



Improving Public Awareness

Implementing RP-1162

Williams at a glance



- Operates 3 major natural gas transmission systems (WGP)
 - Transco
 - Northwest Pipeline
 - Gulfstream (50% ownership w/ Duke Energy)
- Delivers approximately 12% of natural gas consumed in U.S.
- Operates 14,400 miles of interstate natural gas pipelines



WGP Public Education Program



- Before 2005, we didn't have a coordinated public ed program
- Outreach conducted autonomously by our 50+ field locations
- Personal contact limited to directly affected landowners; ER officials
- Usage items containing emergency phone numbers
 - ✓ Calendars
 - ✓ Key Chains
 - ✓ Ink Pens



WGP Public Education Program



2004

- In 2004, our field employees personally handed out calendars to landowners who had easements on Northwest Pipeline's right of way in the state of Washington



2004 NWP Pilot Program



April 2004

- ◆ **NWP affected public pilot**
 - ✓ Tested 660' buffer in 9 Washington counties (20,000 pieces mailed)
 - ✓ Tested online survey response

June 2004

- ◆ **ER online training**
 - ✓ Tested effectiveness of online training module

2005 NWP Public Education Program



2005

- In 2005, we mailed 110,755 brochures to residents & businesses located within 660 feet of the Northwest pipeline



2006 NWP Public Education Program



2006

- In 2006, we mailed 28,352 letters to affected public in HCAs located within 660 feet up to 1,200 feet of the Northwest pipeline



2005 ER online training results



More than 270 emergency responders along the Northwest Pipeline corridor participated in Williams 2005 online training

◆ **Winners of \$1,000 each for taking online training:**

- ✓ Shane Baird, Durango fire and Rescue/Southwest Haz-Mat Team/Tristate Careflight located in Durango, Colo. -- Moab district
- ✓ Trever Munsch, North Bonneville Fire Department, North Bonneville, Wash. -- Battle Ground district
- ✓ Craig Johnson, Bellingham Police Department, Bellingham, Wash. – Sumas district

2006 ER online training results



More than 605 emergency responders along the Northwest Pipeline corridor participated in Williams 2006 online training

◆ **Winners of \$1,000 each for taking online training:**

- ✓ David Bond, Mount Vernon Fire Department - Sumas
- ✓ Mike Crockett, SCFD#7, Snohomish - Redmond
- ✓ Doielle Whitney, Pocatello Police Dispatch Center – Pocatello

◆ **Online training is in addition to personal meetings with emergency responders**

Recommended Practice 1162



What is different?

- ◆ **More stakeholders, more frequency, more documentation than in the past**
- ◆ **Establishes baseline program with program expansion elements (i.e. scalability)**
- ◆ **Evaluate program effectiveness**
- ◆ **Operators must educate the public on:**
 - ✓ **The use of a One-Call notification system prior to excavation**
 - ✓ **Hazards associated with unintended releases**
 - ✓ **Physical indications that a release may have occurred**
 - ✓ **Steps that should be taken in the event of a release**
 - ✓ **How to report such an event**

Recommended Practice 1162



Defining Stakeholders

Affected Public	Residences, businesses and places of congregation located along transmission ROW. Recommended minimum buffer of 660 feet.
Emergency Responders	Local, state or regional officials, agencies and organizations with emergency response and/or public safety jurisdiction along the pipeline route.
Excavators, Land Developers & One-Call Centers	Companies and local government agencies that are involved in any form of earthen excavation activities. Companies involved in land development and planning; One-Call centers.
Local Public Officials	Local, city, or county officials and/or their staffs having land use and street/road jurisdiction along the pipeline route.

WGP Public Awareness Program



Affected Public

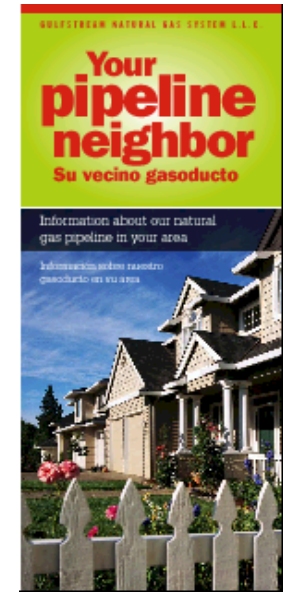
Method	Frequency
Brochure	2 years
Letter	Annually
Farmers' Post Card	Annually
Personal Contact	Annually / As needed
Usage Items	Annually / As needed
2006 Total:	504,578 brochures 131,428 post cards



Usage Items



Letter



Brochure



Farmers Post Card

WGP Public Awareness Program

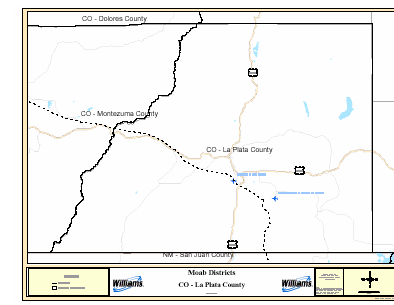


Emergency Responders

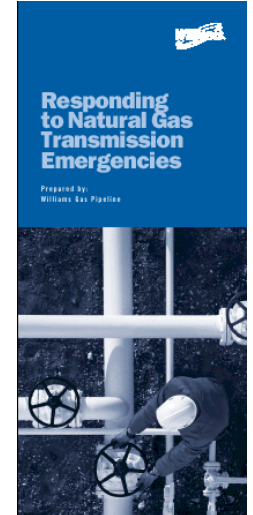
Method	Frequency
Letter, map	Annually
Personal contact	Annually
Mock drills, training, group meetings	Ongoing
Online training	Annually
2006 WGP Total:	5,094 letters 394 meetings 904 online training users



