

**Docket Nos. UE-072300 and UG-072301**

**Puget Sound Energy**

**2012 Semi-Annual Service Quality Program Filing**

**Attachment A - Service Quality Performance**

**Exhibit A - Preliminary Monthly SQI Performance Results**

**EXHIBIT A  
TABLE 1  
PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

Category of Service	SQL #	Benchmark	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	92%	91%	94%	96%	95%	94%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	99%	100%	98%	98%	99%	95%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.019	0.029	0.018	0.026	0.030	0.028
Customer Services	5	Customer Access Center Answering Performance <sup>NOTE 1</sup>	75% of calls answered by a live representative within 30 seconds of request to speak with live operator	77%	60%	68%	75%	79%	77%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.052	0.078	0.121	0.043	0.100	0.073
	3	SAIDI	320 minutes per customer per year	1,277	10	20	4	10	11
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	54	52	50	45	50	49
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	33	30	30	28	30	30
	10	Kept Appointments <sup>NOTE 2</sup>	92% of appointments kept	100%	100%	100%	100%	100%	100%

**Note 1:** Results shown exclude calls abandoned within 30 seconds, which had been included in the calculation for SQL reporting years 2009 and prior. The change was proposed in PSE's 2009 SQL annual report and agreed to by UTC staff and Public Counsel via their e-mails to PSE on April 1, 2010.

**Note 2:** Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that PSE met all its appointments during the reporting period. Numbers of missed appointments by appointment type are detailed in Exhibit B: Missed Appointments and Service Guarantee Performance.



**EXHIBIT A**  
**TABLE 2**  
**SQI NO. 11 SUPPLEMENTAL REPORTING**  
**MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS**  
**AFFECTED LOCAL AREAS ONLY**

Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
1/17/2012	Wind	North	1	651	190,665	0.3%	31	14 (of 15)	No	14 EFRs Event Duty + 1 Regular Day Off + 10 SP Crews + 6 Tree Crews
1/17/2012	Wind	South	1	1,028	224,902	0.5%	25	9 (of 11)	No	9 EFRs Event Duty + 1 EFR Regular Day Off + 1 EFR Regular Duty + 16 SP Crews + 2 Tree crews
1/18/2012	Snow/Ice	North	11	22,159	190,665	11.6%	186	15 (of 15)	Yes	15 EFRs Event Duty
1/18/2012	Snow/Ice	Central North	11	180,766	320,890	56.3%	520	18 (of 18)	Yes	18 EFRs Event Duty
1/18/2012	Snow/Ice	Central South	11	217,600	214,958	101.2%	714	12 (of 12)	Yes	12 EFRs Event Duty
1/18/2012	Snow/Ice	South	11	307,156	224,902	136.6%	824	15 (of 15)	Yes	15 EFRs Event Duty
1/18/2012	Snow/Ice	West	11	36,009	140,376	25.7%	215	14 (of 14)	Yes	14 EFRs Event Duty
3/12/2012	Wind	North	2	2,704	190,850	1.4%	36	15 (of 15)	No	15 EFRs Event Duty + 9 SP Crews + 5 Tree Crews
3/12/2012	Wind	South	2	31,952	225,267	14.2%	74	9 (of 11)	No	9 EFRs Event Duty + 2 EFRs Regular Day Off + 10 SP Crews + 2 Tree Crews.

**Abbreviations:**

- EFR - Electric First Responder
- PTO - Paid Time Off
- STD - Short-Term Disability
- SP - Service Provider



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**Exhibit B - Missed Appointments and Service Guarantee Performance**

**Definition of the categories**

**Canceled:** appointments canceled by either customers or PSE

**Manual Kept:** adjusted missed appointments resulting from the review by the PSE personnel

**Missed Approved:** appointments missed due to PSE reasons and customers are paid the \$50 Service Guarantee payment for each missed approved appointment.

**Missed Denied:** appointments missed due to customer reasons or due to major events

**Missed Open:** appointments not yet reviewed by PSE for the \$50 Service Guarantee payment

**Service Guarantee Payments:** the total of the \$50 Service Guarantee payments to customers (= No. of Missed Approved appointments X \$50)

**System Kept:** appointments in which PSE arrived at the customer site as promised

**Total Appointments (Excludes Canceled):** the total of Total Missed and Total Kept

**Total Kept:** the total number of Manual Kept and System Kept

**Total Missed:** the total number of Missed Approved, Missed Denied, and Missed Open

**EXHIBIT B**  
**Missed Appointments and Service Guarantee Performance Report**

**Table 1**  
**Summary Missed Appointments**  
**As of June 30, 2012**

**6 Months All Service**      January 2012      -      June 2012

	<b>Total Appts (Exclude Canceled)</b>	<b>Missed Approved</b>	<b>Missed Denied</b>	<b>Missed Open</b>	<b>Total Missed</b>	<b>Manual Kept</b>	<b>System Kept</b>	<b>Total Kept</b>	<b>Canceled</b>	<b>Service Guarantee Payment</b>
<b>Electric</b>										
Permanent SVC	3,040	42	-	1	43	50	2,947	2,997	-	\$2,100
Reconnection	26,241	16	5	48	69	105	26,067	26,172	3,664	\$800
<b>Sub-total</b>	<b>29,281</b>	<b>58</b>	<b>5</b>	<b>49</b>	<b>112</b>	<b>155</b>	<b>29,014</b>	<b>29,169</b>	<b>3,664</b>	<b>\$2,900</b>
<b>Gas</b>										
Diagnostic	13,051	6	-	-	6	64	12,981	13,045	1,336	\$300
Permanent SVC	3,954	89	-	9	98	152	3,704	3,856	-	\$4,450
Reconnection	15,089	7	-	-	7	7	15,075	15,082	708	\$350
<b>Sub-total</b>	<b>32,094</b>	<b>102</b>	<b>-</b>	<b>9</b>	<b>111</b>	<b>223</b>	<b>31,760</b>	<b>31,983</b>	<b>2,044</b>	<b>\$5,100</b>
<b>Grand Total</b>	<b>61,375</b>	<b>160</b>	<b>5</b>	<b>58</b>	<b>223</b>	<b>378</b>	<b>60,774</b>	<b>61,152</b>	<b>5,708</b>	<b>\$8,000</b>

**EXHIBIT B**  
**Missed Appointments and Service Guarantee Performance Report**

**Table 2**  
**Monthly Missed Appointments**  
**As of June 30, 2012**

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jan-12	Electric	Permanent SVC	351	1	0	0	1	13	337	350	0	\$50
Jan-12	Electric	Reconnection	2,768	0	1	9	10	13	2,745	2,758	575	\$0
Jan-12	Gas	Diagnostic	3,225	1	0	0	1	13	3,211	3,224	404	\$50
Jan-12	Gas	Permanent SVC	515	12	0	0	12	21	482	503	0	\$600
Jan-12	Gas	Reconnection	1,625	0	0	0	0	1	1,624	1,625	108	\$0
<b>Jan-12 Total</b>			<b>8,484</b>	<b>14</b>	<b>1</b>	<b>9</b>	<b>24</b>	<b>61</b>	<b>8,399</b>	<b>8,460</b>	<b>1,087</b>	<b>\$700</b>
Feb-12	Electric	Permanent SVC	554	6	0	0	6	20	528	548	0	\$300
Feb-12	Electric	Reconnection	5,301	2	0	13	15	23	5,263	5,286	368	\$100
Feb-12	Gas	Diagnostic	2,539	3	0	0	3	13	2,523	2,536	231	\$150
Feb-12	Gas	Permanent SVC	657	11	0	0	11	34	612	646	0	\$550
Feb-12	Gas	Reconnection	3,044	1	0	0	1	1	3,042	3,043	122	\$50
<b>Feb-12 Total</b>			<b>12,095</b>	<b>23</b>	<b>0</b>	<b>13</b>	<b>36</b>	<b>91</b>	<b>11,968</b>	<b>12,059</b>	<b>721</b>	<b>\$1,150</b>
Mar-12	Electric	Permanent SVC	457	13	0	0	13	4	440	444	0	\$650
Mar-12	Electric	Reconnection	4,807	2	0	5	7	18	4,782	4,800	386	\$100
Mar-12	Gas	Diagnostic	2,652	0	0	0	0	7	2,645	2,652	261	\$0
Mar-12	Gas	Permanent SVC	635	32	0	0	32	28	575	603	0	\$1,600
Mar-12	Gas	Reconnection	3,233	2	0	0	2	1	3,230	3,231	142	\$100
<b>Mar-12 Total</b>			<b>11,784</b>	<b>49</b>	<b>0</b>	<b>5</b>	<b>54</b>	<b>58</b>	<b>11,672</b>	<b>11,730</b>	<b>789</b>	<b>\$2,450</b>
Apr-12	Electric	Permanent SVC	576	4	0	0	4	7	565	572	0	\$200
Apr-12	Electric	Reconnection	4,154	0	2	9	11	30	4,113	4,143	875	\$0
Apr-12	Gas	Diagnostic	1,845	0	0	0	0	8	1,837	1,845	196	\$0
Apr-12	Gas	Permanent SVC	693	6	0	0	6	32	655	687	0	\$300
Apr-12	Gas	Reconnection	2,431	1	0	0	1	0	2,430	2,430	114	\$50
<b>Apr-12 Total</b>			<b>9,699</b>	<b>11</b>	<b>2</b>	<b>9</b>	<b>22</b>	<b>77</b>	<b>9,600</b>	<b>9,677</b>	<b>1,185</b>	<b>\$550</b>
May-12	Electric	Permanent SVC	531	9	0	0	9	2	520	522	0	\$450
May-12	Electric	Reconnection	4,828	8	1	5	14	11	4,803	4,814	837	\$400
May-12	Gas	Diagnostic	1,476	0	0	0	0	13	1,463	1,476	121	\$0
May-12	Gas	Permanent SVC	730	17	0	1	18	23	689	712	0	\$850
May-12	Gas	Reconnection	2,334	2	0	0	2	4	2,328	2,332	106	\$100
<b>May-12 Total</b>			<b>9,899</b>	<b>36</b>	<b>1</b>	<b>6</b>	<b>43</b>	<b>53</b>	<b>9,803</b>	<b>9,856</b>	<b>1,064</b>	<b>\$1,800</b>
Jun-12	Electric	Permanent SVC	571	9	0	1	10	4	557	561	0	\$450
Jun-12	Electric	Reconnection	4,383	4	1	7	12	10	4,361	4,371	623	\$200
Jun-12	Gas	Diagnostic	1,314	2	0	0	2	10	1,302	1,312	123	\$100
Jun-12	Gas	Permanent SVC	724	11	0	8	19	14	691	705	0	\$550
Jun-12	Gas	Reconnection	2,422	1	0	0	1	0	2,421	2,421	116	\$50
<b>Jun-12 Total</b>			<b>9,414</b>	<b>27</b>	<b>1</b>	<b>16</b>	<b>44</b>	<b>38</b>	<b>9,332</b>	<b>9,370</b>	<b>862</b>	<b>\$1,350</b>

