

Targeting emergency responder training



Denise Steendahl
Public Awareness Program Manager

November 5, 2019

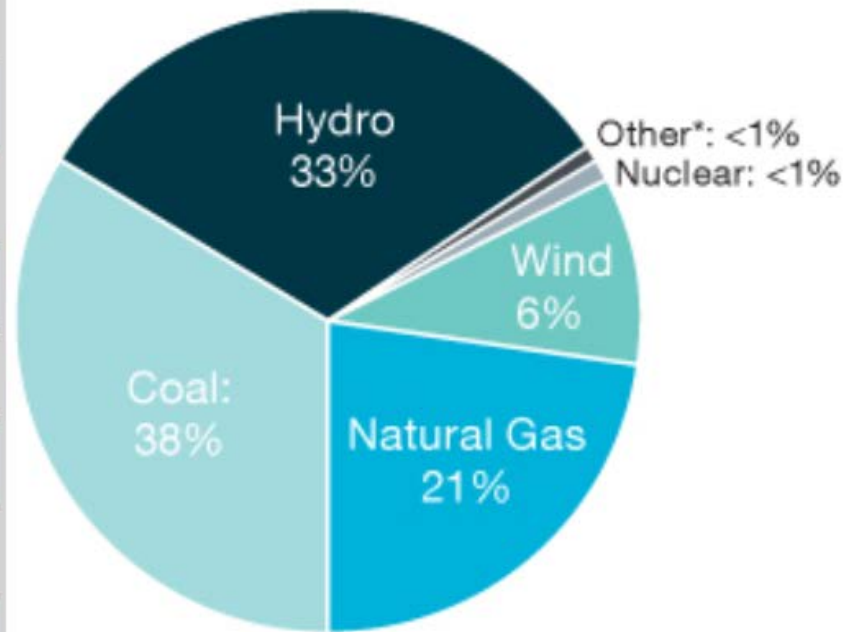
Agenda

- About Puget Sound Energy “PSE”
- The challenge of readiness
- Outreach and liaisonship
- Trainings offered
- Why our program works

About PSE

The PSE fuel mix for electricity delivered to customers

Fuel	Percentage
Coal	38%
Hydroelectric	33%
Natural Gas	21%
Nuclear	<1%
Other*	<1%
Wind	6%
Total	100%



Public awareness program overview

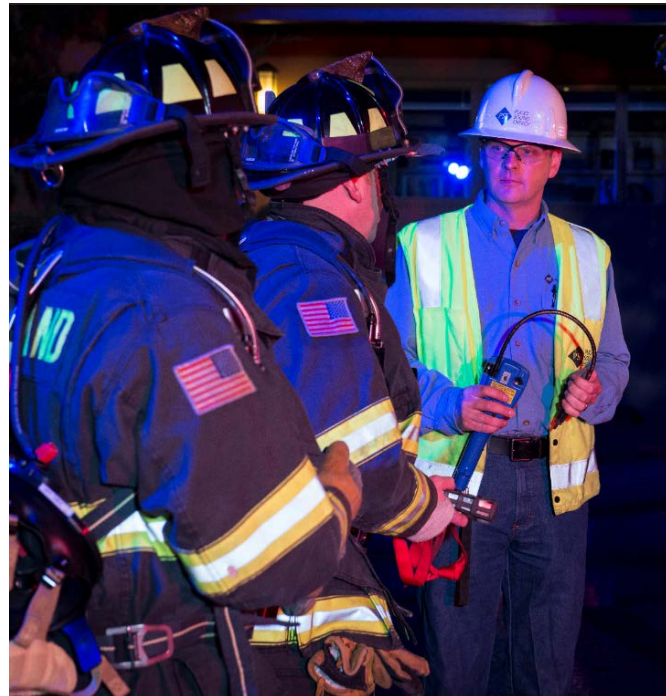
Safety is our top priority when it comes to designing, constructing, operating and maintaining our natural gas system. We regularly train employees, contractors and emergency first responders and educate customers and the general public about the importance of natural gas safety.



