

PUBLIC AWARENESS PROGRAM FIELD AUDIT

Audit Date: May 2-6, 2011	Name of Operator: Williams Gas Pipeline-West
H.Q. Address Williams Gas Pipeline – West 2800 Post Oak Blvd. MC 1060/12314 Houston, TX 77056	Company Official: Randy Barnard
	Title: President
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Inspection Team:	Operator Personnel in Interview: (Name & Phone Number)
1. Kuang Chu/UTC	1. Boyd Schow, (801) 201-5934
2.	2. Dustin Wallis, (801) 584-6599
3.	3.

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.**

PAP = Williams Public Awareness Plan

		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)?	X			PAP Sec. 2.0
	b. Does the statement include the signature of the appropriate authority (the person(s) with authority to authorize funding)?	X			PAP Sec. 2.0
	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			PAP Sec 6.1.1.1
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			PAP Sec 6.1.1.2
	c. leak recognition and response [192.616(d)(3 &4)]	X			PAP Sec 6.1.1.5
	d. damage prevention awareness	X			PAP Sec 6.1.1.3
	e. how and where to get more information	X			PAP Sec 6.1.1.7
	f. One-call requirements [192.616(d)(1)]	X			PAP Sec 6.1.1.4
	g. Emergency communications [192.616(d)(5)]	X			PAP Sec 6.1.1.7
	Emergency Officials	a. pipeline purpose and reliability	X		
b. hazards & prevention measures undertaken [192.616(d)(2)]		X			PAP Sec 6.2.1.2
c. leak recognition and response [192.616(d)(3 &4)]		X			PAP Sec 6.3.1.12
d. emergency preparedness and response		X			PAP Sec 6.2.1.3
e. how and where to get more information		X			PAP Sec 6.2.1.7
f. emergency communications [192.616(d)(5)]		X			PAP Sec 6.2.1.7

g. One-call requirements [192.616(d)(1)]	X		PAP Sec 6.2.1.13
<p>Comments: For our 2011 mailing, messages noted above can be found in the following printed pieces:</p> <p>Affected Public:</p> <ul style="list-style-type: none"> a. pipeline purpose & reliability –2011 Affected Public Letter; 2011 Get the Facts letter insert b. hazards & prevention measures undertaken – 2011 Affected Public Letter; 2011 Get the Facts letter insert c. leak recognition and response –2011 Affected Public Letter; 2011 Get the Facts letter insert d. damage prevention awareness – 2011 Affected Public Letter; 2011 Get the Facts letter insert e. how and where to get more information –2011 Affected Public Letter; 2011 Get the Facts letter insert f. One-call requirements - 2011 Get the Facts letter insert g. emergency communications – 2011 Affected Public Letter; 2011 Get the Facts letter insert <p>Emergency Officials</p> <ul style="list-style-type: none"> a. pipeline purpose & reliability –2011 Emergency Responder Letter; 2011 Emergency Responder Fact Sheet; Online Training b. hazards & prevention measures undertaken – 2011 Emergency Responder Fact Sheet; Online Training c. leak recognition and response –2011 Emergency Responder Fact Sheet; Online Training d. emergency preparedness and response – 2011 Emergency Responder Fact Sheet; Online Training e. how and where to get more information – 2011 Emergency Responder Letter; 2011 Emergency Responder Fact Sheet; Online Training f. emergency communications – 2011 Emergency Responder Letter; 2011 Emergency Responder Fact Sheet; Online Training g. One-call requirements – 2011 Emergency Responder Fact Sheet; Online Training 			