**Docket Nos. UE-072300 and UG-072301**

**Puget Sound Energy**

**2011 Semi-Annual Service Quality Program Filing**

**Attachment A - Service Quality Performance**

**Exhibit C - Survey Results of Customer Awareness of the Service Guarantee**



**EXHIBIT C**  
**Survey Results of Customer Awareness of the Service Guarantee**

		Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12
<b>CFS Survey</b>							
Q26A. When you called to make the appointment for a service technician to come out, did the customer service representative tell you about PSE \$50 Service	Yes	49	52	46	54	32	54
	No	114	122	119	108	136	106
	Don't Know	37	26	-	39	32	40
	Refused Response	-	-	37	-	-	-
	Total Customers Surveyed	200	200	202	201	200	200
Q26C. Which of the following best fits your understanding of how the service guarantee works if a scheduled appointment has to be changed by PSE.							
	You are given the \$50 service guarantee if the rescheduled time causes you inconvenience. Whenever PSE changes an appointment, you are given the \$50.	10	14	8	15	3	9
	You have no understanding or expectations about this part of the service guarantee plan.	35	31	30	42	19	36
	Don't Know	141	144	155	141	171	147
	Refused Response	13	11	9	3	7	8
	Total Customers Surveyed	1	-	-	-	-	-
	Total Customers Surveyed	200	200	202	201	200	200
Q26D. Did your appointment have to be rescheduled or did it occur as planned?							
	It occurred as planned.	194	197	196	193	193	190
	It was rescheduled.	4	1	5	5	5	8
	Technician arrived but was late.	-	-	-	1	1	-
	Don't Know	1	2	1	2	2	2
	Refused Response	1	-	-	-	-	-
	Total Customers Surveyed	200	200	202	201	201	200
Q26E. Who initiated rescheduling your appointment?							
	Myself (Customer Initiated)	3	1	3	4	4	6
	Puget Sound Energy (PSE) Initiated	1	-	2	1	1	2
	Don't Know	-	-	-	-	-	-
	Refused Response	-	-	-	-	-	-
	Total Customers Surveyed	4	1	5	5	5	8
<b>NCC Survey</b>							
Q11. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?	Yes						79
	No						232
	Refused Response						-
	Don't Know						4
	Total Customers Surveyed	-	-	-	-	-	315

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**Puget Sound Energy**

**2012 Semi-Annual Service Quality Program Filing**

**Attachment A - Service Quality Performance**

**Exhibit D - • Preliminary Monthly Service Quality Performance of PSE's Service Providers**

**EXHIBIT D  
PRELIMINARY PSE SERVICE PROVIDERS MONTHLY SQI PERFORMANCE**

Category of Service	Index	Service Provider	Benchmark Description	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
Customer Satisfaction	Service Provider Satisfaction	Quanta Electric	At least 75% satisfied (rating of 5 or higher on a 7-point scale)						80%
		Quanta Gas	At least 84% satisfied (rating of 5 or higher on a 7-point scale)						79%
Operations Services	Service Provider New Customer Construction Appointments Kept <sup>Note</sup>	Quanta Electric	At least 92% of appointments kept	100%	99%	97%	99%	99%	98%
		Quanta Gas	At least 98% of appointments kept	100%	99%	94%	99%	98%	99%
	Service Provider Standards Compliance	Quanta Electric	At least 95% compliance with site audit checklist points	99%	98%	97%	98%	98%	98%
		Quanta Gas	At least 95% compliance with site audit checklist points	96%	97%	98%	98%	97%	98%
	Secondary Safety Response and Restoration Time-Core-Hour	Quanta Electric	Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core hours	247	232	200	228	248	242
	Secondary Safety Response and Restoration Time-Non-Core-Hour	Quanta Electric	Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-core hours	259	256	261	261	265	287
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	55	52	49	59	48	43

**Note:** Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that service providers met all the appointments during the reporting period. Numbers of missed appointments by appointment type are detailed in Attachment A, Exhibit B: Missed Appointments and Service Guarantee Performance Report.

**Docket Nos. UE-072300 and UG-072301**

**Puget Sound Energy**

**2012 Semi-Annual Service Quality Program Filing**

**Attachment B - Gas Emergency Response Plans for Outlying Areas**

# **Kittitas County**

## EMERGENCY RESPONSE PLAN

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# Users Guide

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## **CFS**

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Facilities .....	4,5,6
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## **Gas Control**

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Facilities .....	4,5,6
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# Emergency Response Plan

## Kittitas - GAS

### How Kittitas is served

#### Regular business hours:

During regular business hours we will utilize employees who are working in Kittitas. This could include Gas First Response personnel or SC&P.

#### After Hours:

Outside of normal business hours we will first contact the Gas First Response employees who live in Kittitas. Two of these employees are expected to provide 24 hour 7 days per week coverage on an alternating week basis. If one of the four resident employees is not going to be available, we will move a First Responder from the west side of the mountains. If none of these people are available, use the normal callout procedure, calling the closest person(s) to the emergency.

#### What to do if the pass is closed and support is needed:

The primary link between the Kittitas service territory and the rest of the company is I-90. If inclement weather has the pass closed and support personnel or material are required from the West side, call the System Manager at **(TELEPHONE NUMBERS REDACTED)** to make arrangements for aerial transport to Ellensburg.

### PSE gas staff who reside in/near Kittitas

	Home	Cell	Pager	Pvt ID	Addr	Job
					REDACTED, Ellensburg	CFS Tech
					REDACTED, Ellensburg	Fitter
	REDACTED				REDACTED, Ellensburg	PI Inspector
					REDACTED, Cle Elum	PI Inspector
					REDACTED, Selah	Supervisor

- These personnel have received basic training on regulator station operations and using the main line valves to control the 16" high pressure main.

**PSE support Staff in Kittitas –**  
 Knowledge of area and keys to facilities

	<b>Home</b>	<b>Cell</b>	<b>Pager</b>	<b>Nextel</b>	<b>Addr</b>	<b>Job</b>
					Kittitas	CSR1
					Cle Elum	Field Rep
<b>REDACTED</b>					Ellensburg	Comm Rel MGR
<b>REDACTED</b>					Thorp	Operations Support Specialist

**NAME REDACTED**, **NAME REDACTED**, and **NAME REDACTED** all carry current flagging cards, as do the electric servicemen **NAME REDACTED** and **NAME REDACTED** noted below.

PSE Electric servicemen in Kittitas

	<b>Dispatch</b>	<b>After hours</b>	<b>Sys Mgr</b>	<b>Addr</b>	<b>Job</b>
	<b>REDACTED</b>			Cle Elum	Serviceman
	<b>REDACTED</b>			Cle Elum	Serviceman

**Facilities**

Puget Sound Energy's Kittitas Base is located just Off I-90 at Exit 101 West of Ellensburg.

**Address**

**ADDRESS REDACTED**, Thorp

**Map and Driving Directions to Facility**

**DIRECTIONS REDACTED**

**MAPS REDACTED**



**Key Number**

**NUMBER REDACTED** fits the door and electronic gate

**NUMBER REDACTED** opens the door to the tool room

**Access Card** – unlocks all keypad readers

You will need a **PSE NUMBER REDACTED** or **access card** to enter the facility – Note there is a Lock Box near the front door that a **NUMBER REDACTED** Key will open. In the lock box is an access card as well as a key to the front door/Yard as well as the tool room.

**Material**

PSE maintains a trailer at our Kittitas facility, which will be used to carry Tools and materials needed in case of a gas emergency (see Material and Tool List Available at the Facility, page 8,9).

**Map of Distribution and Supply System**

See the following OP (Operations) maps:

- 264.230 (City of Thorp)            268.230 (Dist Reg and svc center)
- 272.230    272.236    272.248    272.254
- 276.230    276.236    276.242    276.248 (gate station)
- 276.254 (City of Kittitas)    280.230
- 280.236    280.242 (river crossing) 280.248    284.248    284.254 264.224
- (Taneum creek crossing) 260.224 260.218 256.218 252.212 248.212
- (CleElum river x'ing and DR) 248.206 (Cle Elum) 248.200 (Suncadia resort)
- 244.200 248.194 244.194 (Tumble Creek resort)

**Roles and Responsibilities of the Service Providers and others**

PSE performs the installation of new customer construction on both residential and commercial gas services, as well as, gas system operation and maintenance. Infrasource Contractors (IFS) responds to breaks at the request of PSE Gas Dispatch.

**Mutual Assistance Agreement City of Ellensburg:**

PSE has entered into a mutual aid agreement with the municipal natural gas utility at the City of Ellensburg. In the case of

emergency they can be reached through the following numbers.

**City of Ellensburg** natural gas (daytime) **NUMBER REDACTED**  
**Kittitas County 911** (dispatch after hours) **NUMBER REDACTED**

**NAME REDACTED** City of Ellensburg Gas engineer **NUMBER REDACTED**  
**REDACTED**

**Williams Pipeline:**

**NAME REDACTED** – Operations Technician

Cell **NUMBER REDACTED**

Office **NUMBER REDACTED**

Sat **NUMBER REDACTED**

**Material and Tool List Available at the Facility**

**Kittitas Emergency Supply  
Equipment**

**Weld Equipment**

**Oxy/acetylene** - One bottles each of oxygen and acetylene will be stored at the facility in the warehouse.

**Equipment store on the trailer at PSE's facility**

**Squeeze Tools:**

4" and 6" PE Squeeze Machines and Hydraulic pump

**Breathing Air:**

4 – 1 hour bottles

4 – 5 min bottles

4 – large face masks

**Electrofusion:**

2", 4" and 6" clamps

1 – 2500 watt generator

Electrofusion machine

*Pagination on redacted version may differ from original due to redaction and font change*

**Leak Clamps:**

Full circle clamps - 2" by 12" long - two  
Full circle clamps - 4" by 12" long - two  
Full circle clamps - 6" by 12" long - one

**Incidental equipment:**

Wood plugs - variety of sizes  
Fire Extinguisher

**Tool Room Inventory:**

**Shoring:** - in tool room

Three 24" spreaders and pump

Four - 4 X 4' sheets of board (in PSE secured parking)

Four - 4 x 8' sheets of board (in PSE secured parking)

**Fusion:**

2" and 4" plates facer etc.

**Flagging:**

Signs and standards - Available in PSE secured parking in area next to pre-tested pipe

**Covered Storage next to covered parking:**

Pre tested pipe 1¼", 2", 4" and 6" pipe.

