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Purpose

These sample Natural Gas Emergency Exercises are being provided to suggest scenarios that member companies might consider for inclusion in their own training and/or emergency preparedness programs. The purpose of such exercises is to review and apply the member company's policies and procedures, in a controlled environment, to assist in the preparation and training of all employees who may be called upon to respond to a natural gas emergency. These sample exercises provide a hypothetical framework that is customizable to meet member companies' specific needs.

Scope

This document applies to all the participants in a Natural Gas Emergency Exercise.

Participants to be considered include, but are not limited to, the following:

- Company First Responders
- Company Construction & Maintenance
- Company First Line Supervisors
- Company Field Operations Management
- Company Engineering
- Company Call Center Representatives
- Company Dispatchers
- Company Media Relations
- Company Claims Personnel
- Company Legal Counsel
- Company Compliance/PSMS
- AEGIS Loss Control Professionals
- Fire Department & Police Personnel

Objectives

The objectives of a Natural Gas Emergency Exercise are to:

- Become familiar with and utilize the company's emergency policies and procedures
- Identify and communicate the responsibilities of all stakeholders responding to and/or supporting an emergency response and investigation
- Confirm the actions detailed in the company's emergency policies and procedures are achievable based on the given circumstances
- Determine the effectiveness of the corresponding company's emergency policies and procedures
- Conduct a thorough de-briefing of the emergency exercise with all participants
- Communicate all relevant suggestions or changes that emerge from the emergency exercise to all responsible company personnel

Reference Documents

- Company Emergency Management Plan
- Company Gas Emergency Plan
- Company Gas Operating & Maintenance Manual
- Other relevant company policies and procedures
- Company Documentation
- Incident Command System (ICS) role hierarchy flow chart identifying the primary and alternative positions (if applicable)
- State or Federal Regulatory Requirements
- Pipeline Management Safety System Document

Responsibilities

The member company will be responsible for the facilitation of any Natural Gas Emergency Exercises and will assign/designate company leads to:

- Observe and document the emergency exercise as it unfolds
- Communicate their observations with the assembled group
- Suggest updates to the company policies and procedures
- Participate in the de-briefing of the emergency exercise

Ground Rules & Objectives

This is a preparedness activity that takes participants through the process of dealing with a simulated emergency scenario. Participants will:

- Use company policies and procedures, as well as past experiences, to review the responses
- Identify the required timely notifications in the proper sequence
- Identify affected facilities, such as residences and businesses
- Determine whether the company's gas emergency plan should be activated or not

These sample Natural Gas Emergency Exercises have been created to provide the member company with a possible structure for conducting a Natural Gas Emergency Exercise. All information included in these exercises can be customized to meet the individual company's organizational structure, as well as their overall expectations.

For clarity, the following terms are used in the scenarios:

- Injects – the outline of the scenario
- Optional Facilitator Injects – questions that the facilitator could use to help promote interaction, as well as cover the pertinent portions of the company's emergency policies and procedures
- Emergency first responder – fire department and police personnel
- Company first responder – the natural gas company's responding field personnel
- Company – the natural gas company

Mock Exercise: Farm Tap Regulator Damaged by Motor Vehicle**Inject #1 – The Incident**

A vehicle has hit and damaged a farm tap regulator station and an adjacent power pole. The vehicle came to a stop against the pole, over the top of the station. The pole appears to be broken and hanging from overhead wires. Gas can be heard coming from under the vehicle, and the driver appears to be unconscious in the vehicle.

A local resident called 911, who contacted the company. The incident happened at sunset, and the temperatures have been in the 20s for several days, with frost present.

Optional Facilitator Injects:

- How should the company handle this call?
- What information does the call taker need to gather?
- What safety precautions should be communicated to the caller?
- What contacts need to be made while company first responders are being activated?

Inject #2 – Arriving at the Scene

The fire department is on-site prior to the company first responder arriving.

Optional Facilitator Injects:

- What are the expectations on the company first responder when they respond and see the emergency first responders?
- Is an evacuation necessary? Do emergency first responders need to assist?
- Who is responsible for contact/coordination with the electric company?

Mock Exercise: Fire/Explosion**Inject #1 – Receiving the Call**

A passerby contacts the company about a potential explosion.

Optional Facilitator Injects:

- How should the company handle this call?
- What information does the call taker need to gather?
- What safety precautions should be communicated to the caller?
- Who else in the company needs to be notified?

Inject #2 – Dispatcher

The dispatch office is contacted by the company contact center.

