PUBLIC AWARENESS PROGRAM FIELD AUDIT

Audit Date: May 2-6, 2011	Name of Operator: Williams Gas Pipeline-West
H.Q. Address	Company Official: Randy Barnard
Williams Gas Pipeline – West	Title: President
2800 Post Oak Blvd.	
MC 1060/12314	
Houston, TX 77056	
	Phone number: (713) 215-2375
	Fax Number: (713) 215-2375
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						
		ified in field if no PHYSICAL copy included in plan)					
		statement include the name and title of the appropriate person(s) with authority to authorize funding)?	Х			PAP Sec. 2.0	
		statement include the signature of the appropriate authority with authority to authorize funding)?	X			PAP Sec. 2.0	
	c. Are copie	es of approved city ordinances, etc., included where applicable			Х		
2.		1162 Section 4: Message Content					
		(These are required in written plan. They will need verification in field)					
Affe	cted Public:	a. pipeline purpose and reliability	X			PAP Sec 6.1.1.1	
	uding omers	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			PAP Sec 6.1.1.2	
	esidents living g the pipeline ee	c. leak recognition and response [192.616(d)(3 &4)]	X			PAP Sec 6.1.1.5	
		d. damage prevention awareness	Х			PAP Sec 6.1.1.3	
		e. how and where to get more information	Х			PAP Sec 6.1.1.7	
		f. One-call requirements [192.616(d)(1)]	Х			PAP Sec 6.1.1.4	
		g. Emergency communications [192.616(d)(5)]	X			PAP Sec 6.1.1.7	
Em	ergency	a. pipeline purpose and reliability	X		T	PAP Sec 6.2.1.1	
Offi	icials	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)]	Х			PAP Sec 6.3.1.12	
		d. emergency preparedness and response	Х			PAP Sec 6.2.1.3	
-		e. how and where to get more information	Х			PAP Sec 6.2.1.7	
		f. emergency communications [192.616(d)(5)]	Х			PAP Sec 6.2.1.7	

Page 2 of 6

g. One-call requirements [192.616(d)(1)]	X	PAP Sec 6.2.1.13

Comments: For our 2011 mailing, messages noted above can be found in the following printed pieces:

