

Good Morning, I am Bill Kiger, President of PA One Call (PA 811), which is a PA non-profit public safety organization with its headquarters in West Mifflin, PA. We will celebrate our 45th year of 24/7 notification service to Excavators in 2017.

PA 811 is governed by a 36 member Board, 32 elected stakeholders from each Utility Type and 4 state appointees which have been in our UULP law since 1996. Our purpose is to prevent excavation damage to underground lines and facilities. Our Mission: To promote safety, we provide an efficient and effective communications network among project owners, designers, excavators, and facility owners. An annual Auditor General audit was also a part of the law from 1987- 2006 when the Auditor General determined that a copy of the Commercial Audit provided would suffice. Membership is currently at 3,538 facility owner members nearly twice that of the next largest 811 center. While our call volume has continued to rise since the shale gas and pipeline era blossomed in 2008, all reported damages have continued to trend down. (See Attachment)

Nationally, excavation has been the single highest cause of pipeline issues as determined by PHMSA for several decades. Advanced notification significantly reduces related damage and leaks. An excavator cannot feel safe only as long as all underground lines are clearly identified. More than half of the shale gas pipeline members of Marcellus Shale Coalition support pipeline safety through participation in One Call, and 42 of Pennsylvania Independent Oil & Gas Association's 88 producer members currently participate in PA One Call's program. The "member" that had its 12" high pressure line hit, by the dozer operator, in Armstrong County did not notify 811, died from his burns early this year. That Producer and its contractors called hundreds of times during the years 2010-15 while they were installing their 12" line, in multiple Counties protecting their employees and contractors. This Producer has both Conventional and Unconventional wells in 9 Counties although they only registered for notifications in the municipality in which their offices are located.

PA One Call invests well over a million dollars each year to educate designers, excavators, plumbers, horizontal directional drilling contractors, and home owners to prevent injury, protect Pennsylvanians and our critical pipeline infrastructure. PA 811 has created an awareness of the pipelines and facilities that provide the necessities of our everyday life -- the energy that warms us, generates the electric that serves our homes and offices. Pipeline-delivered energy plays a roll, in just about everything that moves. All of the buildings, homes, businesses, and churches were built from the ground up using this energy and will continue to, in our life time and likely our children's as well. Even the research and manufacturing to transition to renewable energy uses pipeline-delivered energy to build in its manufacturing, being transported to its final locations, and for the parts it is made of.

In the 42 years I have worked in Damage Prevention, "One Call" has become the "Keystone" in the state, nation, and world. 811 is nationwide. No other public safety service (#-1-1) was nationwide on its first day. The rest of the nation will be celebrating 811's 10th Anniversary in 2017; in Pennsylvania, its 12th. Windstream Communications and Armstrong Telephone implemented 811 in May of 2005, just 2 months after the FCC dedicated the last available abbreviated dialing number (#11), to preventing damage to underground pipelines and facilities. PA One Call will celebrate its 45th year in 2017 serving the public's safety and ensuring constant utility services to all of Pennsylvania and safe transport of energy for most pipelines. PA 811 currently support 48 transmission pipelines, 193 gas pipelines, and 53 master meter operators in the 3,538 facility owner members. Excavators expect to contact ALL Underground Line owners!

Under the original PA law, Act 287 of 1974,

“User” means the public utility, municipal corporation, municipality authority, rural electric cooperative or other person who or which uses a line to provide service to one or more consumers.

“Line” means an underground conductor used in providing electric or communications service, or an underground pipe used in providing gas, oil or oil product delivery, sewage, water or other service to one or more consumers of such service.

The User in that case was required to file with each County Recorder of Deeds, each political subdivision in which its lines are located and the Users contact information to receive notice from designers, excavators and demolition contractors’ notices from these “Operators”.

Any person (Operators/Contractors) would then have to visit that County’s Recorder of Deeds office and purchase a copy of the list for each political subdivision they planned to work and notify each of them individually. Act 287 was in effect from April 10, 1975 until June 10, 1987. Very few municipals and pipelines complied in those years. In 1975 the call volume grew rapidly and the committee sought automation. PA One Call became the first computerized One Call System in September 1976. By 1977 the original “Call Kathy” and “Call JUNE” One Call programs joined forces and within a few months, offered statewide coverage. In 1979, Pennsylvania Utility Contractors Association and Western PA Constructors contacted me requesting “universal participation” due to the burden on Contractors. Excavators wanted One Call for all underground line owners, together we worked to get Act 172 passed in 1986 that went into effect in 1987; there were 99 members. During that effort, POGAM & IOGA objected and a provision was added that gathering lines 3” and less were exempt from joining. Most pipeline and municipals joined the program and PA One Call began providing coverage for hundreds beyond that point.

