



THE RESPONDER

Natural Gas Pipeline Information for Emergency Responders in Kinder Morgan Communities

Schedule a Pipeline Emergency Table-Top Drill

Training and practice are key methods for developing a capable incident response team. Pipeline incident tabletop drills are a quick and effective way to test strategic and tactical decision-making, communication and execution of response procedures. Tabletop drills supplement written, class-based and online training programs and can easily be included in a regular department safety meeting.

Listed below is a step-by-step guide to planning a pipeline emergency tabletop drill and links to download do-it-yourself tabletop drill materials and resources:

Step 1: Determine the objective of the drill. Is the objective to identify and work through potential communication issues? Is it to remind responders of the proper incident response steps? The incident scenario you select and the roles you assign may differ depending on the overall objective of the exercise.

Step 2: Review your department's response protocols with responders before starting the tabletop exercise.

Step 3: Provide participants with a realistic scenario, complete with graphic visual aids. Conduct the drill by reading the scenario aloud, encouraging each team member to respond as completely as possible to each point.

Step 4: Take detailed notes and after completing the exercise, evaluate the team's response as a group and invite discussion about differing approaches. Allow time for participants to communicate openly about their questions and concerns.

Step 5: Record lessons learned. Update procedures if needed and apply and test during future tabletop drills and written training materials.

Kinder Morgan offers free tabletop drill materials for you to use with your incident response team. To download scenarios and a leader guide designed specifically for emergency responders, visit http://www.kindermorgan.com/public_awareness/AdditionalInformation/

Implementing an Incident Command System at the Scene of a Pipeline Emergency

The Incident Command System (ICS), a component of the Department of Homeland Security's National Incident Management System (NIMS), can help responders coordinate information and resources at the scene of a natural gas pipeline incident. Not only does ICS provide common terminology that responders and pipeline personnel know, but it also outlines a common organizational hierarchy and framework for developing response strategies.

The ICS organizational structure at the scene of a pipeline incident is established based on the incident size, location, complexity and potential hazards. As with any incident where ICS is implemented, the senior decision maker is the Incident Commander (IC). The IC is typically a senior official from the local fire service. He or she is responsible for managing all emergency response operations, including the development and execution of an Incident Action Plan.

Typically an Incident Action Plan will outline the overall incident strategy and specific objectives, created by the IC, for each stage of response. Tactics are developed and implemented by the Operations Section Chief. The plan also documents information obtained during the response.

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Safety
Info

NASFM Offers Certificate for Completing Online Training Program

The National Association of State Fire Marshals (NASFM) offers a free comprehensive emergency response training program, Pipeline Emergencies, to prepare first responders to safely address pipeline incidents.

Emergency responders can now earn a certificate from NASFM for completing the online version of the Pipeline Emergencies training program. The interactive program features emergency scenarios, activities and an exercise to test your knowledge in real-life situations.

To participate in the online version of Pipeline Emergencies and earn a certificate from NASFM, visit <http://pipeline.mindgrabmedia.com/course.aspx>.

The Critical Role of Dispatch During a Pipeline Emergency

Uncontrolled natural gas pipeline releases can pose safety and environmental risks, including risk of explosion and fire. Dispatchers play a critical role in facilitating effective and timely response to a potential natural gas pipeline emergency and are often the first emergency response personnel to know about an incident.

Incidents involving pipelines require clear and detailed communications. It is imperative that dispatchers ask specific questions designed to identify risks and notify impacted pipeline operators. If a caller is unable to provide key information, dispatcher will need to rely on other internal or external resources and reference materials to find key information quickly. *(continued on reverse page)*

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The IC may delegate tasks and responsibility to his General Staff and/or the Command Staff, adding positions as needed. General Staff are assigned functional authority for operations, planning, logistics and finance/administration.