Optional Facilitator Injects:

- Who else should the dispatcher notify?

Inject #3 – Company First Responder on the Scene

The company first responder is the first to arrive on the scene and confirms that there has been an explosion. What steps should the company first responder take?

Optional Facilitator Injects:

- Who should the company first responder notify?
- What kind of support do they need?
- What Incident Command role is established?
- What documentation is being considered for collection, when is it being collected, and where is it being documented?

Inject #4 – Fire Department and Police Arrive on the Scene

Emergency first responders are the next to arrive on the scene.

Optional Facilitator Injects:

- What communications should occur between the company first responder and the other emergency first responders?

Inject #5 – A Second Company First Responder Arrives on the Scene

A second company first responder arrives on the scene.

Optional Facilitator Injects:

- What is the first priority?
- What coordination is needed between the two company first responders?
- Is the emergency over? What emergency procedures need to be implemented?
- Does this affect/change the Incident Command role?

Inject #6 – Supervisor

The field supervisor arrives on the scene.

Optional Facilitator Injects:

- What role at the scene does the supervisor assume?
- What additional steps should be considered?
- What additional phone calls need to be made?
- Does this affect/change the Incident Command role?
- What documentation is needed?

Mock Exercise: Third Party Damage**Inject #1 – Receiving the Call**

At 11:30 am, on a cold October day, a water contractor struck an exposed natural gas main during the installation of a large valve. The escaping gas can be heard, and there is a strong odor of gas throughout the area. The contractor calls the company's contact center.

Optional Facilitator Injects:

- How should the company handle this call?
- What information does the call taker need to gather?
- What safety precautions should be communicated to the caller?

Inject #2 – Receiving the call

While on the phone with the company contact center, the contractor states that the work being performed is time-sensitive, as it is in the middle of a busy intersection, and that he needs to get all lanes open before the traffic picks up ("Is it alright to put some tape on the main so we can keep working?").

Optional Facilitator Injects:

- What should the company's response be? Should they allow this excavator to proceed? Why/Why not?
- What if the call went to 911 first? What are the company's expectations of emergency first responders?
- Has anyone experienced an emergency first responder notifying the gas company after the event? How long did it take?
- If the emergency first responders called the company, would the instructions change?
- What are the expectations on the company first responder when they respond and see other emergency first responders?

Inject #3 – Dispatcher

The contact center representative takes the information and sends it to the dispatch office. The dispatcher realizes that the company first responder (company first responder #1) in that area is currently on an emergency call at another location.

Optional Facilitator Injects:

- What options does the dispatcher have?
- Is calling 911 an option? Yes/No

Inject #4 – Dispatcher

The dispatcher contacts a second company first responder (company first responder #2) and dispatches them to respond to the struck main. There are now two company first responders assigned to this emergency.

Optional Facilitator Injects:

- What documentation does the dispatcher need to make?
- Is the dispatcher required to make any additional phone calls?

Inject #5 – Company First Responder #1

Company first responder #1 informs the dispatcher that the first emergency has been made safe, and they are en route to the second emergency call.

Optional Facilitator Injects:

- What should be considered by any company first responder that arrives on the scene of an emergency?
- What's required: documentation, equipment, parking location, etc.?

Inject #6 – Company First Responder #1

Company first responder #1 arrives on the scene and is overwhelmed by the strong odor of gas after exiting their vehicle. The odor is seemingly coming from the direction of the excavation.

Optional Facilitator Injects:

- What actions should this company first responder take? What is the first priority of the company first responder?
- Should anyone else be contacted?
- When does Incident Command get established? What role does the company first responder have with Incident Command?
- What role does your past experience play in your response?

Inject #7 – Company First Responder #2 and Fire Department Arrival

Company first responder #1 contacts dispatch to request assistance. While on the phone with dispatch, company first responder #2 arrives on the scene. A few minutes later the local emergency first responders arrive on the scene.

Optional Facilitator Injects:

- Who is in charge of the scene from a company perspective?
- What actions need to be taken?
- Who communicates with the arriving emergency first responders? What actions are needed?
- Who can the on-duty dispatch begin to notify?
- What is a safe zone?
- Who maintains it?

Inject #8 – Company Supervisor and Construction Crew

A company supervisor arrives on the scene shortly after a construction crew arrives. The electric company is also sending a service technician to the scene, but there is no ETA. The fire department chief wants the gas to be shut down, as the wind is moving the gas plume towards an electric transformer. The company supervisor notices that the excavation is deep and there isn't a shoring box being used. The gas supply is a one-way feed.