Initially, the gathering line owners stated joining when there were no or only a few members in the area would be fruitless. Currently counties that have conventional wells have close to or greater than 100 member facility owners. Excavators and emergency responders cannot find those owners when there is a damage or a leak since there is no registry by municipality or county but for the One Call System.

PA One Call operates 24/7 year round. We have grown from the original 6 in 1972 to 3,538 members today, it works hand in hand with Facility Owners, Emergency Responders, State and Federal Agencies and Construction Industry Associations. Our public awareness program runs year round with 9 Regional liaisons working to support awareness and training. We support the major pipeline programs; 26 in the current year helping educate emergency responders on pipeline safety thru Paradigm. 2015’s program had 24 programs with 2,970 Emergency Responder participants. We have worked to improve the safety of Pennsylvania excavators for 45 years in conjunction with the General Assembly on 6 prior legislative efforts. Pennsylvania excavators deserve the ability to notify ALL UNDERGROUND FACILITY OWNERS before they begin their work. This cannot happen with the owners of 60,000 miles of lines PIOGA testimony relates, in approximately 33 counties of Pennsylvania that were installed without inspection and in many cases are unmarked in the Class 1 areas as well. The shale stakeholders have had to spend millions of dollars over the past 10 years finding these lines thru “Subsurface Utility Engineering” (SUE) and geophysical consultants in the 30+ county area. Senator Hutchinson amended the UULP in 2006 requiring all \$400,000+ projects to use SUE.

These ideas of communication, cooperation and coordination prevent significant damage and injury in the Commonwealth. Thank You for your time.

Damages Reported to PA One Call as a Percentage of Total Tickets 1995 through September 2016

	Damages:	Tickets:	In to Out Ratio:	Damage Ticket Percentage:
Sep...	4,985	628,216	7.27	0.79%
2015	6,355	808,862	7.44	0.79%
2014	5,864	755,843	7.62	0.78%
2013	5,673	717,779	7.62	0.79%
2012	6,114	709,754	7.70	0.86%
2011	6,254	706,437	7.72	0.89%
2010	6,235	665,069	7.62	0.94%
2009	6,369	630,529	7.71	1.01%
2008	8,039	664,395	7.91	1.21%
2007	7,685	674,045	7.97	1.14%
2006	7,784	646,140	8.41	1.20%
2005	8,188	634,561	9.17	1.29%
2004	6,413	567,149	9.56	1.13%
2003	5,956	522,040	10.14	1.14%
2002	6,632	525,161	9.60	1.26%
2001	7,402	538,828	8.82	1.37%
2000	7,267	511,600	8.77	1.42%
1999	5,250	449,055	9.71	1.17%
1998	4,517	403,881	9.37	1.12%
1997	3,926	364,205	9.13	1.08%
1996	3,125	327,438	9.50	0.95%
1995	2,468	299,018	8.87	0.83%

2016 SEP PA One Call System, Inc. Membership:
 2010 Pennsylvania Census Population:
 2010 Pennsylvania Land Area in Square Miles:

3,537
 12,702,379*
 44,743*

* Source:
<http://quickfacts.census.gov/qfd/states/42000.html>

Pipeline Damage Prevention and Emergency Preparedness links for your library

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US DOT - THE STATE OF THE NATIONAL PIPELINE INFRASTRUCTURE

[http://opsweb.phmsa.dot.gov/pipelineforum/docs/Secretarys%20Infrastructure%20Report Revised%20per%20PH C 103111.pdf](http://opsweb.phmsa.dot.gov/pipelineforum/docs/Secretarys%20Infrastructure%20Report%20Revised%20per%20PH%20C%20103111.pdf)

Emergency Official Web Page

<http://primis.phmsa.dot.gov/comm/EmergencyOfficials.htm?nocache=2277>

Emergency Responder statement

<http://marcelluscoalition.org/marcellus-shale/community/>

Pipeline Industry Group that has a wealth of info available links

<http://www.pipelineawareness.org/featured-video-pipelines>

Marcellus Shale Coalition - Recommended Practices

<http://marcelluscoalition.org/category/library/recommended-practices/>

National Association of State Fire Marshalls – Pipeline Emergencies

<http://www.pipelineemergencies.com/>

National Association County Officials - Summary Report for Elected and Appointed County Officials

<http://www.naco.org/sites/default/files/documents/Pipelines-Report-June2011.pdf>