Valve Keys

**Backhoe**

PSE does not maintain a backhoe at the Kittitas facility. When a backhoe has been required one has been either rented from Potelco (who co-occupies the base) or United Rentals located in Ellensburg.

In the case of an emergency where a backhoe is required on site the following options are presented:

1. The PSE electric shift operators at **NUMBER REDACTED** or **NUMBER REDACTED** who regularly dispatch electric outage work to Potelco in Kittitas. As such, they would notify Potelco of an

immediate need for a backhoe and the location for it to be delivered. If so specified, they could provide an IBEW operator as well.

2. The City of Kittitas has an operator and hoe that can be used for emergencies within the city limits of Kittitas if they can be reached and the equipment is available. They can be reached at **NUMBER REDACTED** during normal working hours. The operator's name is **NAME REDACTED**.

# **Sumas Generating Station and Pipeline**

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# Users Guide

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**Purpose of this plan:**

This document is intended to provide guidance for responding to emergencies on the pipeline serving the Sumas Generating Station which is isolated from our franchised distribution service territory.

This plan is not intended to be a detailed and comprehensive emergency plan. For those details, please refer to the Corporate Emergency Plan, Gas Operating Standards and Field Procedures.

In the case that this document conflicts with the Corporate Emergency Plan, Gas Operating Standards or Field Procedures, those documents shall take precedence.

**How Sumas Generating Station is served**

**Regular business hours:**

During regular business hours we will first utilize employees who are working at the Generating Station and get Gas Operations employees enroute from Snohomish County. This could include Gas First Response personnel and/or SC&P.

When personnel from Gas Operations travel to the Sumas area for regular duties they should notify Gas Control and Gas Operations Dispatch to let them know they will be in the area, and for approximately how long.

Gas Control **NUMBER REDACTED**  
Gas Operations Dispatch **NUMBER REDACTED**

**After Hours:**

Outside of normal business hours we will first contact the Gas First Response and System Control & Protection employees who live closest to Sumas. If none of these people are available, use the normal callout procedure, calling the closest person(s) to the emergency.

**What to do if highways are closed and support is needed:**

If inclement weather, an accident or incident has the primary routes (I-5 and SR-9) closed and support personnel or material are required from the service area, call the System Manager at **NUMBER REDACTED**, (**NUMBER REDACTED** or **NUMBER REDACTED** to make arrangements for aerial transport to Sumas.

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**PSE gas staff who reside nearest to Sumas or are responsible for the pipeline and stations in the Sumas Area**

Name	Home	Cell	Pager	Job
				Pressure Control
				Instrumentation
<b>REDACTED</b>				PI Inspector
				CFS Technician
				CFS Technician
				Pressure Control
				CFS Technician
				CFS Technician
				Industrial Meter Operations
				GFR Fitter
				GFR Fitter
				GFR Supervisor
GFR Supervisor				
GFR Supervisor				
				Pressure Control Supervisor

- These personnel have received basic training on pipeline and station operations and using the main line valves to control the 8" high pressure transmission line.
- Call PI Inspectors for emergency locates.

**PSE support Staff in Whatcom County –**

Knowledge of area and keys to facilities

**PSE Generating Station Staff**

Home	Cell	Office	Job
<b>REDACTED</b>			Plant Manager
			Plant O&M Supervisor
			CT Journey Worker
			CT Journey Worker
			CT Journey Worker

**PSE Electric servicemen in Whatcom County**

Home	Cell	Pager	Job
<b>REDACTED</b>			Service Lineman
			Service Lineman
			Service Lineman
			Service Lineman
			Service Lineman
			Service Lineman

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## Emergency Numbers

<b>Police / Fire / 911 / Emergency Management</b>		
Whatcom County 911	Dispatch	<b>NUMBER REDACTED</b>
Whatcom County Emergency Management		<b>NUMBER REDACTED</b>
Washington State Patrol		<b>NUMBER REDACTED</b>
Sumas Police Department		<b>NUMBER REDACTED</b>
Sumas Fire Department	Chief Debruin Mobile	<b>NUMBER REDACTED</b>
Bellingham Fire Department		<b>NUMBER REDACTED</b>
Lynden Fire Department	Chief Barr	<b>NUMBER REDACTED</b> <b>NUMBER REDACTED</b>
<b>Puget Sound Energy – Gas and Electric Operations</b>		
Gas Control	PSE ext Outside dialing	<b>NUMBER REDACTED</b> <b>NUMBER REDACTED</b>
Gas Operations Dispatch	PSE ext Outside dialing	<b>NUMBER REDACTED</b> <b>NUMBER REDACTED</b>
Load Office	PSE ext Outside dialing Toll free	<b>NUMBER REDACTED</b> <b>NUMBER REDACTED</b> <b>NUMBER REDACTED</b>
System Operations Supervisor	Toll Free	<b>NUMBER REDACTED</b>
<b>U.S. Government – Department of Homeland Security</b>		
U.S. Customs		<b>NUMBER REDACTED</b>
U.S. Border Patrol		<b>NUMBER REDACTED</b>
Canada Customs (Canada Border Services Agency)		<b>NUMBER REDACTED</b>
<b>Sumas Generating Station</b>		
Generating Station	24 hour	<b>NUMBER REDACTED</b>
Control Room Mobile phone	Emergency only	<b>NUMBER REDACTED</b>
Plant O&M Supervisor		<b>NUMBER REDACTED</b>
Plant Manager		<b>NUMBER REDACTED</b>
<b>Other Utilities and Pipelines</b>		
Westcoast Energy / Spectra Energy	Gas Control	<b>NUMBER REDACTED</b>
Williams Pipeline Sumas District Office	Office Gas Control	<b>NUMBER REDACTED</b> <b>NUMBER REDACTED</b>
Cascade Natural Gas	Dispatch	<b>NUMBER REDACTED</b>
<b>Contractors</b>		
Pilchuck Contractors Inc. <b>NAME REDACTED –</b>	Office Mobile	<b>NUMBER REDACTED</b> <b>NUMBER REDACTED</b>

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Superintendent - Marysville		
Snelson Companies Inc.		<b>NUMBER REDACTED</b>

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**Facilities**

Puget Sound Energy's Sumas Generating Station is located at **ADDRESS REDACTED** (address was **ADDRESS REDACTED** and may be listed that way elsewhere).

**Generating Station – ADDRESS REDACTED  
PICTURE REDACTED**

**DIRECTIONS REDACTED**

**PICTURE REDACTED**

**DIRECTIONS REDACTED**

**PICTURE REDACTED**

**DIRECTIONS REDACTED**

**PICTURE REDACTED**

**DIRECTIONS REDACTED**

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**Border Crossing/Regulator Station – ADDRESS REDACTED**

**PICTURE REDACTED**

**DIRECTIONS REDACTED**

**PICTURE REDACTED**

**DIRECTIONS REDACTED**

*Pagination on redacted version may differ from original due to redaction and font change.*

**Map and Driving Directions to Generating Station**

The facility is located at **ADDRESS REDACTED** (see page 10 for map to Border Crossing / Regulator Station).

**From I-5 North at Bellingham  
Instruction**

**For**

**INSTRUCTION REDACTED**

**MAP REDACTED**

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**Map and Driving Directions to Border Crossing / Regulator Station**

The facility is located at **ADDRESS REDACTED** (see page 9 for map to Generating Station, and page 13 for schematic). The regulator station sits **LOCATION REDACTED**.

**From I-5 North at Bellingham  
Instruction**

**For**

**INSTRUCTION REDACTED**

**MAP REDACTED**

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## **Directions from Generating Station to Border Station**

For directions from I-5 northbound, see page 9 for map to Generating Station, and page 10 for map to Border Crossing / Regulator Station.

Mile      Instruction

For

**INSTRUCTION REDACTED**

**MAP REDACTED**

## **Access to Facilities**

**Key Number *NUMBER REDACTED***

### **Sumas Generating Station**

Unless the gates are opened prior to your arrival, you will need to call on the call box to the left of the gates to enter the facility. There are two gates, one at the front of the lumber yard, one at the entrance to the Generating Station (behind the lumber yard). Once you are inside the gates, the Generating Station regulator station is opened with a Best ***NUMBER REDACTED*** key.

### **Border Regulator Station**

The chain link fence around the station is locked with a padlock that uses a ***NUMBER REDACTED***. The door to the regulator station building is opened with a Best ***NUMBER REDACTED*** key.

### **Border Custody Transfer Point**

This area is about 100 yards north and slightly west of the border regulator station. From the border regulator station, there is a gravel path to the west behind the BP regulator station, then to the north to the PSE border custody transfer point. BP and Cascade Natural Gas have facilities immediately to the west of the PSE facilities. See page 16 for an aerial photograph. The chain link gate and valves are locked with padlocks that use a ***NUMBER REDACTED*** key.

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## **Emergency Response – Odors, leaks or line breaks**

The plant is operated 7x24

If emergency calls are received at the Sumas plant phone number; upon receipt of an emergency call, plant personnel will;

- Immediately notify PSE Gas Control @ **NUMBER REDACTED** or **NUMBER REDACTED**
- Immediately respond to the location of the report.
- Upon arriving on site, plant personnel will call Gas Control to notify them of their arrival.
- Investigate the report to the best of their ability and notify Gas Control of their findings.
- If the situation presents a threat to life or property, they shall shut down the pipeline.
- If it is necessary to shut down the pipeline;
  - Determine if the automated equipment has shut down the pipeline.
  - If the automated equipment has not shut down the pipeline,
    - Call Gas Control to contact Spectra Energy/Westcoast Energy to shut down the pipeline.
    - Shut the pipeline down manually.
  - Do not attempt to restore service on the pipeline once it has been shut down.
- Wait for Gas Operations personnel to arrive on site and assist them as necessary.
- Contact the appropriate local emergency response personnel for assistance if needed.
- Keep unauthorized personnel an appropriate distance away from the area if required.
- Provide regular updates to Gas Control.
- Notify electric operations departments and/or personnel as required.

Gas Control will

- Dispatch a Pressure Control Technician.
- Notify Gas Operations Dispatch to send GFR personnel.
- Contact Spectra Energy/Westcoast Energy to shut down the pipeline from the Canadian side if requested.
- Document all pertinent information in the Gas Controllers Log.

Gas Operations Dispatch will

- Dispatch GFR personnel as needed to assist Pressure Control.
- Start an emergency report and track response to the incident.
- Provide emergency notifications per the matrix.
- Respond to additional requests for equipment or field personnel as needed.

Pressure Control and GFR field responders will

- Investigate the odor per the appropriate Operating Standards and Field Procedures.
- Document the investigation as required.