- 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

Emergency Officials

- 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
- 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			ļ		
	verification in field)			ļ		
Local Public	a. pipeline purpose and reliability	Х			PAP 6.3.1	
Officials	b. hazards & prevention measures undertaken	х		1	PAP	
	[192.616(d)(2)]				6.2.1	
	c. leak recognition and response [192.616(d)(3 &4)]	X			PAP	
	d. emergency preparedness and response	x			6.2.1 PAP	
			ļ.,		6.2.1	
	e. right-of-way encroachments	ļ	X	-	DAD	C
	f. how and where to get more information	Х			PAP 6.2.1	
	g. emergency communications [192.616(d)(5)]	Х			PAP	Sec
	h. construction/maintenance activities	х		-}	6.2.1 PAP	
					8.5	
	i. One-call requirements [192.616(d)(1)]	Х			PAP 6.3.1	
		L	<u> </u>	1		
Excavators/	a. pipeline purpose and reliability	X			PAP 6.4.1	
Contractors	b. hazards & prevention measures undertaken	X			PAP	
	[192.616(d)(2)]				6.4.1	
	c. leak recognition and response [192.616(d)(3 &4)]	X			PAP 6.4.1	
	d. damage prevention awareness	X			PAP	Sec
		X	ļ	 	6.4.1 PAP	.3
	e. pipeline location information	^		1	6.4.3	
	f. how and where to get more information	Х			PAP	
	g. One-call requirements [192.616(d)(1)]	X		 	6.4.1 PAP	
			ļ		6.4.1	.4
	h. emergency communications [192.616(d)(5)]	X		ĺ	PAP 6.4.1	
	<u> </u>					
3. 1162 Sec	tion 4 (4 4 1): PRIORITY MESSAGE	X		-	PAP	Sec
1102 500	tion 4 (4.4.1): PRIORITY MESSAGE	X			PAP 6.2.1	Sec .11
(Message sh	ould be written in plan and verified in Field) Does the	X			PAP	Sec .11
(Message sh		X			PAP 6.2.1	Sec .11
(Message sh	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as	X	Yes	No	PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as ecople first and then property as the TOP priority message?	X	Yes	No	PAP 6.2.1 6.3.1	Sec .11
(Message sh	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as ecople first and then property as the TOP priority message? 1162 Section 5: Delivery Method	X	Yes	No	PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as ecople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable	X	Yes	No	PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p	entify the message for Emergency and Public Officials as eeople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?)	X	Yes	No	PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as beople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum	X	Yes	No	PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as eeople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements	X	Yes	No	PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as ecople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising	X	Yes	No	PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p 4. Affected Public: LDC Customers Baseline	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as eeople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other:	X	Yes		PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p 4. Affected Public: LDC Customers Baseline	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as reople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other: 1. Public service announcements	X	Yes	No X X	PAP 6.2.1 6.3.1	Sec .11 .10
(Message sh program ide protecting p 4. Affected Public: LDC Customers Baseline	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as reople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other: 1. Public service announcements 2. Paid advertising	X	Yes	X	PAP 6.2.1 6.3.1	Comment
(Message sh program ide protecting p 4. Affected Public: LDC Customers Baseline	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as reople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other: 1. Public service announcements	X		X	PAP 6.2.1 6.3.1	Comment PAP Sec
(Message sh program ide protecting p	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as reople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other: 1. Public service announcements 2. Paid advertising 3. Targeted distribution of print material	X		X	PAP 6.2.1 6.3.1	Comment PAP
(Message sh program ide protecting p 4. Affected Public: LDC Customers Baseline	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as reople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other: 1. Public service announcements 2. Paid advertising 3. Targeted distribution of print material 4. Newspaper and magazine advertisements	X		X	PAP 6.2.1 6.3.1	Comment PAP Sec
(Message sh program ide protecting p 4. Affected Public: LDC Customers Baseline	1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other: 1. Public service announcements 2. Paid advertising 3. Other: 4. Newspaper and magazine advertisements 5. Community events	X		X	PAP 6.2.1 6.3.1	Comment PAP Sec
(Message sh program ide protecting p 4. Affected Public: LDC Customers Baseline	ould be written in plan and verified in Field) Does the entify the message for Emergency and Public Officials as reople first and then property as the TOP priority message? 1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other: 1. Public service announcements 2. Paid advertising 3. Targeted distribution of print material 4. Newspaper and magazine advertisements	X		X X X	PAP 6.2.1 6.3.1	Comment PAP Sec 8.1
(Message sh program ide protecting p 4. Affected Public: LDC Customers Baseline	1162 Section 5: Delivery Method (From written plan – Does operator provide applicable documentation?) 1. Bill Stuffer – required minimum 1. Public service announcements 2. Paid Advertising 3. Other: 1. Public service announcements 2. Paid advertising 3. Other: 4. Newspaper and magazine advertisements 5. Community events 6. Community newsletters	X	X	X X X	PAP 6.2.1 6.3.1	Comment PAP Sec