***** Building Safe Communities: Pipeline Risk and its Application to Local Development**

Decisions <http://primis.phmsa.dot.gov/comm/publications/PIPA/PIPA-PipelineRiskReport-Final-20101021.pdf>

Pennsylvania Pipeline Awareness

<http://www.pennsylvaniapipeline.com/index.html>

PIPELINE & Hazardous Material Safety Administration (PHMSA) - Gathering Line

FAQ

<http://phmsa.dot.gov/portal/site/PHMSA/menuitem.6f23687cf7b00b0f22e4c6962d9c8789/?vgnextoid=4351fd1a874c6310VgnVCM1000001ecb7898RCRD&vgnnextchannel=f7280665b91ac010VgnVCM1000008049a8c0RCRD&vgnextfmt=print>

PHMSA's Pennsylvania Page

<http://primis.phmsa.dot.gov/comm/StatePages/Pennsylvania.htm>

PHMSA PSA Banner

<http://phmsa.dot.gov/pipeline/library/pipeline-safety-awareness-archive/psa-banner>

***** Pipelines and Informed Planning Alliance**

<http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>

<http://www2.apwa.net/documents/Meetings/Congress/2009/Handouts/5328.pdf>

<http://pstrust.org/wp-content/uploads/2015/09/2015-PST-Briefing-Paper-07-Excavation-Damage-Prevention1.pdf>

<http://pstrust.org/wp-content/uploads/2015/09/2015-PST-Briefing-Paper-08-The-Need-For-Better-Planning-Near-Pipelines.pdf>

Pipeline Association for Public Awareness

<http://www.pipelineawareness.org/>

Pipeline Education

<http://www.pipeline101.com/>

Pipeline Safety Awareness & Emergency Response Programs

[http://www.pa1call.org/PA811/Public/POCS_Content/News/2015 Pipeline Safety Awareness Programs.aspx](http://www.pa1call.org/PA811/Public/POCS_Content/News/2015_Pipeline_Safety_Awareness_Programs.aspx)

***** Pipeline Safety Trust**

<http://pstrust.org/about-pipelines1/local-governments/>

<http://pstrust.org/about-pipelines1/pipelines-for-landowners>

Texas Organization

<http://pipeline-safety.org/CommonGroundAlliance>

Common Ground Alliance

[Common Ground Alliance](#)

[BEST PRACTICES Version 12.0](#)

[811 TOOLKIT](#)

[DIRT Report 2015](#)

[VAULT TECHNOLOGY LIBRARY](#)

[ADVOCACY Resource Library](#)

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NENA

Pipeline Emergency Operations Standard/Model Recommendation

INTRODUCTION

The proposed standard provides a good stepping off point to address the issues identified from the 2007 pipeline explosion in Mississippi; however, is it to be a PSAP expectation every time there is a new incident where a local agency does not subscribe to protocols that we develop a 'new' standard. Would we not be better served to learn from these experiences and partner with the protocol licensors to enhance the existing call taking tools while developing national minimum call-taking standards and corresponding training guidelines?

OPERATIONAL PROCEDURES

The 9-1-1 Centers or Public Safety Answering Points (PSAP's) located throughout the Commonwealth of Pennsylvania presently are required by legislation to have protocols covering emergency medical dispatch; however, similar protocols extending to fire (that would include pipeline leaks or similar type incidents) and law enforcement are referenced. While the Commonwealth is contemplating requirements for such protocols, some PSAP's have purchased written and software based protocols while others have established their own operational procedures for handling these types of emergencies. At a minimum, these protocols provide key questions to gather important information to ensure the safety of the callers, the general public and the emergency responders.

PROTOCOL ANALYSIS

The following pages are taken directly from the NENA Pipeline Emergency Operations Standard and Model Recommendation draft. The three areas included in the draft proposal include case entry, call-taker and dispatch protocols. Case entry questions are utilized to determine the location, caller's information and exactly what has happened. The call-taker questions determine what exactly has happened as well as providing instructions for the caller to follow. The dispatch instructions are utilize the guide the emergency responders into a safe environment as well as instructions for notifying the proper authorities.

These draft protocols were compared with the various protocols utilized by the PSAP's. Even though the draft protocols are totally inclusive of a pipeline incident, the PSAP's would not have a similar tool to gather this massive amount of information. The draft protocols seem to be designed more for the PSAP's to ascertain information which the responding emergency services should be gathering.

For each of the three areas in the draft, we included whether the PSAP protocols would or would not specify ascertaining this information and under the dispatch protocols whether the PSAP's would generally advise the responding units or entities of the different conditions listed in the draft proposal.