### **Locate Requests / Emergency Locate Requests**

If emergency locate requests are received by plant personnel they will

- Take the appropriate information from the caller.

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- Instruct the caller to call 811 to make a request for locates through the one-call system.
- Call Gas Operations Dispatch at **NUMBER REDACTED** or **NUMBER REDACTED**.

The Dispatcher will

- Dispatch the appropriate personnel to provide locates as requested.

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## **Emergency Shutdown of Pipeline**

Normal operation of the border regulator station feeding the pipeline includes overpressure and underpressure protection. In the event of overpressure or underpressure, valve **NUMBER REDACTED** is operated automatically via the pneumatic actuator to shut down flow to the pipeline.

Should an incident occur requiring manual shutdown of the pipeline feeding the Generating Station, shutdown is most easily performed **INSTRUCTIONS REDACTED**.

**DESCRIPTION REDACTED**

**PICTURE REDACTED**

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**PICTURE REDACTED**

**DESCRIPTION REDACTED**

**PICTURE REDACTED**

**DESCRIPTION REDACTED**

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**PICTURE REDACTED**

**DESCRIPTION REDACTED**

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**PICTURE REDACTED**

**DESCRIPTION REDACTED**

**PICTURE REDACTED**

**DESCRIPTION REDACTED**

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## **Maps of Distribution and Supply System**

The maps for this area follow the standard numeric system, however, since they are well north of the rest of our service territory, the numbers are unusual.

### **See the following OP (Operations) maps:**

000.074  
-04.074

### **See the following plat maps**

000.075 – Cogeneration Plant  
000.076  
000.077  
000.078  
000.079

001.075  
001.076

-01.079  
-02.080 – Border Regulator Station

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**Road Crossings**  
**MAP REDACTED**

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## **Roles and Responsibilities of the Service Providers**

Infrasource Contractors (IFS) responds to breaks at the request of PSE Gas Dispatch.

### **Backhoe**

PSE does not maintain a backhoe at the Sumas facility.

In the case of an emergency where a backhoe is required on site Infrasource Contractors (IFS) will be notified by Gas Operations Dispatch.

### **Material**

PSE maintains materials at the Sumas Generating Station, which will be used as needed in case of a gas emergency (see Material and Tool List Available at the Facility, page #).

#### **1. Materials and Equipment Available at the Generating Station Site**

- Hand and Power Tools
- Radios
- Oxygen, Lower Explosive Limit (LEL), and Hydrocarbon Monitors
- Assorted First-Aid, Safety, and Personal Protective Equipment

#### **2. Materials and Equipment Available at the Border Tie-in Station**

200' 8" Pretested Straight Pipe (40' length & 1,200 psi)

#### **3. Materials and Equipment Available from Pilchuck Contractors, Inc., Marysville, Washington**

**Pickups, Trucks, and Trailers**

#### **Dozers and Loaders**

Dozers, loaders, sideboom

#### **Cranes and Excavators**

Backhoes, excavators, cranes, trenchers, backhoes with pavement breakers

#### **Welding and Tapping Equipment**

Arc and gas welding equipment, tapping machines, beveling machines, fusion equipment

#### **Air Equipment**

Compressors, pavement breakers, impact tools, tampers.

#### **Miscellaneous Boring Equipment and Rock Saws**

Hole hogs, moles, directional drilling equipment, rock/concrete saws.

#### **Compactors and Rollers**

Compactors and rollers

#### **Manhole and Trench Shields**

Shoring, plates, mud mats

#### **Miscellaneous Equipment and Tools**

Generators, lights, pumps, pipe threaders, heaters, hoists, jacks, holiday detectors, pipe benders

#### **Additional Equipment and Tools**

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Lineup clamps, barricades, traffic cones, saws, drills

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# Toledo EMERGENCY RESPONSE PLAN

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# EMERGENCY RESPONSE PLAN

## Toledo

### How Toledo will be served

#### Regular business hours:

During regular business hours we will utilize employees who are working in Toledo. This could include Gas First Response, SC&P, or Infrasource Contractors (IFS) personnel.

#### After Hours:

We have identified those gas employees that live in close proximity to Toledo. Outside of normal business hours Dispatch will first contact the GFR staff that live near Toledo. If that fails, Dispatch will move the closest GFR personnel to the problem per the Standard Call-Out process. In the case where GFR personnel are unavailable, Dispatch will contact SC&P staff trained for First Response.

#### Floods:

Lewis County has had numerous 100-year floods in past years; this area is prone to flooding. This area may be closed to any traffic except for emergency vehicles and local traffic. In the past I-5 has been shut down. During flooding, the best way to get there may be through Littlerock or Bucoda. The City of Centralia and Chehalis as well as Lewis Co. has historically informed PSE of any wash outs or any other problems we may need to be aware of. PSE may need to isolate areas of the gas system during flooding.

#### Alternative Access:

If access by conventional means is unavailable, you may be able to deliver personnel and materials to the Winlock area by helicopter. The System Manager (**NUMBER REDACTED**, **NUMBER REDACTED** or **NUMBER REDACTED**) on duty should be called to arrange helicopter support.

## **PSE STAFF WHO WORK IN TOLEDO**

**NAME REDACTED** Gas  
**ADDRESS REDACTED**  
Chehalis, WA 98532  
Home phone: **NUMBER REDACTED**  
Cell phone: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**

## **PSE STAFF WHO LIVE NEAR TOLEDO**

**NAME REDACTED** Gas  
**ADDRESS REDACTED**  
Centralia, WA 98531  
Home phone: **NUMBER REDACTED**  
Cell Phone: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**

**NAME REDACTED** (Gas)  
**ADDRESS REDACTED**  
Centralia, WA 98531  
Home: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**  
Cell: **NUMBER REDACTED**

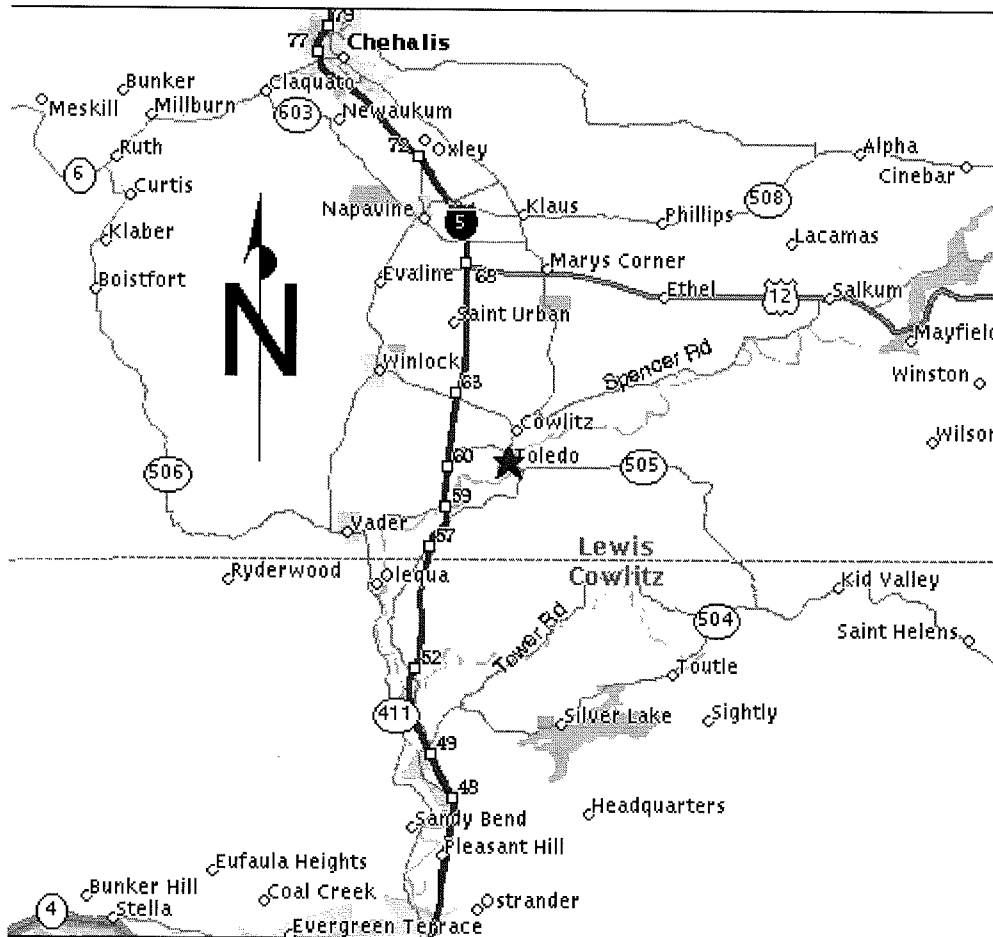
**NAME REDACTED** Gas  
**ADDRESS REDACTED**  
Chehalis, WA 98532  
Home phone: **NUMBER REDACTED**  
Cell phone: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**

**NAME REDACTED** Gas  
**ADDRESS REDACTED**  
Olympia, WA 98579  
Home phone: **NUMBER REDACTED**  
Cell phone: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**

# DIRECTIONS (From Olympia)

## 1. DIRECTIONS REDACTED

**Total Estimated Driving Time from Olympia: 54 minutes**  
**Total Distance: 48.36 miles**



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# **OPERATIONS MAP KEY**

**MAP REDACTED**

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# PLAT MAP KEY

MAP REDACTED

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## **ROLES AND RESPONSIBILITIES OF THE SERVICE PROVIDERS**

Infrasource Contractors (IFS) performs the installation of new customer construction on both residential and commercial gas services. They perform gas system upgrades and replacements, as well as, gas system operation and maintenance. In addition, Infrasource Contractors (IFS) responds to breaks at the request of PSE Gas Dispatch.

# **Vashon Island** EMERGENCY RESPONSE PLAN

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# EMERGENCY RESPONSE PLAN

## Vashon Island

### How Vashon will be served

#### Regular business hours:

During regular business hours we will utilize employees who are working on the Island. This could include Gas First Response personnel, SC&P, or Pilchuck.

**Personnel assigned to work on the island on a day to day basis will notify dispatch when they arrive on and leave the island.**

#### After Hours:

PSE has one Electric employee who lives on the Island. PSE has also identified those gas employees that live near the ferry terminals at Fautleroy, Southworth and Tacoma. Outside of normal business hours we will contact the Gas First Response employees living closest to the ferry terminals. If this fails, we will dispatch the First Responders per the standard callout process that moves the closest GFR personnel to the event.

#### Ferry Service after Hours:

If ferry service is needed outside the normal service hours, you can contact the System Manager at **NUMBER REDACTED, NUMBER REDACTED** or **NUMBER REDACTED**. They have set up an arrangement with the Washington Ferry System to take PSE vehicles to the Island in case of emergencies (see After Hours Ferry Procedure page).