Letter



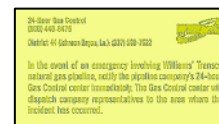
Map



Brochure



Personal Contact



Contact Card

WGP Public Awareness Program

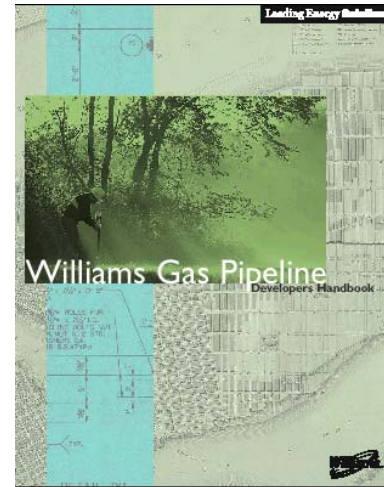


Excavators & Contractors

Method	Frequency
Brochure	Annually
One-Call Membership	Ongoing
Developer's Handbook	Ongoing
Personal Contact	Annually
2006 Total:	233,703 brochures 206 meetings



Usage Items



Developer's Handbook



Brochure



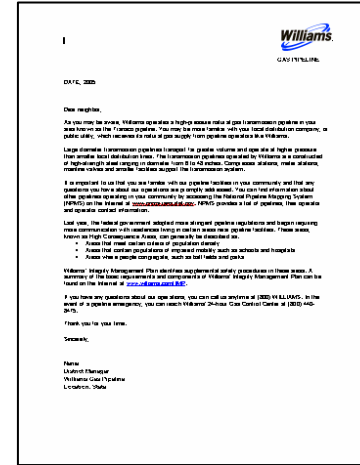
Personal Contact

WGP Public Awareness Program

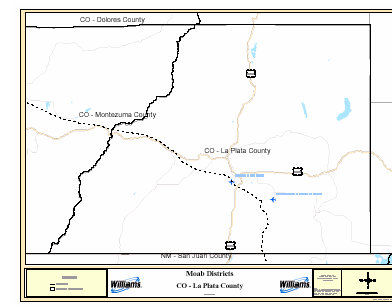


Local Public Officials

Method	Frequency
Letter, map, reply card, brochure	Annually / 3 years
Personal Contact	As needed
2006 Total:	3,024 letters



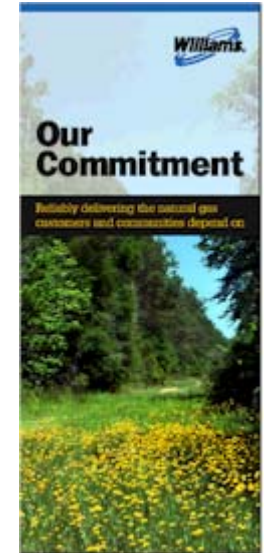
Letter



Map



Reply Card



Brochure



Personal Contact



WGP Public Awareness Program

Supplemental Enhancements

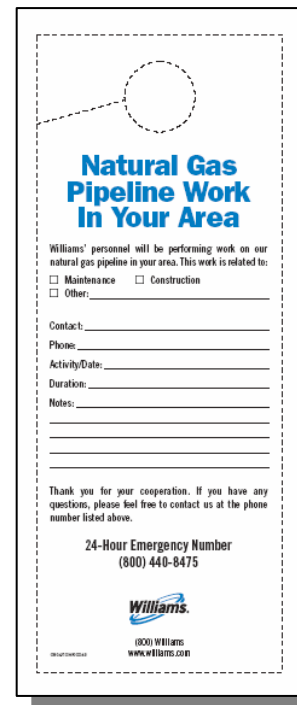
Additional outreach methods utilized in certain areas, including:



Advertising



Landowner & Excavator Newsletters



Planned Maintenance Door Hangers

Non-1162 Public Outreach



Pipeline Expansion Projects

- **FERC Pre-filing process requires applicants to conduct outreach prior to siting new pipeline facilities.**
- **Process begins at least 6 months prior to filing a certificate application.**
- **Public meetings, stakeholder outreach required.**
- **Designed to allow time for input to shape project scope.**



Call 811 Before You Dig



On March 10, 2005, the Federal Communications Commission (FCC) approved the use of 811 as a national call-before-you-dig telephone number.

The Commission ordered that 811 be operational two years from publication of its designation in the Federal Register.

Common Ground Alliance



Williams will be recognized in Washington D.C. by CGA this month for stepping up as a platinum sponsor of the damage prevention association.



Thank you



Williams Northwest Pipeline contact information –

Sumas, Wash. – Paul Fincher

Redmond, Wash. – Grant Jensen

Battle Ground, Wash – Ruth Mabrey

Plymouth, Wash. – Von Studer

Spokane, Wash. – Tom Grant

Eugene, Ore. – Mike Haberkorn

Boise, Idaho – Gordon Hamilton

Pocatello, Idaho – Steve Wolf

Kemmerer, Wyo. – Kendall Hill

Vernal, Utah – Randy Dearth

Moab, Utah – Todd Stubbs