach, Spectra Energy

December 9, 2011

What are the Regulations?

Natural Gas: 49 CFR § 192.615
Hazardous Liquid: 49 CFR § 195.402

Natural gas pipeline operators are required to:

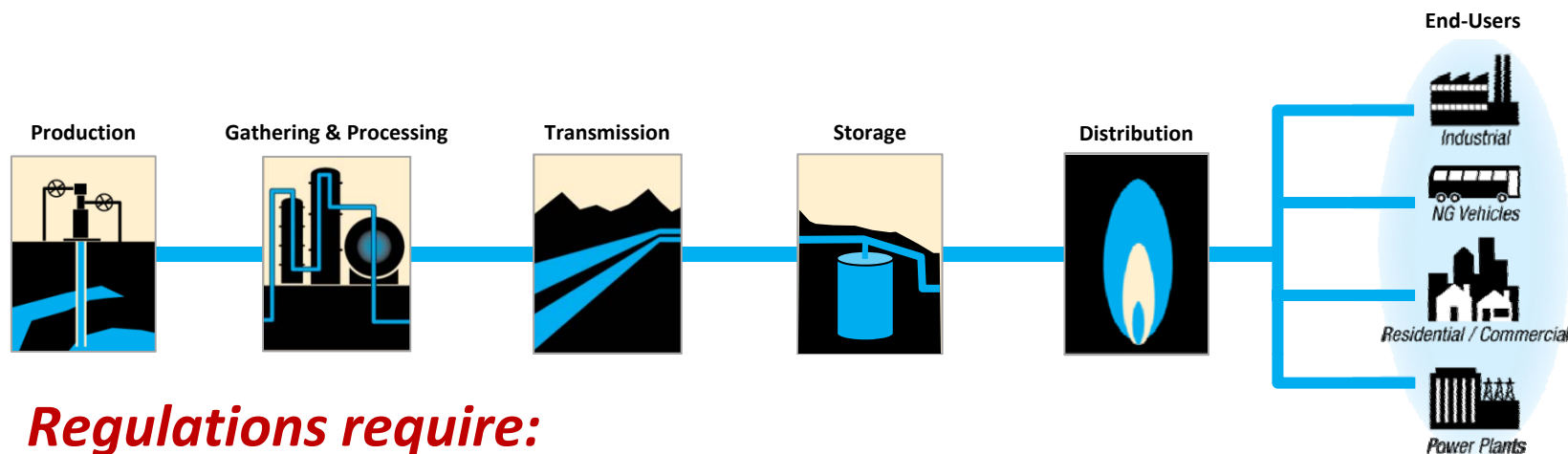
- Establish written procedures to minimize the hazard resulting from a gas pipeline emergency (minimum requirements defined in code)
- Establish and maintain liaison with appropriate fire, police, and other public officials to:
 - Learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency;
 - Acquaint the officials with the operator's ability in responding to a gas pipeline emergency;
 - Identify the types of gas pipeline emergencies of which the operator notifies the officials; and
 - Plan how the operator and officials can engage in mutual assistance to minimize hazards to life and property.

Similar requirements for hazardous liquid pipeline operators

API RP 1162 incorporated by reference in:
Natural Gas: CFR 49 § 192.616
Hazardous Liquid: CFR 49 § 195.440
Pipeline operators must comply with American Petroleum Institute Recommended Practice – API RP 1162

- Operators should communicate the following to emergency responders:
 - Location of transmission pipelines that cross their area of jurisdiction and how to get detailed information regarding those pipelines
 - Name of the pipeline operator and the emergency contact information for each pipeline
 - Information about the potential hazards of the subject pipeline
 - Location of emergency response plans with respect to the subject pipeline
 - How to notify the pipeline operator regarding questions, concerns, or emergency
 - How to safely respond to a pipeline emergency
 - An overview of what operators do to prevent accidents and mitigate the consequences of accidents when they occur
 - How to contact the pipeline operator with questions or comments about public safety, additional overview information on Integrity Management Programs to protect High Consequence Areas under their jurisdiction, land use practices, emergency preparedness or other matters
- Communication is required annually with periodic liaison meetings