#### Alternative Access:

If access by conventional means is unavailable, you may be able to deliver personnel and materials to Vashon Island area by helicopter. The System Manager at **NUMBER REDACTED, NUMBER REDACTED** or **NUMBER REDACTED** on duty should be called to arrange helicopter support.

**PSE STAFF WHO RESIDE ON THE ISLAND**

**NAME REDACTED (Electric Employee)**

**ADDRESS REDACTED**

Vashon, WA 98070

Home phone: **NUMBER REDACTED**

Verizon phone: **NUMBER REDACTED**

**PSE STAFF WHO WORK ON THE ISLAND**

**NAME REDACTED (Electric Employee)**

**ADDRESS REDACTED**

Vashon, WA 98070

Home phone: **NUMBER REDACTED**

Verizon phone: **NUMBER REDACTED**

**NAME REDACTED (Supv. Community Services – Vashon)**

**ADDRESS REDACTED**

University Place, WA 98467

Home phone: **NUMBER REDACTED**

Verizon phone: **NUMBER REDACTED**

**NAME REDACTED (Customer Service Rep. 1)**

**ADDRESS REDACTED**

Tacoma, WA 98407

Home phone: **NUMBER REDACTED**

Verizon phone: **NUMBER REDACTED**

**NAME REDACTED (Customer Service Rep. 1)**

**ADDRESS REDACTED**

Tacoma, WA 98406

Home phone: **NUMBER REDACTED**

Verizon phone: **NUMBER REDACTED**

## PSE STAFF WHO LIVE NEAR A FERRY TERMINAL

### Fauntleroy

Georgetown personnel close to the **Fauntleroy Ferry Terminal:**

<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response CFS</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response CFS</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response CFS</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response CFS</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response CFS</b>	<b>ADDRESS REDACTED</b>

### Southworth

<b>NAME REDACTED</b>	<b>Corrosion Control Fitter</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response CFS</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>Corrosion Control Fitter</b>	<b>ADDRESS REDACTED</b>

### Tacoma - Tahlaquah (Pt. Defiance)

<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response Fitter</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response Fitter</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response CFS</b>	<b>ADDRESS REDACTED</b>
<b>NAME REDACTED</b>	<b>1<sup>st</sup> Response CFS</b>	<b>ADDRESS REDACTED</b>

## FACILITIES

Puget Sound Energy's Vashon Service Center office is located just south of the town of Vashon on the main Highway.

### Address

**ADDRESS REDACTED**

The building site sits back off the highway about 100 yards and is somewhat secluded.

### Map and Driving Directions to Facility

The facility is located at **ADDRESS REDACTED** (see page 7 for layout of Vashon facility).

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The building sets back off the highway about 100 yards and is hard to see from the road.

You will need an authorized security access card to enter the facility.

### **Hours of Operation**

The Vashon Service Center hours of operation are between 9:00 a.m. to 4:00 p.m., Monday through Friday. The service center is closed on all company recognized holidays.

### **Gate Access**

The gate for facility access is key card controlled. The card reader pedestal is on the left-hand side of gate entrance. To open gate personnel must have an authorized security access card. All First Response personnel that may be called upon for response to the Island have received the necessary key card clearance.

### **Material**

We will maintain a trailer at our Vashon facility, which will be used to carry materials needed in case of a gas emergency (see Material and Tool List Available at the Facility, page 14).

During emergencies this trailer will be picked up by the first PSE employee to respond, which may not necessarily be a gas employee.



**OFFICE MAP REDACTED**

**OPS MAP REDACTED**

# FERRY PROCEDURE

## WASHINGTON STATE FERRY SYSTEM (WSF)

Adopted 12-22-98

Current information: [www.wsdot.wa.gov/ferries/schedules/current](http://www.wsdot.wa.gov/ferries/schedules/current)

Reviewed 06/02/06

## PRIORITY LOADING PROCEDURE - GAS EMERGENCY

**This procedure addresses gas emergencies only.**

There are no hard and fast rules relating to who qualifies for priority loading of utility vehicles on ferry routes. The WSF Operations Watch Supervisor is the key contact person to arrange priority loading and will make the ultimate decision whether or not to approve such a request.

In order to reduce the possibility for abusing the system for personal benefit, the Operations Watch Supervisor will only accept loading requests from PSE's Gas Operations Dispatchers. Employees will not be able to arrange their own priority loading with the dock attendants.

The procedures to be followed are:

- The Gas Operations Dispatcher has the responsibility to **determine if the emergency in question requires an immediate response** necessitating priority loading on a Washington State ferry.

NOTE: In general, events such as broken and blowing lines, Class A leaks, inside odors, and possible CO poisoning would meet this test. There may be other valid emergencies such as employee injuries or vehicle accidents, but these can adequately be covered by local emergency responders and probably don't require special loading of PSE personnel. The WSF Operations Watch Supervisor will rely on our Dispatchers to make proper judgments.

- If the emergency meets this test, the dispatcher shall **contact the WSF Operations Watch Supervisor. Call *NUMBER REDACTED***

- **Provide** the following **information**.

Name and contact number of Gas Operations Dispatcher calling  
Type of gas emergency necessitating priority boarding  
Ferry route affected  
Number and type of vehicles requiring priority loading  
Estimated arrival time of vehicles at terminal

- Dispatcher shall **obtain** the following **information** from the WSF Operations Watch Supervisor. **Record the information** on the Emergency Report form. **Communicate approval information** to vehicles involved.

Name of Operations Watch Supervisor  
Date and time of request for priority loading  
Confirmation of approval of PSE's request

- The **Operations Watch Supervisor will contact the dock attendant** at the affected terminal and communicate the information.
- **If difficulties arise** at the terminal, the dock attendant should be asked to contact the Operations Watch Supervisor. PSE's Dispatcher may also call as well to confirm the

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previously agreed to arrangements. In no case shall PSE employees at the dock engage in arguments regarding loading. All such difficulties, especially those resulting in a delayed response, shall be recorded on the Emergency Report form.

## DRIVING DIRECTIONS TO FERRY TERMINALS

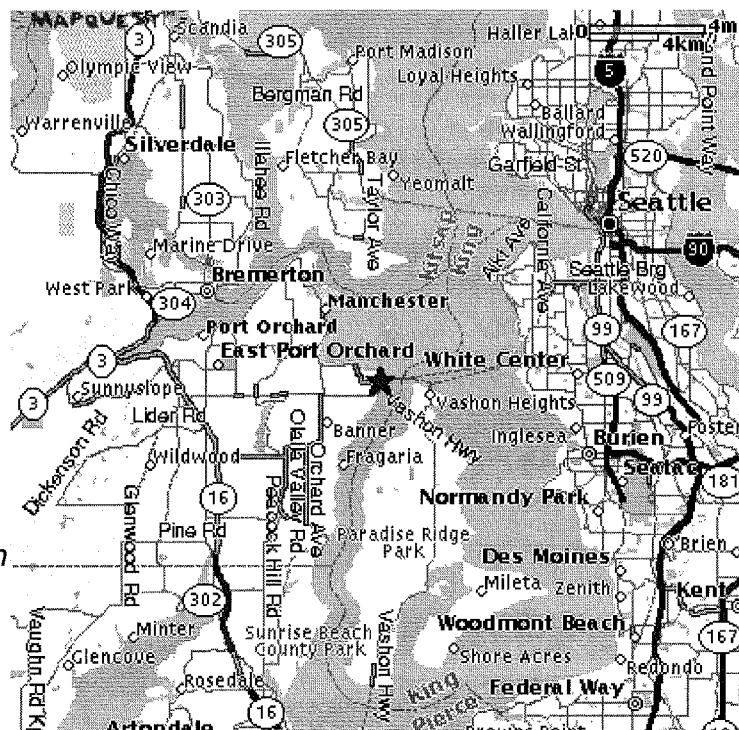
### Southworth Terminal 11564 SE State Hwy 160 Southworth, WA 98386

#### Coming from the South:

- Take **I-5 North**
- Take **exit 132** and proceed West on **Hwy 16** approximately **35 miles to Hwy 160 exit**
- Take **Hwy 160 (Sedgwick road)** exit
- Turn Right onto **Hwy 160** at stop sign and proceed **approximately 7 miles to yet another stop sign**
- Turn **right**; ferry dock straight ahead.

#### Coming from the North:

- Take **I-5 South**
- Take the **WA-16 West/SO 38<sup>th</sup> ST exit, exit #132**, towards Gig Harbor/Bremerton.
- Keep **Right** at the fork in the ramp
- Merge onto **WA-16 W**
- Take **Mullenix Road** exit
- Turn Right **onto SE Mullenix Road**
- Turn Left onto **Olalla Valley Rd SE**
- Turn Left onto **Banner Rd SE**
- Turn Right onto **Sedgwick Rd SE/WA-160**
- Turn Right onto **SE Southworth DR/WA-160**
- Turn Left onto **Rocky RD SE**
- You're there!



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## Fautleroy Terminal

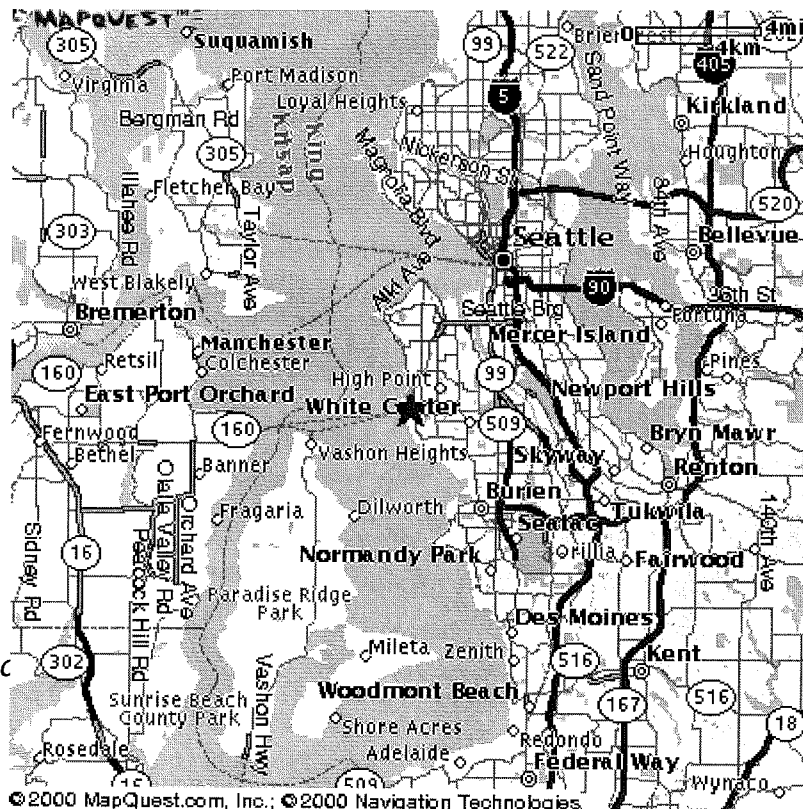
4829 SW Barton  
Seattle, WA 98136

### Coming from the South:

- Take **I-5 North**
- Take the **WA-599 North** exit, exit number **156**, towards **Tukwila/W. Marginal Way**
- Merge onto **WA-599 N**
- Take **WA-99 N**
- Take the **Des Moines Dr./14<sup>th</sup> Ave SO** exit
- Keep **Right at the fork** in the ramp
- Turn Left onto **14<sup>th</sup> Ave S**
- Turn Left onto **S Cloverdale St**
- **S Cloverdale St** becomes **1<sup>st</sup> AVE S**
- Turn sight right onto **Olson PL SW**
- Turn slight Right onto **SW Roxbury St**
- Turn Right onto **35<sup>th</sup> AVE SW**
- Turn Left onto **SW Barton ST**
- Turn Left onto **California AVE SW**
- **California AVE SW** becomes **SW Brace Point DR**
- Turn slight Right onto **SW Wildwood PL**
- Turn Right onto **Fautleroy Way SW**
- Turn Left onto **SW Barton ST**