CONCLUSION

The proposed standard provides a baseline for a continuing educational package for pipeline incidents for the public, PSAP's and the emergency responders. However, it is not realistic to expect a PSAP to be able to train their personnel to this massive level of information gathering and knowledge of a subject. Given the vast amount of incidents handled on a daily basis, Pennsylvania's 9-1-1 Bureau believes a protocol-based standard is the more appropriate path to a solution. Much like the nationally recognized use of EMD where a Telecommunicator cannot be expected to be trained to the level of a doctor; a comparison of the standard to existing protocols with a follow-on commentary with PSAP leadership and protocol licensors may be a more appropriate response.

CASE ENTRY PROTOCOL COMPARISON

NENA PIPELINE EMERGENCY OPERATIONS STANDARD/MODEL RECOMMENDATION – CASE ENTRY PROTOCOL COMPLIANT	PSAP PROTOCOLS ALIGNED WITH NENA RECOMMENDATIONS
#1 INITIAL INTAKE AND FIRST RESPONSE CHECKLIST	
Obtain and Verify Incident Location	PSAP protocols will provide this information
Callback Number	PSAP protocols will provide this information
Contact Information	PSAP protocols will provide this information
Determine Exactly What Has Happened (Common conditions of a pipeline leak)	PSAP protocols will provide this information
➤ An odor like rotten eggs or a burnt match	PSAP protocols may provide this information
➤ A loud roaring sound like a jet engine	PSAP protocols will not provide this information
➤ A white vapor cloud that may look like smoke	PSAP protocols will not provide this information
➤ A hissing or whistling noise	PSAP protocols may provide this information
➤ The pooling of liquid on the ground	PSAP protocols will not provide this information
➤ An odor like petroleum liquids or gasoline	PSAP protocols will not provide this information
➤ Fire coming out of or on top of the ground	PSAP protocols may provide this information
➤ Dirt blowing from a hole in the ground	PSAP protocols may provide this information
➤ Bubbling in pools of water on the ground	PSAP protocols may provide this information
➤ A sheen on the surface of water	PSAP protocols will not provide this information
➤ An area of frozen ground in the summer	PSAP protocols will not provide this information
➤ An unusual area of melted snow in the winter	PSAP protocols will not provide this information
➤ An area of dead vegetation	PSAP protocols may provide this information
Maintain Control of the Call	PSAP protocols will provide this information
Communicate the Ability to HELP the Caller	PSAP protocols will provide this information
Methodically and Strategically Obtain Information through Systematic Inquiry	PSAP protocols will provide this information
Recognize urgency of situations involving release of dangerous gases or liquids of pipelines	PSAP protocols will provide this information
Perform all Information Entries and Disseminations, Both Initial and Update	PSAP protocols will provide this information