The Challenge

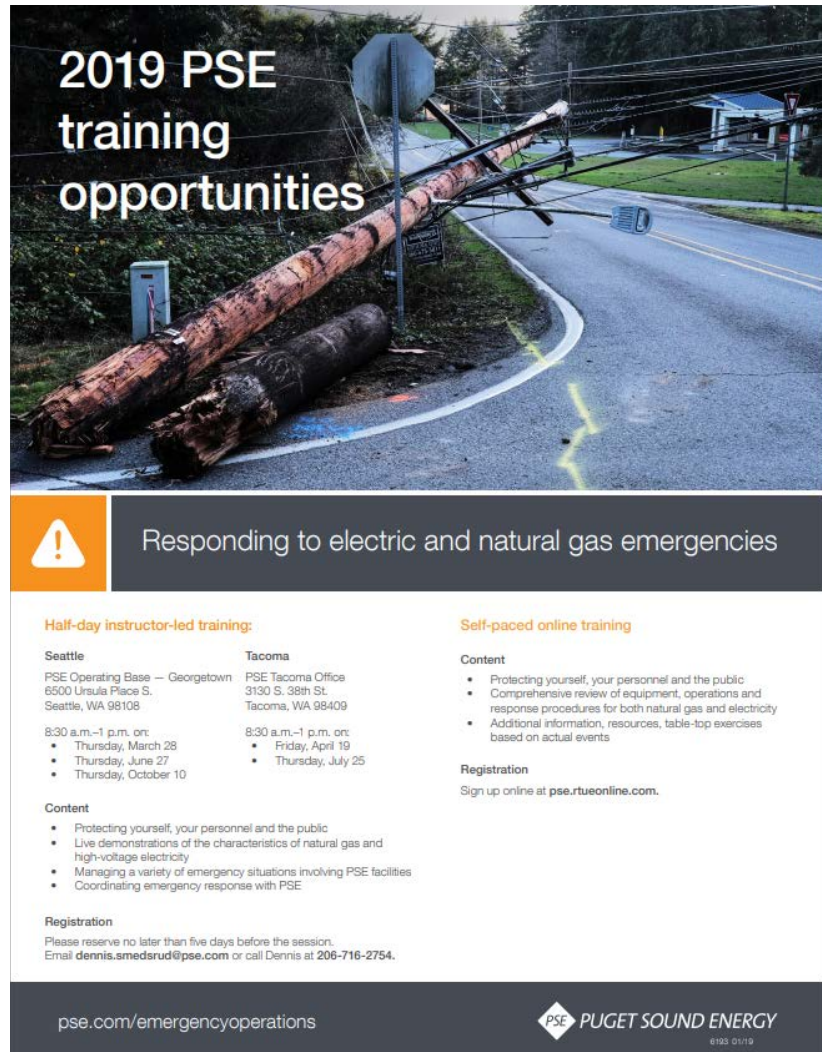
Fire departments don't always have time for (natural gas) specific training.

So how do we ensure readiness in absence of interest by fire departments?



Outreach & liaisonship

- Two invites annually
 - Trainings throughout the year offered at PSE
 - Safety messaging and who to contact
- Phone call every 2 years
- Prodding in special cases
 - Feedback on incident from our gas first responders
 - Notes on DIRT (asset damage) report



The poster features a photograph of a large, charred tree trunk lying across a road, with a stop sign and power lines in the background. The text '2019 PSE training opportunities' is overlaid on the top left of the image. Below the image is a dark grey banner with a white warning triangle icon and the text 'Responding to electric and natural gas emergencies'. The main content area is white and contains information about training opportunities, including dates, locations, and registration details.

2019 PSE training opportunities

Responding to electric and natural gas emergencies

Half-day instructor-led training:

Seattle PSE Operating Base — Georgetown 6500 Ursula Place S. Seattle, WA 98108	Tacoma PSE Tacoma Office 3130 S. 38th St. Tacoma, WA 98409
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8:30 a.m.–1 p.m. on:

- Thursday, March 28
- Thursday, June 27
- Thursday, October 10

8:30 a.m.–1 p.m. on:

- Friday, April 19
- Thursday, July 25

Content

- Protecting yourself, your personnel and the public
- Live demonstrations of the characteristics of natural gas and high-voltage electricity
- Managing a variety of emergency situations involving PSE facilities
- Coordinating emergency response with PSE

Registration

Please reserve no later than five days before the session.
Email dennis.smedsrud@pse.com or call Dennis at 206-716-2754.

