

PUBLIC AWARENESS PROGRAM FIELD AUDIT

Audit Date: Oct 10, 11, &12, 2011	Name of Operator: ExxonMobil Oil Corporation
H.Q. Address 800 Bell St Room 603-L Houston, Texas 77002	Company Official: Larry Hawthorne
	Title: Pipeline Safety Advisor
	Phone number: 903-654-5345
	Fax Number: 903-654-5302
Inspection Team:	Operator Personnel in Interview: (Name & Phone Number)
1. Kuang Chu, UTC	1. Laura Sleevi 509-534-8132
2.	2. Larry Doc Hawthorne 903-654-5345
3.	3. Dave Benard (4) Dave Ort (5) Emily Moeller

Instructions: Check (or mark) the appropriate box: "Yes," "No" or "N/A." If further comments are necessary, check (or mark) the comment box and write the comment in the "comments" section below the questions and/or attach a comments sheet when necessary. **These questions are to be verified in the field. Certain questions will have corresponding Desk Audit questions on a separate audit form.**

		Yes	No	N/A	Comment
1.	1162 Section 2: Management Commitment (Must be verified in field if no PHYSICAL copy included in plan)				
	a. Does the statement include the name and title of the appropriate authority (the person(s) with authority to authorize funding)? Page 9	X			
	b. Does the statement include the signature of the appropriate authority (the person(s) with authority to authorize funding)?	X			
	c. Are copies of approved city ordinances, etc., included where applicable			X	
2.	1162 Section 4: Message Content (These are required in written plan. They will need verification in field)				
Affected Public: Including customers & residents living along the pipeline route	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]				
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. damage prevention awareness	X			
	e. how and where to get more information	X			
	f. One-call requirements [192.616(d)(1)]	X			
	g. Emergency communications [192.616(d)(5)]	X			
Emergency Officials	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. emergency preparedness and response	X			
	e. how and where to get more information	X			
	f. emergency communications [192.616(d)(5)]	X			
	g. One-call requirements [192.616(d)(1)]	X			
Comments:					

		Yes	No	N/A	Comment
2. (Continued)	1162 Section 4: Message Content (These are required in written plan. They will need verification in field)				
Local Public Officials	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. emergency preparedness and response	X			
	e. right-of-way encroachments	X			
	f. how and where to get more information	X			
	g. emergency communications [192.616(d)(5)]	X			
	h. construction/maintenance activities	X			
	i. One-call requirements [192.616(d)(1)]	X			
Excavators/ Contractors	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. damage prevention awareness	X			
	e. pipeline location information	X			
	f. how and where to get more information	X			
	g. One-call requirements [192.616(d)(1)]	X			
	h. emergency communications [192.616(d)(5)]	X			
3.	1162 Section 4 (4.4.1): PRIORITY MESSAGE (Message should be written in plan and verified in Field) Does the program identify the message for Emergency and Public Officials as protecting people first and then property as the TOP priority message?	X			
<p>Comments: These words or emphasis should be written in plan: Message should be written in plan and verified in Field. Does the program identify the message for Emergency and Public Officials as protecting people first and then property? Doc Hawthorne- Pipeline Safety Advisor will review plan for priority message and contact Program Administrator of change to manual.</p>					