### Coming from the North:

- Merge onto **I-5 S**
- Take the **W SEATTLE FWY/COLUMBIAN WAY** exit, exit number **163A**.
- Keep **RIGHT** at the fork in the ramp
- Merge onto **W SEATTLE BRIDGE**
- Stay straight to go onto **FAUTLERROY WAY SW**
- Turn **RIGHT** onto **SW BARTON**



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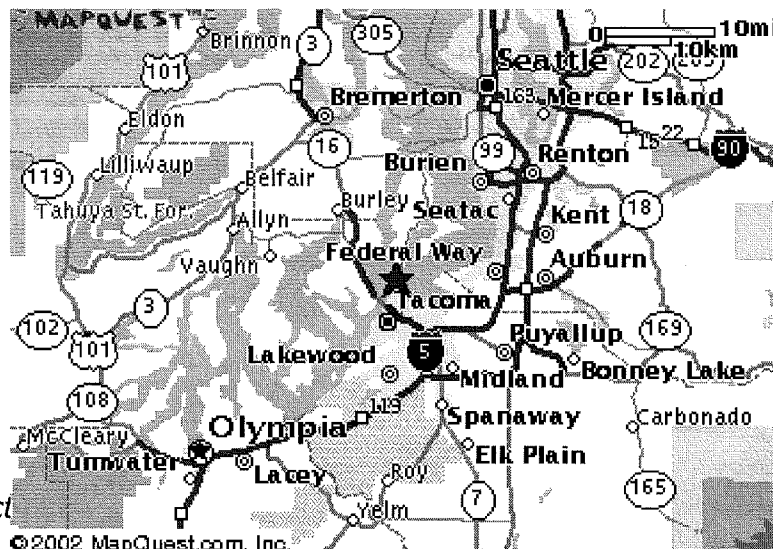
**Pt. Defiance / Tahlequah Terminal**  
**5810 N. Pearl St.**  
**Tacoma WA 98405**

**Coming from the South:**

- Merge onto **I-5 N**
- Take the **SO. 38 ST. exit** – exit number **132** toward **GIG HARBOR WA-16/BREMERTON**
- Take the **S 38 ST WEST** ramp toward **GIG HARBOR/WA-16 W/ BREMERTON/TACOMA MALL**
- Keep **left** at the fork in the ramp
- Merge onto **WA-16 W**
- Take the **6<sup>th</sup> AVE** exit toward **WA-163**
- Turn **LEFT** onto **6<sup>th</sup> AVE**
- Turn **RIGHT** onto **N PEARL ST**
- Stay **straight** to go onto **N PEARL ST/WA-163**

**Coming from the North:**

- Merge onto **I-5 S.**
- Take the **WA-16 W/SO. 38 ST.** exit- exit number **132-** towards **GIG HARBOR/BREMERTON**
- Keep **RIGHT** at the fork in the ramp
- Merge onto **WA-16 W**
- Take the **6<sup>th</sup> AVE** exit toward **WA-163**
- Turn **LEFT** onto **6<sup>th</sup> AVE**
- Turn **RIGHT** onto **N PEARL ST**
- Stay straight to go onto **N PEARL ST/WA-163**



## **ROLES AND RESPONSIBILITIES OF THE SERVICE PROVIDERS**

Infrasource Contractors (IFS) performs the installation of new customer construction on both residential and commercial gas services. They perform gas system upgrades and replacements, as well as, gas system operation and maintenance. In addition, Infrasource Contractors (IFS) responds to breaks at the request of PSE Gas Dispatch.

Infrasource Contractors (IFS) notifies Gas Dispatch when they get on the ferry going to the island and again when they are leaving the island.

# **MATERIAL AND TOOL LIST AVAILABLE AT THE FACILITY**

## **Vashon Reserve Emergency Supply Parts and Equipment**

### **Weld Equipment**

**Oxy/acetylene** - Two bottles each of oxygen and acetylene will be stored at the facility. If additional Oxy. Act. Is needed it can be obtained from **NAME, TELEPHONE NUMBER REDACTED**

### **Equipment store on the trailer at PSE's facility**

#### **Squeeze Tools:**

4" and 6" PE Squeeze Machines and Hydraulic pump  
Small steel squeeze machine  
Large steel squeeze machine

#### **Valve keys:**

One standard  
One long (8' or better)

#### **Leak Clamps:**

Full circle clamps - 2" by 12" long - two  
Full circle clamps - 4" by 12" long - two  
Full circle clamps - 6" by 12" long - two

Band clamps - 1/2", 3/4", 1", 1 1/4", 2", 4" and 6"

#### **Shoring:**

Two 24" spreaders and two - 4 X 4' sheets of board  
12' ladder

#### **Incidental equipment:**

Wood plugs - variety of sizes  
Environmental Packs (two)  
Fire Extinguisher



## **AGREEMENT BETWEEN PSE AND VASHON FIRE DEPARTMENT**

PSE Operations personnel met with the Vashon Fire department on December 17, 2001. As a result, the following guideline was agreed to between the Vashon Fire Department and Puget Sound Energy.

- **Communication with the Beachcomber**  
PSE is communicating with the Beachcomber and will continue to stay in touch with them.
  
- **Emergency Center**  
PSE will participate with the Vashon Fire Department regarding Emergency Center Operations. PSE's contact is **NAME REDACTED, Manager Operations Continuity, NUMBER REDACTED**
  
- **Open House**  
PSE will participate in the Fire Department Open House. Our contact for this is either **NAME REDACTED, NUMBER REDACTED** or **NAME REDACTED, NUMBER REDACTED**
  
- **Natural Gas Training**  
PSE provides natural gas emergency training, our contact is: **NAME REDACTED, Community Affairs Program Manager, NUMBER REDACTED**
  
- **Road Closed Signs:**  
PSE has 12 plastic barricades at our Vashon Facility, located next to the Oxygen/ Acetylene storage rack (see attached diagram).

The Fire Department can gain access by using the Knox box.

➤ **Direct Communication With Dispatch**

Our dispatch numbers are:

**ELECTRIC-**

**Fire and police hit line for direct access to Electric Dispatch**

**NUMBER REDACTED**

**NUMBER REDACTED** - Use this number to gain record information

**GAS**

**Fire & Police hot line for direct access to Gas Dispatch**

**NUMBER REDACTED**

**NUMBER REDACTED**

**Use this number to gain record information from Gas Dispatch**

**NUMBER REDACTED**

➤ **Vashon Response Time**

PSE's goal is to meet or exceed the 55-minute SQI (Service Quality Index) agreed to with the WUTC.

➤ **Annual Valve Surveys**

PSE's Gas First Response PI (Public Improvement) Inspector will meet with the Vashon Fire Department annually. They will provide an updated service valve list and review the completed service valve survey results with the chief and his staff.

➤ **Tools & Material**

We will review the number of valve keys and wooden plugs they presently are equipped with, re-supply where needed.

# Winlock

## EMERGENCY RESPONSE PLAN

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# EMERGENCY RESPONSE PLAN

## Winlock

### How Winlock will be served

#### Regular business hours:

During regular business hours we will utilize employees who are working in Winlock. This could include Gas First Response, SC&P, or Pilchuck personnel.

#### After Hours:

Puget Sound Energy has identified those gas employees that live in close proximity to Winlock. Dispatch will first contact the GFR staff that live near Winlock. If that fails, Dispatch will move the closest GFR personnel to the problem per the Standard Call-Out process. In the case were GFR personnel is unavailable, Dispatch will contact SC&P staff trained for First Response.

#### Floods:

Lewis County has had numerous 100-year floods in the past several years; this area is prone to flooding. This area may be closed to any traffic except for emergency vehicles and local traffic. In the past I-5 has been shut down. During flooding, the best way to get there may be through Littlerock or Bucoda. The City of Centralia and Chehalis as well as Lewis Co. has historically informed PSE of any wash outs or any other problems we may need to be aware of. PSE may need to isolate areas of the gas system during flooding.

#### Alternative Access:

If access by conventional means is unavailable, you may be able to deliver personnel and materials to the Winlock area by helicopter. The System Manager **NUMBER REDACTED, NUMBER REDACTED** or **NUMBER REDACTED** on duty should be called to arrange helicopter support.