Self-paced online training

Content

- Protecting yourself, your personnel and the public
- Comprehensive review of equipment, operations and response procedures for both natural gas and electricity
- Additional information, resources, table-top exercises based on actual events

Registration

Sign up online at pse.rtuonline.com.

pse.com/emergencyoperations

PSE PUGET SOUND ENERGY
6193 01/19

Annual email



You are receiving this email because our records indicate you are the [%Title%] in an area near pipelines operated by Puget Sound Energy. If you are not the correct contact, please forward this email to the appropriate individual and notify us of the change.

Dear [%Title%] [%last_name%],

To ensure a swift and coordinated response to any emergency that involves natural gas, PSE gives fire departments, police departments, 911 call centers and emergency management agencies the direct line to our dispatch office, which is staffed 24 hours a day, seven days a week. This number serves as a "hot line" to connect emergency responders directly with PSE.

This email is intended to supplement the above efforts by giving our dispatch number directly to fire and police chiefs. We are sending this message to each jurisdiction where we have natural gas facilities. Please share this information with key personnel, particularly those who have assumed new responsibilities in the year since we last sent this notice.

Together with our other outreach to emergency responders, this message helps ensure that PSE honors both the spirit and the letter of WAC section 480.93.200 (11), which requires pipeline operators to let municipal officials know who at PSE to contact in the event of a pipeline emergency.

**Confidential number for pipeline emergencies
that require immediate response:**

1-800-552-7171
(24-hour Gas Dispatch Office)

To report gas odors, contact:
1-888-225-5773
(24-hour Customer Service)

We ask that 911 operators relay all reports of gas odors to PSE as soon as they are received. Please do not wait until an engine crew has investigated the odor, as this delays our response by precious minutes. We also ask that fire departments notify PSE any time they turn off a gas meter or fight a fire near a gas meter, even if the meter itself appears undamaged.

At the end of this email is additional information about:

- How we coordinate with fire, police and 911 personnel in an emergency
- Major components of the gas distribution system
- PSE hazard identification and prevention measures
- Gas leak recognition
- PSE resources for emergency response professionals

I encourage you to review this section and to contact me with any questions or concerns you have involving emergency response at PSE.

Natural Gas Safety Information

Help prevent gas and electric dig-ups

Construction dig-ins are the number one cause of gas leaks in PSE's service area, happening as often as three times a day. As a city official, please encourage your permitting department to require contractors to call 811 as a permit condition. And of course, always have your own employees call 811 at least two business days before digging. Utility owned lines are located at no cost to you.

Know what to do if you detect a gas leak

Pipelines have a better safety record than any other means of transporting fuel. However, any transportation method poses some risk. In the case of a natural gas pipeline, the risk is that gas could leak, leading to a fire or explosion. The most common cause of leaks is damage by an excavator, but they can also be caused by corrosion, ground movement or improper operation.

Five ways to recognize a leak are:

- Smelling an unusual odor similar to sulfur or rotten eggs.
- Dead vegetation where you wouldn't expect it.
- Bubbles rising continually in a puddle.
- Dirt spraying in the air.
- Hissing or roaring sounds.

If you ever suspect a gas leak, don't hesitate. Leave the area, then call PSE or call 911. PSE responds immediately, no matter when you call. If the leak is indoors, dial from outside the structure. Don't flip any switches, nor do anything else that could cause a spark.

Gas system safety measures

PSE's pipeline system carries gas from transmission pipelines to individual customers through 26,000 miles of distribution mains and services. You are never far from a natural gas pipeline.

The system has been built to strict federal and state safety requirements governing pipeline design, materials and construction. We monitor the system every day of the year, 24 hours a day. And we conduct frequent patrols, surveys, and inspections of every mile – all the way up to the gas meter – with sensitive instruments. These inspections meet or exceed all regulatory requirements.

Other safety measures include:

- High pressure pipelines are designed so they can withstand five times the pressure at which they are operated.
- Metallic pipe is protected against corrosion and is welded using only qualified pipeline welders. Radiography is used to inspect each weld for hidden defects.
- Before putting a new pipeline in service, the pipe is pressure tested to verify the strength of the pipe, check for leaks and establish the pipe's safe operating pressure.
- All of PSE's design specifications and standards have been submitted to and are on file with the Washington Utilities and Transportation Commission.