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		Yes	No	N/A	Com-ment
4.	1162 Section 5: Delivery Method				
Affected Public:	(From written plan – Does operator provide applicable documentation?)				
LDC Customers	1. Bill Stuffer – required minimum			x	
Baseline	1. Public service announcements			x	
	2. Paid Advertising			x	
	3. Other:			x	
Supplemental	1. Public service announcements			x	
	2. Paid advertising			x	
	3. Targeted distribution of print material			x	
	4. Newspaper and magazine advertisements			x	
	5. Community events			x	
	6. Community newsletters			x	
	7. Other:			x	
Emergency Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Print Materials-	x			
	2. Group Meetings	x			
	3. Other- (Good Neighbor Grant Program) each year	x			
Supplemental:	1. Telephone calls- (PL-2339 form available)	x			
	2. Personal contact	x			
	3. Videos and/or CDs (available from Public Affairs)	x			
	4. Other: LEPC meetings-	x			
Local Public Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Targeted distribution of printed materials			x	
	2. Other			x	
Supplemental:	1. Group meetings			x	
	2. Telephone calls			x	
	3. Personal contact			x	
	4. Other- Drills-	x			
Excavators/ Contractors	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Once-Call center outreach – One Call Center for Excavation	x			
	2. Group meetings			x	
	3. Other -	x			
Supplemental	1. Personal contact			x	
	2. Videos and/or CDs			x	
	3. Open houses			x	
	4. Targeted distribution of print materials	x			
	5. Other-			x	
Comments: One call are made for any excavation inside the fence. Contractor Work shop conducted each year with Contractors.					

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		Yes	No	N/A	Com- ment		
5.	1162 Section 5: Delivery Frequencies (These are required in the written plan)						
Affected Public:							
LDC Customers?	Does documentation show at least twice per year?			x			
Residents along the LDC system?	Does documentation show at least once per year?			x			
Emergency Officials	Does documentation show at least once per year?	x					
Local Public Officials	Does documentation show at least once every three years?	x					
Excavators/ Contractors	Does documentation show at least once per year?	x					
6.	1162 Section 6: Supplemental messages: Does the plan consider whether supplemental messages are necessary for special circumstances and explain why or why not? (These will need to be verified in field where applicable)	x					
Circle the examples below that apply:							
	1. Large excavator projects						
	2. Non-resident business owners (i.e., just workers occupy buildings(s) - owner that receives bill is in another location and/or state and tenant farmers)						
	3. Farming activities						
	4. Railroads						
	5. Other						
7.	1162 Section 7: Program Implementation						
	Is there documentation verifying the program has been implemented?	x					
8.	1162 Section 7: Recordkeeping	LDC Public	Emer. Ofcs	Pub. Ofcs	Excavator/ Contractor	N/A	Com- ment
Can the Operator Document the following: (Write "Y" for Yes" and "N" for No under each applicable stakeholder audience)							
	a. Lists, Records and other documentation of stakeholder audiences?	x					
	b. Copies of all materials used?	x					
	c. Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented?	x					
	d. Records of effectiveness assessments?	x	x	x	x		API
	e. Records of annual assessments and/or audits?	x	x	x	x		
	f. Any record of feedback received and collected from audiences in response to the program?	x	x	x	x		
	g. Records of follow-up actions and expected results	x	x	x	x		
	h. Have records been maintained for five (5) years?	x	x	x	x		
Comments: Record of assessment conducted yearly under OIMS 10A							

		Yes	No	N/A	Com- ment
9.	1162 Section 8: ANNUAL REVIEW (This is required in the written plan – needs field documentation.)				
	a. Does the annual audit ensure the Plan meets the minimum requirements of the regulation?	X			
	b. Does the annual audit ensure all actions called for in the Plan have been carried out as specified in the Plan?	X			
	c. Are records of the annual audit maintained by the Program Administrator?	X			
10.	1162 Section 8: Evaluation Results				
	Has the operator issued the results of the evaluation (review), shared it with upper management and sought internal feedback?	X			
11.	1162 Section 8: Continuous Improvement Conducted:				
	a. Has the operator modified its program based on its evaluation?	X			
	b. Are these changes documented?	X			
	c. Have these changes been implemented?	X			
	COMMENTS:				
12.	1162 Section 8: Effectiveness Assessment (This is required upon design or re-design of materials and/or messages)				
	a. Pre-tested Materials:				
	b. Date Pre-test conducted:	X			
13.	1162 Section 8: Effectiveness Assessment (Required to be done no more than FOUR years apart)				
	a. Last Survey of Targeted Audiences::				
	b. Date of last effectiveness assessment:				
	c. Has the operator documented the results of evaluating the program for effectiveness?	X			
	Explain: OIMS 10 Plan has annual review of Public Awareness Plans				
Comments:					