**PSE STAFF WHO WORK IN WINLOCK.**

**NAME REDACTED** Gas  
**ADDRESS REDACTED**  
Chehalis, WA 98532  
Home phone: **NUMBER REDACTED**  
Cell phone: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**

**PSE STAFF WHO LIVE NEAR WINLOCK**

**NAME REDACTED** Gas  
**ADDRESS REDACTED**  
Centralia, WA 98531  
Home phone: **NUMBER REDACTED**  
Cell Phone: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**

**NAME REDACTED** (Gas)  
**ADDRESS REDACTED**  
Centralia, WA 98531  
Home: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**  
Cell: **NUMBER REDACTED**

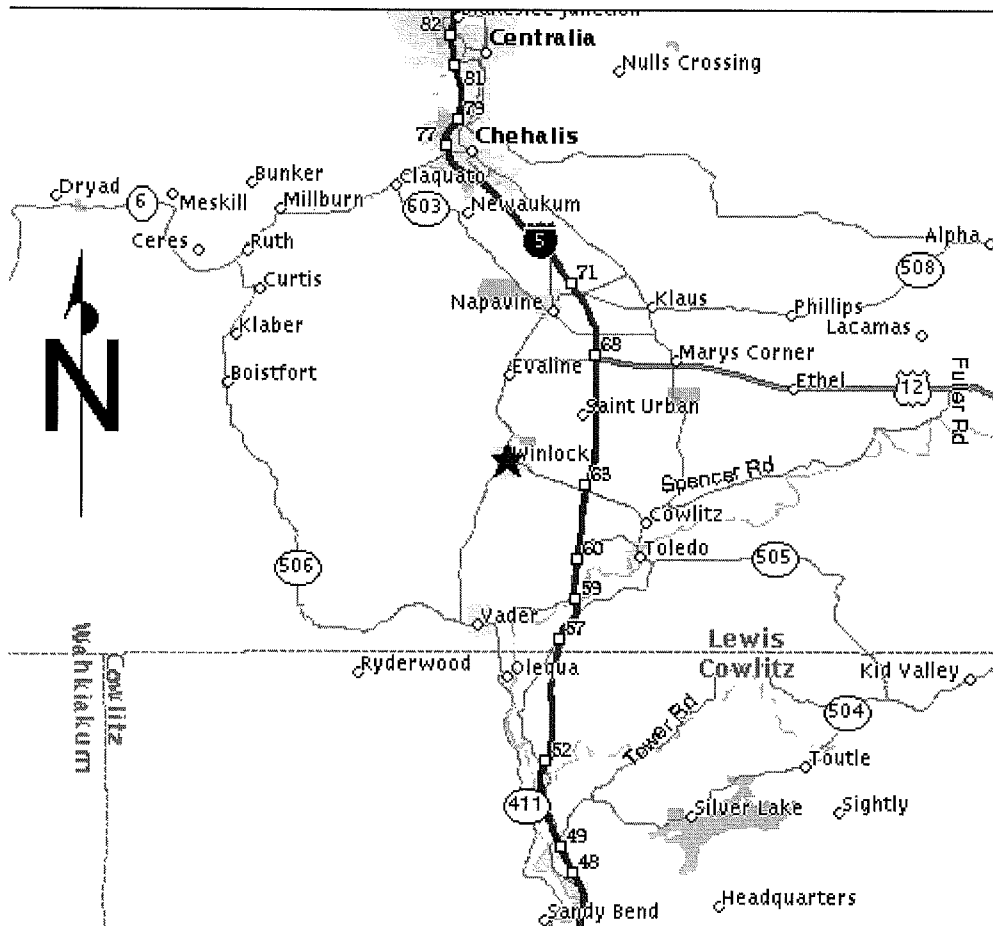
**NAME REDACTED** Gas  
**ADDRESS REDACTED**  
Chehalis, WA 98532  
Home phone: **NUMBER REDACTED**  
Cell phone: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**

**NAME REDACTED** Gas  
**ADDRESS REDACTED**  
Olympia, WA 98579  
Home phone: **NUMBER REDACTED**  
Cell phone: **NUMBER REDACTED**  
Pager: **NUMBER REDACTED**

# Directions (From Olympia)

***DIRECTIONS REDACTED***

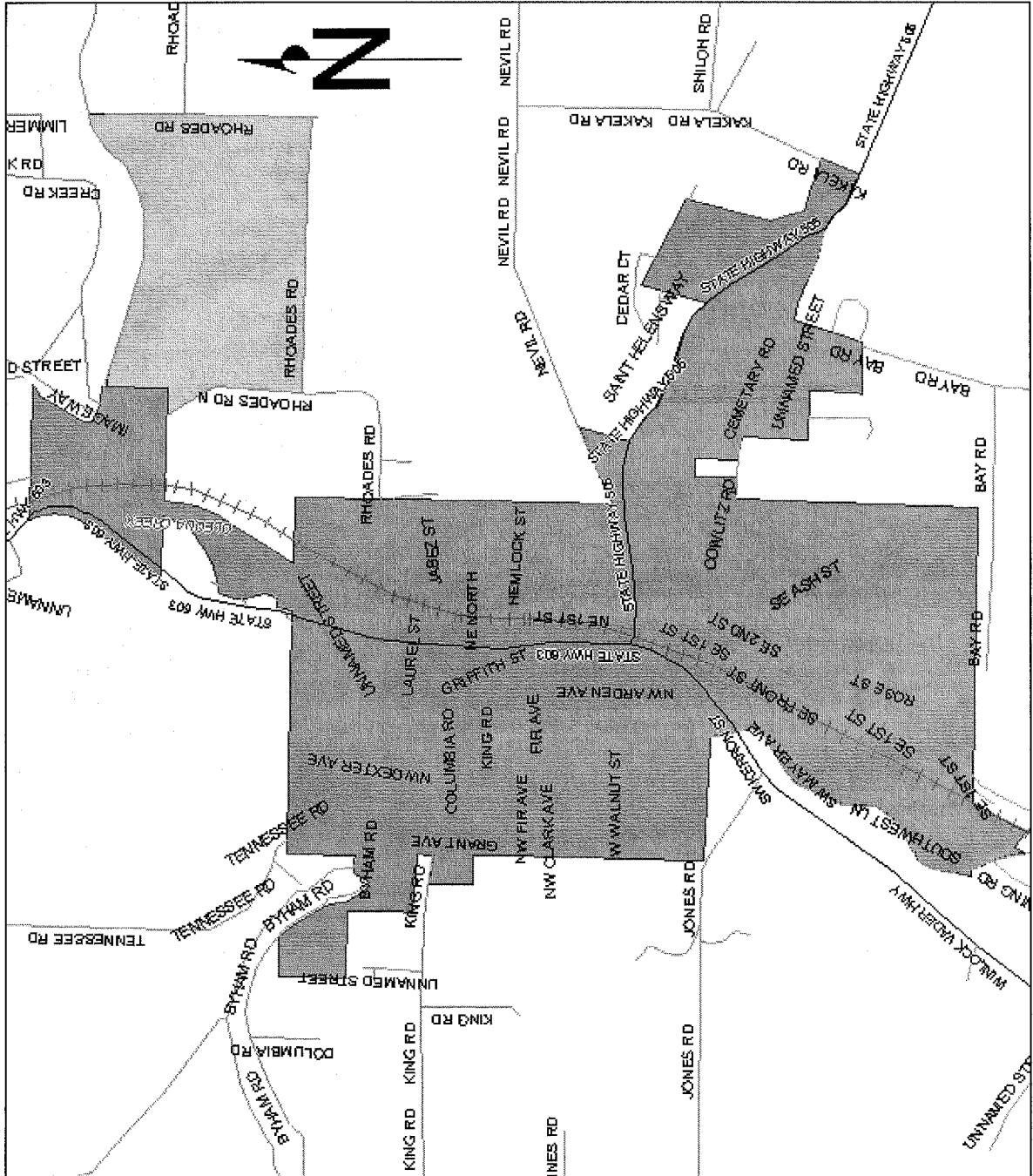
**Total Estimated Driving Time from Olympia: 32 minutes**  
**Total Distance: 30.71 miles**



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# CITY MAP

## Winlock



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# OPERATIONS MAP KEY

**MAP REDACTED**

# PLAT MAP KEY

MAP REDACTED

## **ROLES AND RESPONSIBILITIES OF THE SERVICE PROVIDERS**

Infrasource Contractors (IFS) performs the installation of new customer construction on both residential and commercial gas services. They perform gas system upgrades and replacements, as well as, gas system operation and maintenance. In addition, (IFS) responds to breaks at the request of PSE Gas Dispatch.

# Centralia/Chehalis EMERGENCY RESPONSE PLAN

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# EMERGENCY RESPONSE PLAN

## Centralia/Chehalis

### How Centralia/Chehalis will be served

#### Regular business hours:

During regular business hours we will utilize employees who are working in Centralia/Chehalis. This could include Gas First Response, SC&P, or Infrasource personnel.

#### After Hours:

We have identified those gas employees that live in and in close proximity to Centralia/Chehalis. Outside of normal business hours we will contact the Gas First Response employees who live in Centralia/Chehalis. (If these employees know they will be unavailable they will notify Dispatch). If the resident employees are not available, we will notify the staff identified that lives near Centralia/Chehalis, if that fails, we will move First Responders per the standard callout process, which dispatch the closest GFR personnel to the problem.

#### Floods:

Lewis County has had numerous 100-year floods in the past several years; this area is prone to flooding. This area may be closed to any traffic except for emergency vehicles and local traffic. In the past I-5 has been shut down. During flooding, the best way to get there may be through Littlerock or Bucoda. The Cities of Centralia, Chehalis and Lewis Co. generally inform PSE of any wash outs or any other road problems. Portions of the distribution system may need to be shut down in case of flooding.

#### Alternative Access:

If access by conventional means is unavailable, you may be able to deliver personnel and materials to the Centralia/Chehalis area by helicopter. The System Manager (**NUMBER REDACTED**) or (**NUMBER REDACTED**) on duty should be called to arrange helicopter support.

## **PSE STAFF WHO RESIDE IN CENTRALIA/CHEHALIS**

**(NAME REDACTED)** (Gas)  
**(ADDRESS REDACTED)**  
Centralia, WA 98531  
Home phone: **(NUMBER REDACTED)**  
Cell Phone: **(NUMBER REDACTED)**  
Pager: **(NUMBER REDACTED)**

**(NAME REDACTED)** (Gas)  
**(ADDRESS REDACTED)**  
Centralia, WA 98531  
Home: **(NUMBER REDACTED)**  
Pager: **(NUMBER REDACTED)**  
Cell: **(NUMBER REDACTED)**

**(NAME REDACTED)** (Gas)  
**(ADDRESS REDACTED)**  
Chehalis, WA 98532  
Home phone: **(NUMBER REDACTED)**  
Cell phone: **(NUMBER REDACTED)**  
Pager: **(NUMBER REDACTED)**

**(NAME REDACTED)** (Gas)  
**(ADDRESS REDACTED)**  
Olympia, WA 98579  
Home phone: **(NUMBER REDACTED)**  
Cell phone: **(NUMBER REDACTED)**  
Pager: **(NUMBER REDACTED)**