Training options

Online (www.pse.com/pages/responder-training)

- Available 24/7, anywhere
- Good for rural, volunteer agencies
- Option for fire/rescue or law enforcement

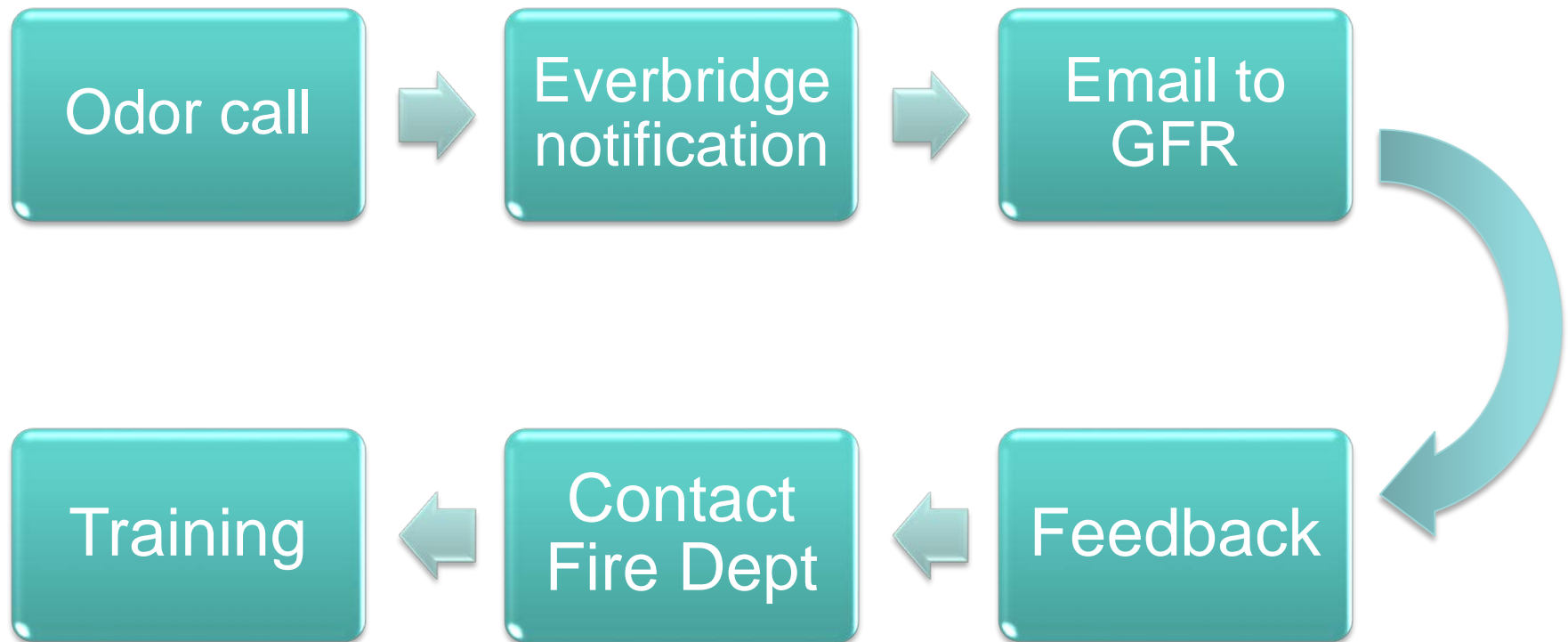
- ❖ Aegis
- ❖ RTUE (Mike Callan)
- ❖ PSE safety video

In person training – four options

- Tier 1 (at fire station):
 - With a gas first responder (GFR)
 - Approximately one hour
- Tier 2 (at fire station):
 - Led by Haz-Mat firefighter
 - Approximately 3 hours
- Instructor-led trainings (at PSE location)
 - Offered a handful of times per year
 - Approximately 4 hours
- PANW sponsored/hosted training



Outreach – initiated by odor call response



Everbridge

Gas incident notifications



From: [PSE Gas Dispatch Notification](#)
To: [Steendahl, Denise](#)
Subject: Update: Notification from Gas Operations Dispatch
Date: Wednesday, October 23, 2019 11:11:03 AM
Importance: High

This is a notification from Puget Sound Energy

[Please click here to acknowledge receipt of this message](#)

This is a notification from Gas Operations Dispatch of a potentially reportable event.