CALL-TAKER PROTOCOL

NENA PIPELINE EMERGENCY OPERATIONS STANDARD/MODEL RECOMMENDATION – CALL-TAKER PROTOCOL	PSAP PROTOCOLS ALIGNED WITH NENA RECOMMENDATIONS
#1 IF THE CALLER IS INSIDE A BUILDING AND IS REPORTING	
➤ A strong odor inside the building like rotten eggs or a burnt match	PSAP protocols will not provide this information
THE CALLER IS IN IMMEDIATE DANGER	
Evacuate the building. Tell the caller to avoid any action that might create a spark	PSAP protocols will provide this information
Do NOT start a vehicle - abandon all vehicles and equipment	PSAP protocols will provide this information
Do NOT turn on or off lights	PSAP protocols may not provide this information
Do NOT open or close windows	PSAP protocols may not provide this information
Do NOT attempt to shut any valves	PSAP protocols may not provide this information
Do NOT hang up the phone - just set it down	PSAP protocols will provide this information
Do NOT carry a cordless phone with you – just set it down	PSAP protocols will provide this information
Do NOT use cell phones until you are in a safe location away from the leak	PSAP protocols may not provide this information
Evacuate building and walk 500 feet. Do NOT hang up the phone - set it down	PSAP protocols will provide this information
Alert others to evacuate the building and keep people away	PSAP protocols will provide this information
Wait for responders to arrive	PSAP protocols will provide this information
If the situation worsens or changes in any way, and it is safe to do so, call 9-1-1 again	PSAP protocols will provide this information
2. IF THE CALLER IS WITHIN APPROXIMATELY 500 FEET OF:	
➤ A large white vapor cloud that may look like smoke	PSAP protocols will not provide this information
➤ A loud roaring sound like a jet engine coming from the ground	PSAP protocols may not provide this information
➤ A large pool of liquids that smell like petroleum or gasoline	PSAP protocols may not provide this information
➤ Dirt blowing from a small hole in the ground with a hissing or whistling noise	PSAP protocols may not provide this information
➤ A large outside area where the odor of rotten eggs or a burnt match is strong	PSAP protocols will not provide this information
THE CALLER IS IN IMMEDIATE DANGER	
Evacuate the area. Tell the caller to avoid any action that might create a spark	PSAP protocols will provide this information
Do NOT start a vehicle - abandon all vehicles and equipment	PSAP protocols will provide this information
Do NOT turn on or off lights	PSAP protocols may not provide this information
Do NOT open or close windows	PSAP protocols may not provide this information
Do NOT attempt to shut any valves	PSAP protocols may not provide this information
Do NOT hang up the phone - just set it down	PSAP protocols will provide this information
Do NOT carry a cordless phone with you – just set it down	PSAP protocols will provide this information
Do NOT use cell phones until you are in a safe location away from the leak	PSAP protocols may not provide this information
Evacuate the area on foot (upwind and uphill direction) at least 1000 feet	PSAP protocols will provide this information
Alert others to evacuate the area and keep people away	PSAP protocols will provide this information
Wait for responders to arrive	PSAP protocols will provide this information
If the situation worsens or changes in any way, and it is safe to do so, call 9-1-1 again	PSAP protocols will provide this information
3. IF CALLER IS WITHIN ONE CITY BLOCK OR APPROXIMATELY 500 FEET OF:	
➤ An area of dead vegetation	PSAP protocols may provide this information
➤ An unusual area of melted snow in the winter	PSAP protocols will not provide this information
➤ An area of frozen ground in the summer	PSAP protocols will not provide this information
➤ A sheen on the surface of water	PSAP protocols will not provide this information
➤ Bubbling in pools of water on the ground	PSAP protocols may provide this information
➤ A small area of wet ground with odor like petroleum liquids/gasoline	PSAP protocols will not provide this information
➤ An outside area where there is faint odor like rotten eggs/burnt match	PSAP protocols will not provide this information
THE CALLER IS NOT IN IMMEDIATE DANGER	
Get callback information and tell the caller to:	
If outside, stay at least 300 feet or a football field away and keep others away	PSAP protocols will not provide this information
If they are inside a building, they should stay inside and close windows	PSAP protocols may provide this information
Wait for responders to arrive	PSAP protocols will not provide this information
Do NOT attempt to shut any valves	PSAP protocols will not provide this information
If the situation worsens or changes in any way, call 9-1-1 again	PSAP protocols will provide this information

DISPATCH PROTOCOL

NENA PIPELINE EMERGENCY OPERATIONS STANDARD/MODEL RECOMMENDATION DISPATCH PROTOCOL	COUNTY DISPATCH PROTOCOL
INITIATE THE RESPONSE:	
If first responders request add'l information before they arrive on scene which may include:	
Current temperature along with wind direction and wind speed	PSAP dispatch should advise responding units
Advise units to approach cautiously from an upwind or crosswind location	PSAP dispatch will probably not advise units
If no fire, advise units that vapors may be present and keep vehicles a safe distance	PSAP dispatch may advise responding units
Avoid ignition sources, and not to park vehicles over manholes or storm drains	PSAP dispatch will probably not advise units
After initiating response, evaluate potential for escalation and notify pipeline company	PSAP dispatch would advise pipeline company
CONTACT PIPELINE COMPANY WITH SPECIFIC INFORMATION TO INCLUDE:	
Type of event (leak only, leak with fire, vapors)	PSAP dispatch would advise pipeline company
Exact location (state, county, city, street address, and coordinates if they are available)	PSAP dispatch would advise pipeline company
9-1-1 Center contact name and phone number	PSAP dispatch would advise pipeline company
What responding units have been dispatched to the scene	PSAP dispatch may advise pipeline company
Local weather conditions	PSAP dispatch may advise pipeline company
Known injuries or property damage	PSAP dispatch would advise pipeline company
9-1-1 PERSONNEL SHOULD OBTAIN ADD'T INFO RELEVANT TO RESPONSE:	
What additional hazards might be present at this location?	PSAP dispatch may advise responding units
What specific actions will the pipeline company be taking?	PSAP dispatch would advise responding units
When can pipeline company personnel be expected to arrive on scene?	PSAP dispatch would advise responding units
Can this situation escalate? If so, what is the maximum potential impact?	PSAP dispatch may not know this information