Officials:	documentation?)				
Baseline:	1. Print Materials	X			PAP Sec
					8.2
	2. Group Meetings	Х			PAP
					Sec
	3. Other				8.2
Supplemental:	1. Telephone calls		Х		
Supplemental.	2. Personal contact	X	^		PAP
	2. I disolial contact			İ	Sec
			ļ <u>, </u>		8.2
	3. Videos and/or CDs		Х	ļ	
	4. Other:	X	<u> </u>		PAP Sec
					8.2
Local Public	(From written plan – Does operator provide applicable	11			
Officials:	documentation?)				
Baseline:	Targeted distribution of printed materials	X	T	T	PAP
					Sec
	2. Other	X		-	8.3 PAP
	Z. Other	^		1	Sec
				ļ	8.3
Supplemental:	1. Group meetings	, X			PAP
				İ	Sec 8.3
	2. Telephone calls		X	†	0.0
	3. Personal contact	X	<u> </u>	† · ·	PAP
					Sec
	4. O4	X		 	8.3 PAP
	4. Other	^			Sec
					8.3
Excavators/	(From written plan – Does operator provide applicable		+		
Contractors	documentation?)				
Baseline:	1. Once-Call center outreach	X		1	PAP
					Sec
		X		 	8.4 PAP
	2. Group meetings	^			Sec
					8.4
	3. Other	X			PAP
					Sec 8.4
Supplemental	1. Personal contact	X	 	†	PAP
o approximation.	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			ľ	Sec
	0. 1/1 1/ 00	_	X		8.4
	2. Videos and/or CDs	-	X		ļ <u>.</u>
	3. Open houses	+x		-	PAP
	4. Targeted distribution of print materials	^		ļ	Sec
			ļ		8.4
	5. Other	X			PAP
					Sec 8.4
		Yes	No	N/A	Com-
			L		ment
5.	1162 Section 5: Delivery Frequencies				
	(These are required in the written plan)				
Affected Public:					
Affected Fublic.	Does documentation show at least twice per year?			X	
LDC Customers?			·	•	
LDC Customers? Residents along the	LDC Does documentation show at least once per year?			X	
LDC Customers?	LDC Does documentation show at least once per year?			X	

The contractors Sec	Opulated of 1707					rage	, 51 0	
Sec T.3 PAP Sec T.4	· · · · · · · · · · · · · · · · · · ·							7.2
Cacavators Does documentation show at least once per year? X PAP Sec Tr.	Local Public Officials	Does documentation show at least or	nce every	three ye	ars?	X		PAP
Does documentation show at least once per year? X		•						1
The contractors The contra	TANK		ar mayan					
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) Circle the examples below that apply: Large excavator projects	Excavators/	Does documentation show at least or	nce per y	ear?		×		
Section 0: 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) Circle the examples below that apply: Large excavator projects	Contractors							
Section 0: 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) Circle the examples below that apply: Large excavator projects	6 1160 C ()					X		ГРАР
special circumstances and explain why or why not? (These will need to be verified in field where applicable) 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 - Schools 7. 1162 Section 7: Program Implementation Is there documentation verifying the program has been implemented? 8. 1162 Section 7: Recordkeeping 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? b. Copies of all materials used? c. Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented? d. Records of effectiveness assessments? q. Records of follow-up actions and expected results N. N. N. N. N. N. N. N. N. N. N. N. N. N	1102 Section o					^		
Verified in field where applicable Circle the examples below that apply: Large excavator projects								9.0
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was implemented? d. Records of effectiveness assessments? e. Records of annual assessments and/or audits? f. Any record of feedback received and collected from audiences in response to the program? g. Records of follow-up actions and expected results h. Have records been maintained for five (5) years? Comments: Official records are maintained by the Public Awareness Administrator in Houston. Copies are available on the WGP Public	c. Records of payme	ents for mailings, advertisements,	Y	Υ	Y	Y		
d. Records of effectiveness assessments? e. Records of annual assessments and/or audits? f. Any record of feedback received and collected from audiences in response to the program? g. Records of follow-up actions and expected results h. Have records been maintained for five (5) years? Comments: Official records are maintained by the Public Awareness Administrator in Houston. Copies are available on the WGP Public		penditures indicating the program	1					
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Official records are maintained by the Public Awareness Administrator in Houston. Copies are available on the WGP Public	n. Have records bee	n maintained for five (5) years?	1	<u> </u>		1		J
	Comments: Official records are maintained Education SharePoint site.	d by the Public Awareness Administrator in	Houston.	Copies ar	e availat	ole on the WG	P Public	

		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			PAP Sec 11.2.1

	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?	Х		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:			<u> </u>
	a. Has the operator modified its program based on its evaluation?	Х		PAP
	b. Are these changes documented?	Χ		 Sec 12
	c. Have these changes been implemented?	Х		
	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?	Х		
	Explain: Latest results are documented in 2010 Program Evaluation and Measurement and 2010 Effectiveness Overview documents			