Communicating with Emergency Officials Along the Pipeline



Regulations require:

Information provided annually:

- Pipeline purpose & reliability
- Hazard awareness & prevention measures taken
- Emergency response materials
- Pipeline location; National Pipeline Mapping System information
- Contact information

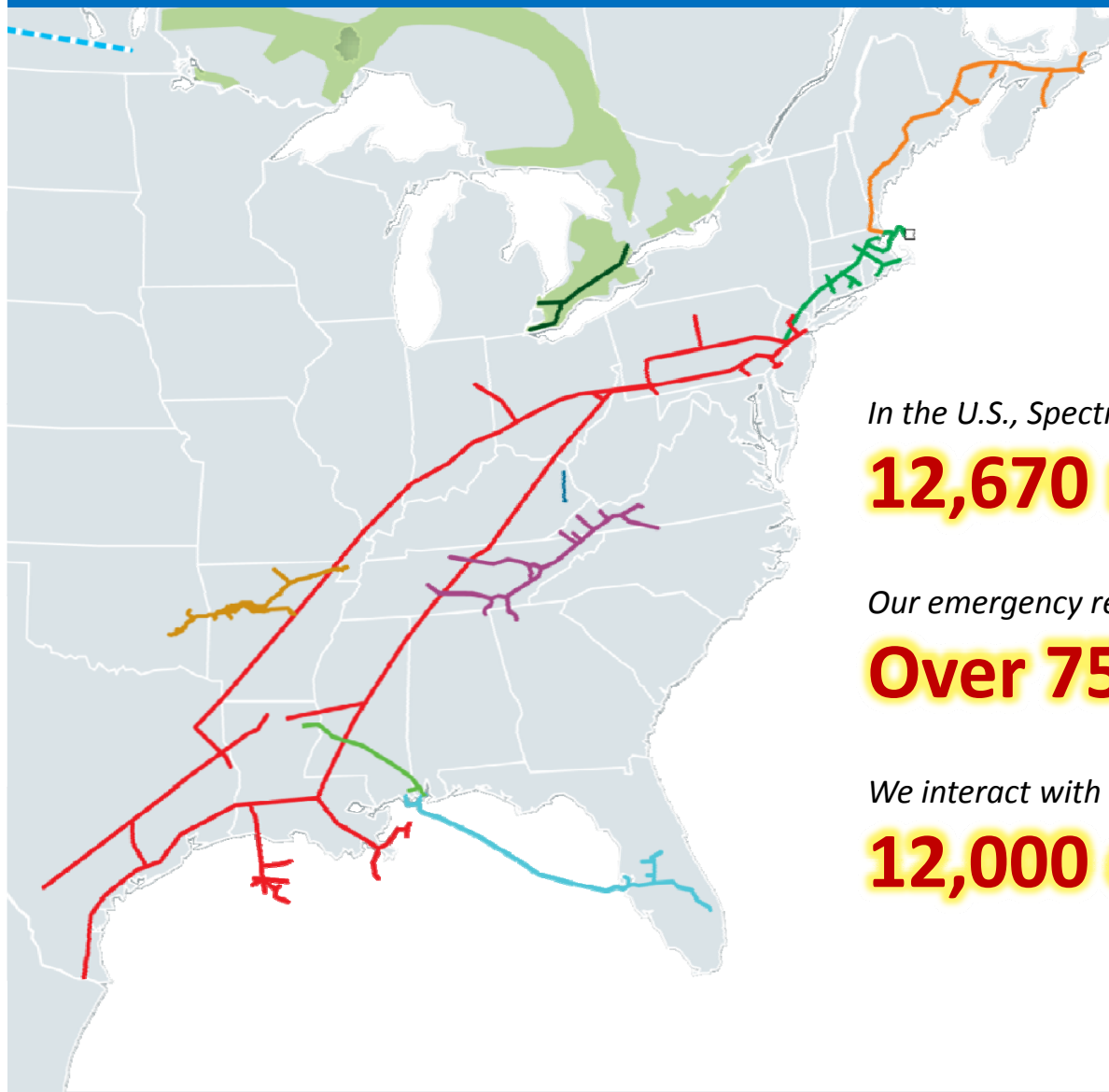
Messages delivered by:

- In person
- Targeted distribution of printed material
- Group meetings
- Phone calls with follow-up print materials

Also:

- Tabletop emergency drills
- Facility tours & open houses

Spectra Energy's U.S. Emergency Responder Outreach



In the U.S., Spectra Energy operates

12,670 miles of pipe

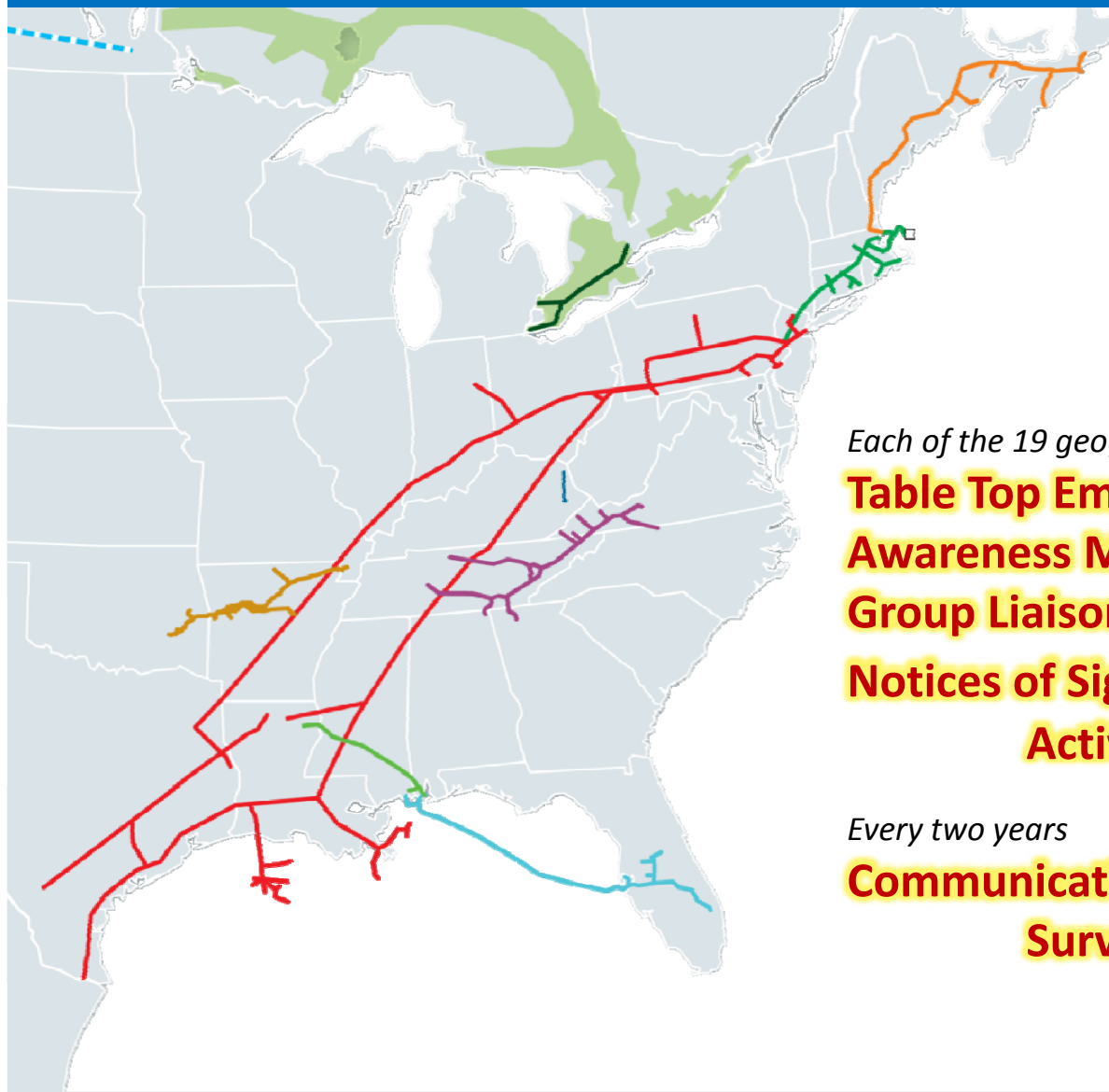
Our emergency responders are

Over 75% volunteers

We interact with

12,000 emergency groups

Spectra Energy's U.S. Emergency Responder Liaison Activities



Each of the 19 geographic areas conduct each year

Table Top Emergency Drills

Awareness Mailings & Feedback Cards

Group Liaison Meetings

**Notices of Significant Local Maintenance
Activities**

Every two years