Optional Facilitator Injects:

- Who is now in charge for the company?
- What actions should the company take? Should the gas be shut down? If so, where?
- What additional resources are needed?

Inject #9 – The Media Arrives on the Scene

As the emergency unfolds, the media arrives on the scene.

Optional Facilitator Injects:

- How should the company deal with the media?
- Should anyone be allowed to speak to the media? What instructions should the company relay to its employees on the scene?

Mock Exercise: Loss of Pressure**Inject #1 – Receiving the Call**

A customer calls the company, reporting their gas appliances are not operating properly.

Optional Facilitator Injects:

- How should the company handle this call?
- What information does the call taker need to gather?
- What safety precautions should be communicated to the caller?

Inject #2 – Dispatcher

The dispatcher receives information from the contact center and dispatches a company first responder.

Optional Facilitator Injects:**Inject #3 – Company First Responder on the Scene**

The company contact center begins receiving multiple calls from customers reporting gas outages/no gas calls. The dispatcher is informed of multiple outage calls by the company contact center.

Optional Facilitator Injects:

- Who should the dispatcher contact in addition to the company first responder?
- Is a call to 911 necessary?

Inject #4 – Company First Responder Arrives at First Location

The company first responder arrives on the scene and verifies no gas service at the residence.

Optional Facilitator Injects:

- Who should the company first responder contact?
- What steps should the company first responder take?

Inject #5 – Gas Supervisor

Gas supervisor instructs the first responder to head to the system regulator station.

Inject #6 – Regulator Station

The company first responder arrives at the regulator station and verifies an abnormally low inlet and outlet pressure.

Optional Facilitator Injects:

- What actions should the company first responder take?
- What emergency procedures should be followed?
- Review the company's loss & restoration procedures

Mock Exercise: Gas-Filled Structure**Inject #1 – Receiving the Call**

A pedestrian, while walking his dog, smelled a strong odor near the street. He immediately called the company to report the odor.

Optional Facilitator Injects:

- How should the company handle this call?
- What information does the call taker need to gather?
- What safety precautions should be communicated to the caller?

Inject #2 – Receiving the Call

While on the phone with the company contact center, the caller states that he lives next door to the structure in question, and he knows they are away for the season. He mentions he could help the company out by opening up the home and turning on the lights for the company first responder.

Optional Facilitator Injects:

- What should the company's response be? Should they allow this customer to proceed to the house? Why/Why not?
- What if the call went to 911 first? What are the company's expectations of emergency first responders?
- Has anyone experienced an emergency first responder notifying the gas company after the event? How long did it take?
- If the emergency first responder called the company, would the instructions change?
- What are the expectations on the company first responder when they arrive and see local emergency first responders on the scene.

Inject #3 – Dispatcher

The company contact center representative takes the information and sends it to the dispatch office.

Optional Facilitator Injects:

- What steps should the dispatcher take?
- Is calling 911 an option? Yes/No

Inject #4 – Dispatcher

The dispatcher contacts the company first responder.

Optional Facilitator Injects:

- What documentation does the dispatcher need to make?
- Is the dispatcher required to make any additional phone calls?

Inject #5 – Company First Responder

The company first responder arrives on the scene.

Optional Facilitator Injects:

- What is the company first responder's first priority? What steps should be taken to accomplish this?
- What's required: documentation, equipment, parking location, etc.?

Inject #6 – Company First Responder

There is a strong odor of gas everywhere. Through the initial investigation, it is determined the house in question could be full of natural gas.

Optional Facilitator Injects:

- What actions should this company first responder take?
- Who else needs to be contacted?
- What role does your past experience play in your response?

Inject #7 – Fire Department Arrival

The fire department arrives on the scene.

Optional Facilitator Injects:

- Who is in charge of the scene from a company perspective?
- What actions need to be taken?
- Who communicates with the arriving emergency first responders? What actions are needed?
- Who can the on-duty dispatch begin to notify?
- What is a safe zone? Who maintains it?

Inject #8 – Company Supervisor and Construction Crew

A company supervisor arrives on the scene, followed by a construction crew.

Optional Facilitator Injects:

- Who is now in charge for the company?
- What actions should the company take? Should the gas be shut down? If so, where?
- What additional resources are needed?

Inject #9 – The Media Arrives on the Scene

As the emergency unfolds, the media arrives on the scene.

Optional Facilitator Injects:

- How should the company deal with the media?
- Should anyone be allowed to speak to the media? What instructions should the company relay to its employees on the scene?

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