		Yes	No	N/A	Com-ment
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			PAP Sec 6.3.1.1
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			PAP Sec 6.2.1.2
	c. leak recognition and response [192.616(d)(3 &4)]	X			PAP Sec 6.2.1.11
	d. emergency preparedness and response	X			PAP Sec 6.2.1.3
	e. right-of-way encroachments		X		
	f. how and where to get more information	X			PAP Sec 6.2.1.6
	g. emergency communications [192.616(d)(5)]	X			PAP Sec 6.2.1.6
	h. construction/maintenance activities	X			PAP Sec 8.5
	i. One-call requirements [192.616(d)(1)]	X			PAP Sec 6.3.1.4
Excavators/ Contractors	a. pipeline purpose and reliability	X			PAP Sec 6.4.1.1
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			PAP Sec 6.4.1.2
	c. leak recognition and response [192.616(d)(3 &4)]	X			PAP Sec 6.4.1.5
	d. damage prevention awareness	X			PAP Sec 6.4.1.3
	e. pipeline location information	X			PAP Sec 6.4.3.1
	f. how and where to get more information	X			PAP Sec 6.4.1.6
	g. One-call requirements [192.616(d)(1)]	X			PAP Sec 6.4.1.4
	h. emergency communications [192.616(d)(5)]	X			PAP Sec 6.4.1.6
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			PAP Sec 6.2.1.11 6.3.1.10
		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				
	3. Other:				
Supplemental	1. Public service announcements		X		
	2. Paid advertising		X		
	3. Targeted distribution of print material	X			PAP Sec 8.1
	4. Newspaper and magazine advertisements		X		
	5. Community events		X		
	6. Community newsletters		X		
	7. Other:	X			PAP Sec 8.1
Emergency	(From written plan – Does operator provide applicable				

Officials:	documentation?)				
Baseline:	1. Print Materials	X			PAP Sec 8.2
	2. Group Meetings	X			PAP Sec 8.2
	3. Other				
Supplemental:	1. Telephone calls		X		
	2. Personal contact	X			PAP Sec 8.2
	3. Videos and/or CDs		X		
	4. Other:	X			PAP Sec 8.2
Local Public Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Targeted distribution of printed materials	X			PAP Sec 8.3
	2. Other	X			PAP Sec 8.3
Supplemental:	1. Group meetings	X			PAP Sec 8.3
	2. Telephone calls		X		
	3. Personal contact	X			PAP Sec 8.3
	4. Other	X			PAP Sec 8.3
Excavators/ Contractors	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Once-Call center outreach	X			PAP Sec 8.4
	2. Group meetings	X			PAP Sec 8.4
	3. Other	X			PAP Sec 8.4
Supplemental	1. Personal contact	X			PAP Sec 8.4
	2. Videos and/or CDs		X		
	3. Open houses		X		
	4. Targeted distribution of print materials	X			PAP Sec 8.4
	5. Other	X			PAP Sec 8.4
		Yes	No	N/A	Comment
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			PAP Sec

	b. Does the annual audit ensure all actions called for in the Plan have been carried out as specified in the Plan?	X				PAP Sec 11.2.1
	c. Are records of the annual audit maintained by the Program Administrator?	X				PAP Sec 10
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				PAP Sec 12
	b. Are these changes documented?	X				
	c. Have these changes been implemented?	X				
	COMMENTS: A complete list of program improvements can be found in the 2010 Program Evaluation & Measurement , Section III					
12.	1162 Section 8: Effectiveness Assessment (This is required upon design or re-design of materials and/or messages)					
	a. Pre-tested Materials: 2010 HCA Safety Letter 2009 Energy You Can Count On brochure 2009 Farmers Post Card 2009 811 Post Card 2008 Excavator Collaborative Brochure					
	b. Date Pre-test conducted: 2010 HCA Safety Letter (Internal Focus Group – Jan. 2010) 2009 Energy You Can Count On brochure (Internal Focus Group – Jan. 2009) 2009 Farmers Post Card (Internal Focus Group – Jan. 2009) 2009 811 Post Card (Internal Focus Group - January 2009) 2010 Excavator Collaborative Brochure (External Focus Group – Nov. 2009)	X				
13.	1162 Section 8: Effectiveness Assessment (Required to be done no more than FOUR years apart)					
	a. Last Survey of Targeted Audiences: Affected Public – Phone survey (May 2007) Emergency Officials – Online survey (June-Aug 2010) Public Officials – Reply cards (July-Aug 2010) Excavators – Phone survey / reply cards (April – June 2010)					
	b. Date of last effectiveness assessment: January 2011					
	c. Has the operator documented the results of evaluating the program for effectiveness?	X				
	Explain: Latest results are documented in 2010 Program Evaluation and Measurement and 2010 Effectiveness Overview documents					