**Communication (API) Effectiveness
Surveys**

Our Public Awareness Program

Our public awareness program is designed to meet or exceed regulatory requirements

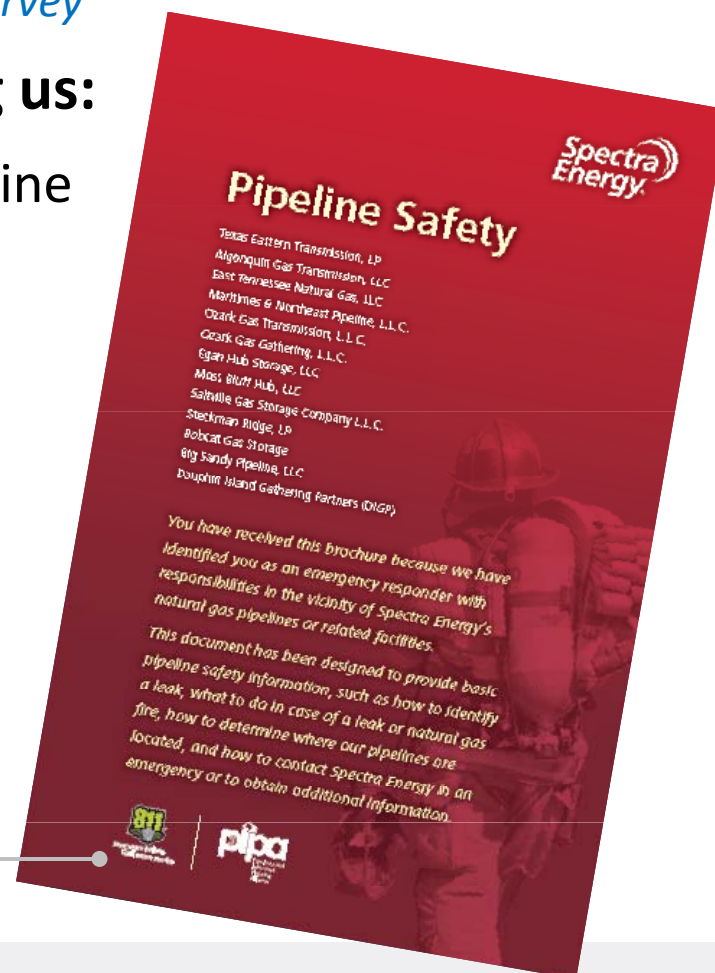
Results from 2011 Pipeline Awareness Effectiveness Survey

What Emergency Responders are telling us:

- **90+%** are aware and informed of our pipeline in their community
- **80+%** recall receiving information about our pipeline
- **78%** have a response plan for pipeline emergencies
- **60%** will call us in the event of a leak

Our pipeline safety emergency brochure is mailed to

12,000 stakeholders



Our Outreach Activities

Our outreach activities go beyond compliance to improve performance:

- Developed emergency response guides delivery first quarter 2012
- Assisted in DOT's revision of 2012 Emergency Responder Guidebook
- Engaging and partnering with responders through workshops
- Participating in fire service national conferences
- *Listening to emergency responders:*
 - Aim for one stop shopping
 - Build a National coalition
 - Take response planning to next level
 - Identify plans for nearby facilities difficult to evacuate
 - Be more direct about what to do in the event of an incident

Energy Emergencies



What's Next in Response Planning



Emergency Response Guide

How We Communicate Risk



Content of the Emergency Response Guide

- Where the pipelines are located (county map)
- Who the company local contacts are (name, phone number)
- What product is in the pipeline
- What the operating pressure is and diameter of pipe
- What first responders should do when responding to pipeline emergencies
- What the company will do when responding to pipeline emergencies
- The company's commitment to the incident command structure
- Properties of natural gas
- Overview/Elements of pipeline operations

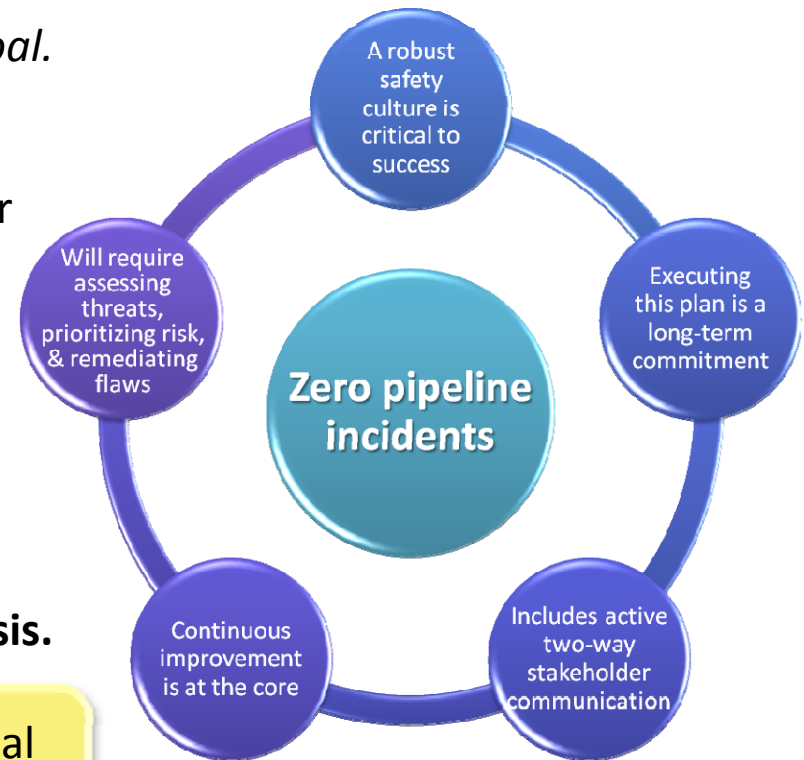


What We Ask of Emergency Responders

- Help us drive down risk
- Know pipeline locations in your community
- Know local operators' first responders
- Collaborate & review operators' Emergency Response Guide
- Plan for sharing communications and logistics staging
- Identify high risk sites on pipelines
- Know each others' capabilities



- **Our goal is zero incidents** - a perfect record of safety and reliability for the national pipeline system. *We will work every day toward this goal.*
- **We are committed to safety culture** as a critical dimension to continuously improve our industry's performance.
- **We will be relentless in our pursuit of improving** by learning from the past and anticipating the future.
- **We are committed to applying integrity management principles on a system-wide basis.**
- **We will engage our stakeholders** from the local community to the national level - so they understand and can participate in reducing risk.