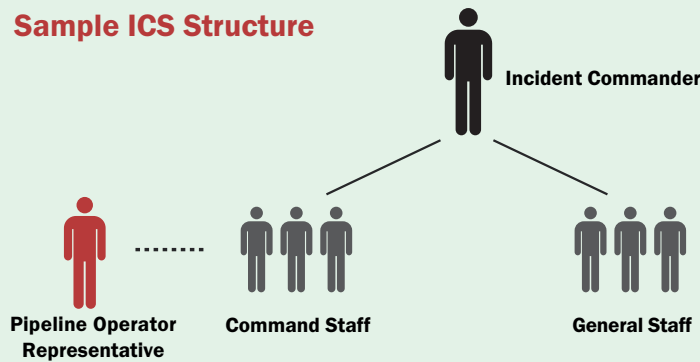
The Command Staff, which may be designated by the IC, is most often comprised of three members: the Public Information Officer, the Safety Officer and the Liaison Officer. The Public Information Officer is responsible for communicating pertinent information from the Command Staff to the public usually through the media. The Safety Officer monitors risks that impact safety of and insures that steps are taken to minimize risk to emergency responders while protecting life, property and the environment. The Liaison Officer serves as the point of contact for representatives of other government agencies, nongovernmental agencies and pipeline operator personnel.

When a pipeline incident occurs, operator personnel serve as technical experts regarding the pipeline product and facilities. When an incident occurs, local company representatives are immediately available, even before they arrive on scene, to provide responders with needed information. Operator personnel can provide information regarding the product transported, classification of the material(s) involved in the incident, details regarding the pipeline, potential hazards and recommendations regarding best practices for protecting responders and the general public.

The on-scene pipeline operator expert, who is typically HAZWOPER certified, will work hand-in-hand with the Liaison Officer to supply technical information, including recommendations to mitigate the incident.

For more information on ICS or to find training tools, visit http://www.nimsonline.com/nims_3_04/incident_command_system.htm.

Sample ICS Structure



ICS structure will vary depending on the size of the incident and the size and expertise of the response team. Command staff typically include: Safety Officer, Liaison Officer and Public Information Officer. General staff typically include: Operations, Planning, Logistics and Finance/Administration.

Download Pipeline Maps for your GIS System

The federal government provides access to maps of natural gas and hazardous liquid transmission pipelines in your community through the National Pipeline Mapping System. As government and safety officials, your department can download electronic SHAPE files to import into your emergency preparedness GIS mapping systems.

To request files to upload to your GIS mapping system, send an e-mail to npms-nr@mbakercorp.com. Once PHMSA has verified your contact information, you will receive instructions to download free GIS shape files.

For more information about the National Pipeline Mapping System, visit www.npms.phmsa.dot.gov.

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The following are recommended questions for dispatchers to ask during calltaking about a potential pipeline incident:



- Where is your location?
- What is the phone number where you can be reached and what is your [the caller] name?
- When did the incident occur?
- Please describe the incident and any actions you've taken.
- Are there any injuries or exposures?
- Can you give information listed on a pipeline marker, including: operator, product and phone number listed?

If the caller cannot read information included on the pipeline marker, the dispatcher can refer to the National Pipeline Mapping System's search functionality to locate the pipeline operator's name and number. Visit www.npms.phmsa.dot.gov for more information regarding the National Pipeline Mapping System.

Kinder Morgan provides free references for dispatchers via mail and online including charts that identify hazards associated with specific products (such as natural gas) and Material Safety Data Sheets (MSDS) that describe what first responders may need when arriving at the scene or that may be helpful in immediately assessing the health and environmental risks posed by a pipeline leak or rupture. To request printed materials, visit http://kindermorgan.com/public_awareness/AdditionalInformation/RequestAdditionalInformation.cfm.

The Pipeline Hazardous Materials safety Administration (PHMSA) also provides an electronic copy of their Emergency Response Guidebook online at http://hazmat.dot.gov/pubs/erg/erg2008_eng.pdf.