## **PSE STAFF WHO WORK IN CENTRALIA/CHEHALIS**

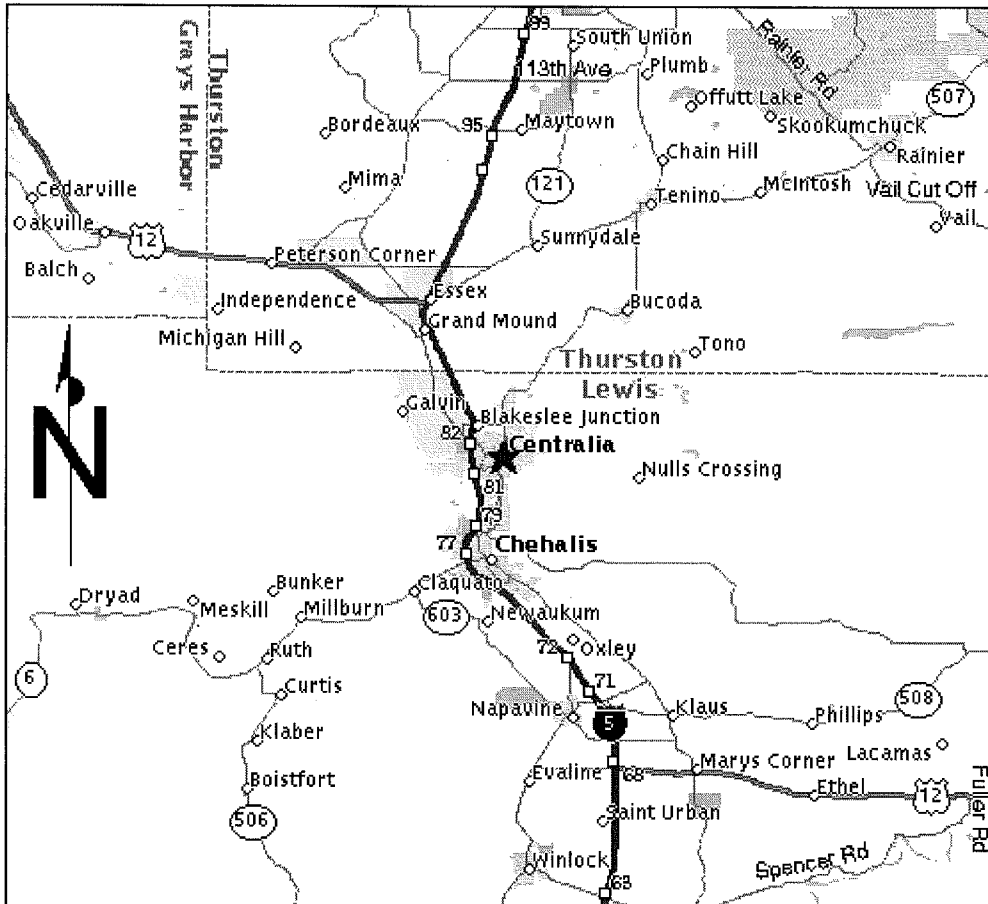
**(NAME REDACTED)** (Gas)  
**(ADDRESS REDACTED)**  
Chehalis, WA 98532  
Home phone: **(NUMBER REDACTED)**  
Cell phone: **(NUMBER REDACTED)**  
Pager: **(NUMBER REDACTED)**

# DIRECTIONS/CENTRALIA OPERATING BASE (From Olympia)

## 1. DIRECTIONS REDACTED

**Total Estimated Driving Time from Olympia: 31 minutes**

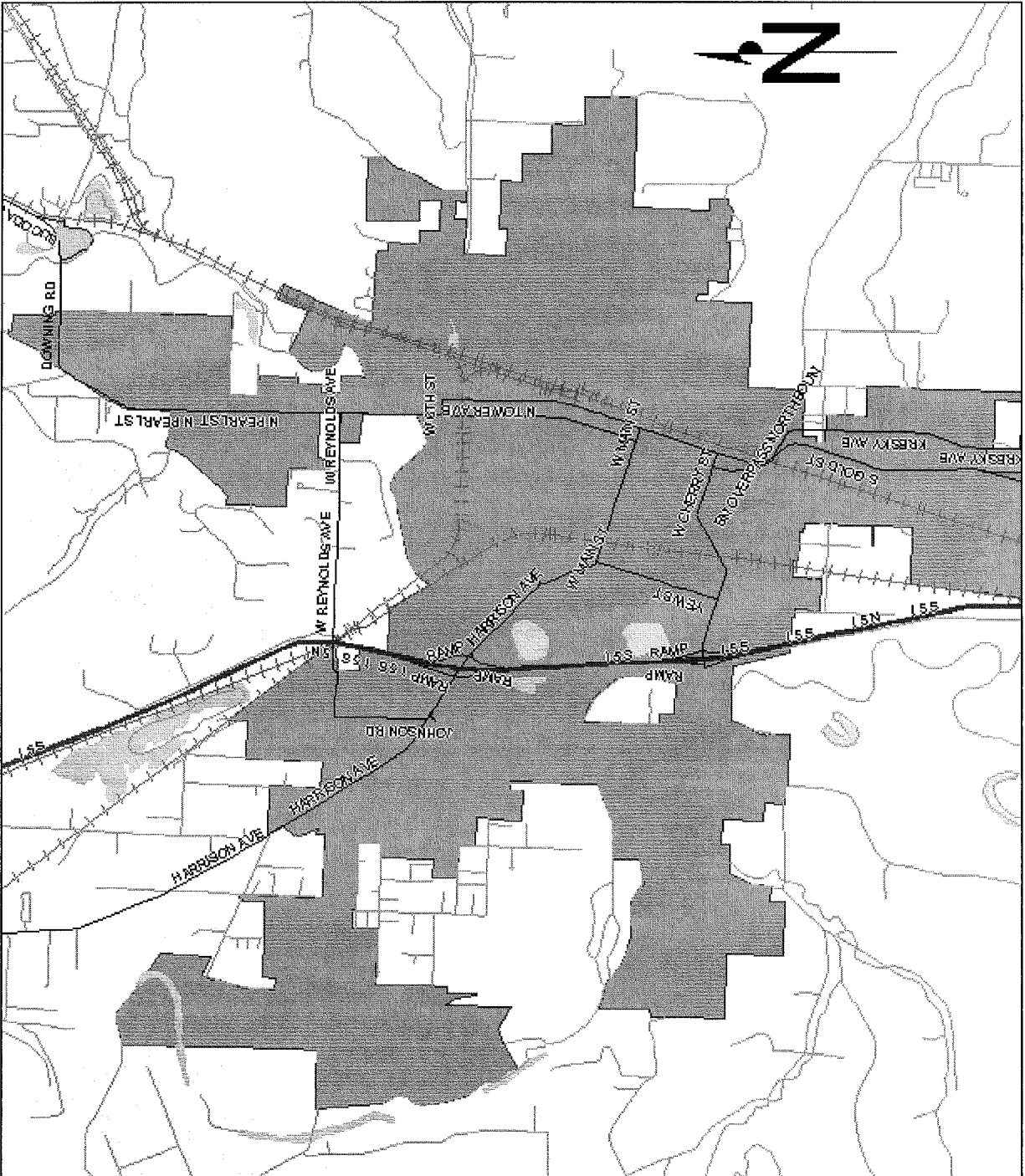
**Total Distance: Approximately 28 miles**



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# CITY MAP Centralia



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# **OPERATIONS MAP KEY**

## **Centralia**

**MAP REDACTED**

# **PLAT MAP KEY**

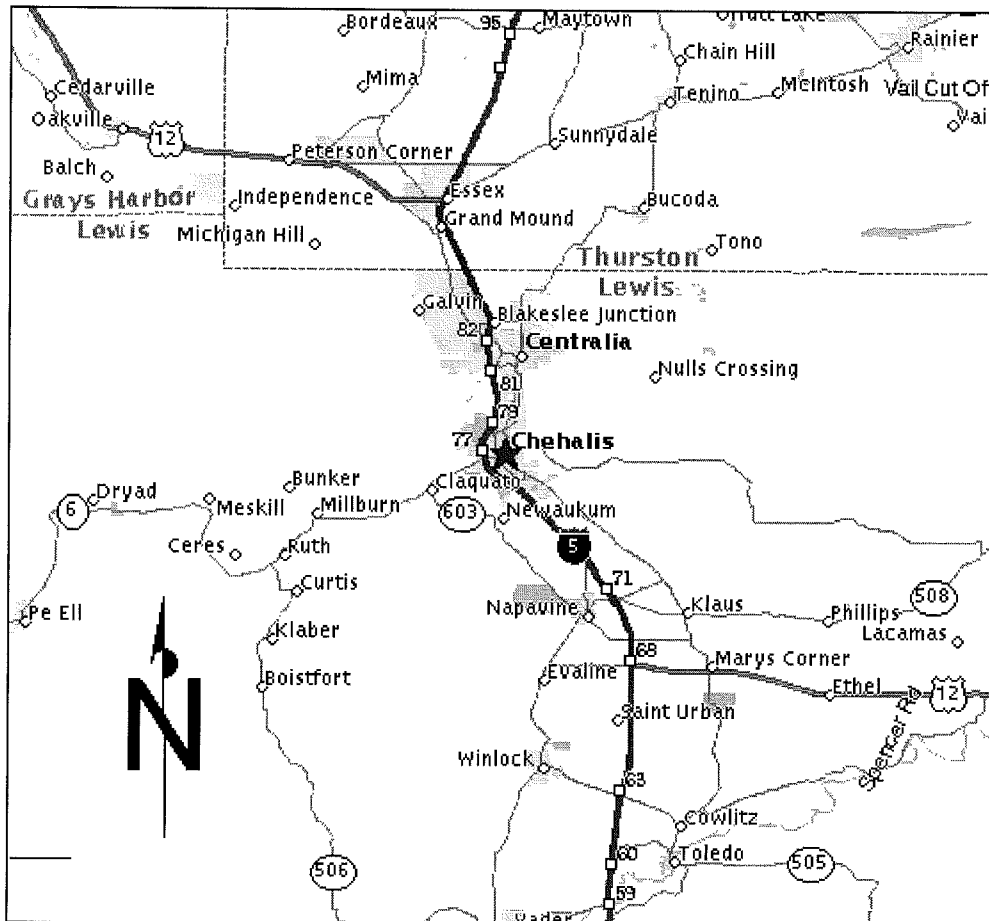
## **Centralia**

**MAP REDACTED**

# DIRECTIONS/CHEHALIS (From Olympia)

***DIRECTIONS REDACTED***

**Total Estimated Driving Time from Olympia: 32 minutes**  
**Total Distance: 30.71 miles**



*Pagination on redacted version may differ from original due to redaction and font change.*



# **OPERATIONS MAP KEY**

## **Chehalis**

**MAP REDACTED**

# **PLAT MAP KEY**

## **Chehalis**

**MAP REDACTED**

## **ROLES AND RESPONSIBILITIES OF THE SERVICE PROVIDERS**

Infrasource Contractors (IFS) performs the installation of new customer construction on both residential and commercial gas services. They perform gas system upgrades and replacements, as well as, gas system operation and maintenance. In addition, IFS responds to breaks at the request of PSE Gas Dispatch.