Our Goal – Actions that Get Us to Zero

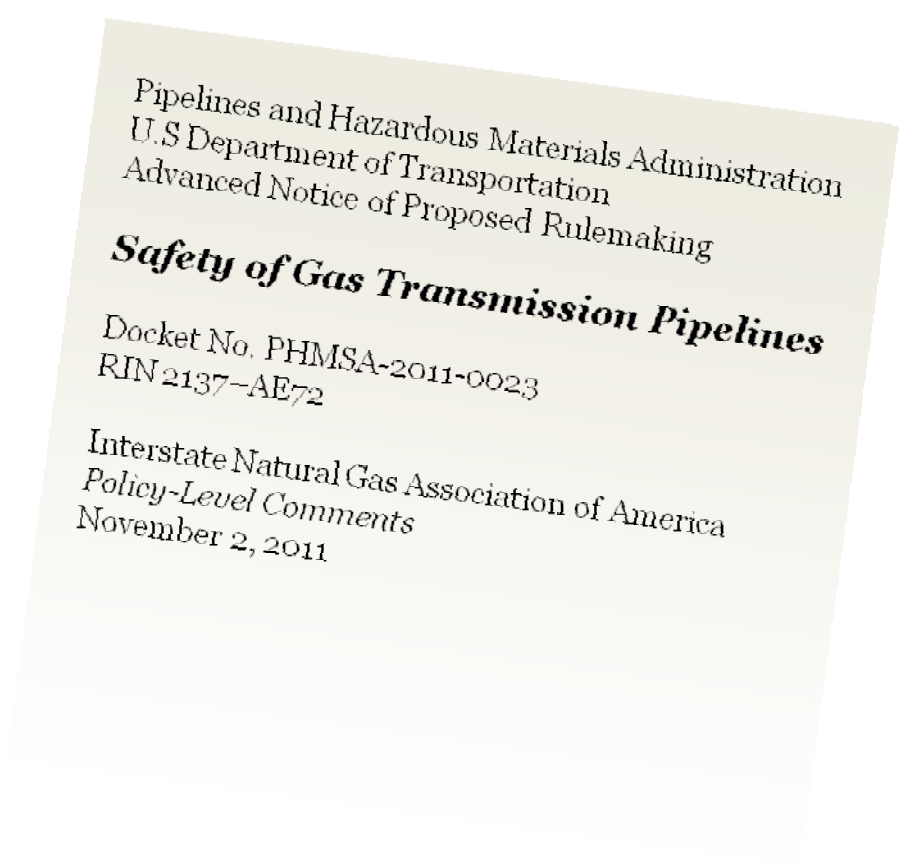
INGAA filing November 2, 2011 - *Policy positions proposed...*

At the Operator level:

- Incident Mitigation Management (IMM) plans to improve mitigation performance and minimize overall incident impact

At the National level:

- Develop a “coalition” to build a communication + training + preparedness System



Pipelines and Hazardous Materials Administration
U.S. Department of Transportation
Advanced Notice of Proposed Rulemaking
Safety of Gas Transmission Pipelines
Docket No. PHMSA-2011-0023
RIN 2137-AE72
Interstate Natural Gas Association of America
Policy-Level Comments
November 2, 2011

INGAA's Integrity Management Continuous Improvement Action Teams



1. Stakeholder Outreach	Two-way communication with meaningful performance measures. Actively promote PIPA (Pipelines and Informed Planning Alliance)
2. Risk Management	Apply risk management concepts beyond High Consequence Areas (HCAs) with comprehensive threat analysis
3. Integrity Management Tools	Enhance corrosion control methods and anomaly management protocols
4. Pipelines Built Prior to PHMSA Regulations	Develop inventory and protocols to manage integrity
5. Technology Development & Deployment	• Improve crack-detection tools & management • Work with PHMSA to produce a R&D road map, and • Define assessment alternatives for non-piggable lines
6. Management Systems	Apply safety culture principles to drive learning across the industry
7. Emergency Preparedness Response	Update isolation valves automation and enhance public awareness
8. New Construction	Fully implement the 2010/2011 INGAA Foundation Pipe and Construction Action Plans
9. Storage	Clarify regulatory oversight for storage facilities

Summary

- Nothing less than relentless pursuit of improvement gets us to the goal of zero
- Application of risk management is central to our strategy
- Our success depends upon active engagement of all stakeholders
- We are taking the next steps
 - We are cognizant of public opinion
 - We will work cooperatively with all stakeholders
 - We want to focus on real improvements to safety