We have a Confirmed report of Evacuation by PSE or FD due to PSE facility

Reported at the address of 11220 NE 95TH ST KIRKLAND 98033.

Plat Number: 180083

Reported to Gas Dispatch by S AINSWORTH, 10:26

The Supervisor, S AINSWORTH, is on-site.

Onsite Personnel Report DUE TO SUSPECTED 2" MAIN BREAK, FIRE DEPT HAS EVACUATED 15 PEOPLE FROM 5 STRUCTURES. ***UPDATE*** 1-1/4" PE STUB SHUT DOWN AT 10:43. ***UPDATE*** RE-ENTRY ALLOWED AT 10:55.

Incident commander or onsite communication officer is MARLOW.

R P E, Media Relations, Claims, Gas Operations Director, Managers and Supervisors are being advised by voice and email via this Everbridge notification.

This advisory is being sent to ensure our readiness.



Everbridge & gas first responders

Log gas incident notifications

- Date, address, communications officers, GFR supervisor
- Description of incident
- Improvement suggested by GFR and any trainings or follow-up done

Date	Address	City	PSE responder 1 (supervisor)	PSE responder 2	PSE responder 3	PSE responder 4	Description of Incident	Improvement Suggested	Followup
11-Oct	10315 Midvale Ave N	Seattle	Brown, Ken	Bateman, JDE			Unintentional ignition of gas. PSE employee injury . Media onsite. 2 PSE employees were transported to hospital. No control of gas at this time/ PSE GFR onsite 3 personnel. UPDATE: Situational control 12:10 main was squeezed from the South and shut down by valve to the North. First look at outage approx. 14 customers lost. No specific update on transported PSE personnel. UPDATE: 3rd PSE personnel have been transmitted to Hospital due to hand burn. WUTC confirmed on scene. UPDATE: 4 BLDGS evacuated with approx. 24 @ 11:15; BLDGS cleared @ 13:13. RPE has been informed.		Email sent to GFR on 10/14/2019
14-Oct	1103 Borthwick St	Centralia	Chartrey, Chad	Morris, M			BROKEN 2" STW MAIN AT END OF MAIN. FIRE DEPT. AND POLICE DEPT. HAVE EVACUATED 13 HOMES AND 20 PEOPLE. WE DO HAVE SHUT DOWN ON GAS MAIN AT 10:24 AND EVERYONE HAS BEEN LET BACK INTO HOMES AT 1038		Email sent to GFR on 10/14/2019
14-Oct	2505 Buker St. SE	Olympia	Chartrey, Chad	Chartrey, Chad			FOUND BROKEN AND BLOWING 5/8 PE SERVICE UP AGAINST HOUSE. PSE CALLED FIRE DEPT. AND FIRE DEPT. EVACUATED 2 HOMES AND 3 PEOPLE. WE DO HAVE SHUT DOWN AT 11:07 AND EVERYONE HAS BEEN LET BACK INTO THERE HOMES.		Email sent to GFR on 10/14/2019

Evaluations post incident response

Q4

What type of incident was it? (e.g., dig-in, odor call; fire; downed line)

BROKEN FUEL LINE INSIDE WAREHOUSE

Q5

What did you observe that made you think there was opportunity to improve? (Please be as specific as possible.)

ON THE CONTRARY, THIS GROUP OF FIREMEN SEEMED WELL ACQUAINTED WITH METHANE READS AND PROCEDURES. A PLEASURE TO WORK WITH THEM AND THEIR PROFESSIONAL MANNER AROUND A METHANE EMERGENCY.

Q4

What type of incident was it? (e.g., dig-in, odor call; fire; downed line)

BROKEN 5/8" PE GAS SERVICE.

Q5

What did you observe that made you think there was opportunity to improve? (Please be as specific as possible.)

FIRE DEPARTMENT HAD ENTIRE STREET BLOCKED W/ THREE TRUCKS SEVERAL BLOCKS AWAY MAKING IT IMPOSSIBLE TO GET OUR RESPONSE VEHICLE INTO LOCATION. HAD TO REROUTE 3 BLOCKS UP AND 13 SOUTH TO ENTER FROM OTHER SIDE WHERE THERE WAS ONE TRUCK AND TAPE BLOCKING ROAD. WE NEED TO BE ABLE TO GET PSE'S EQUIPMENT AND PERSONEL ONSITE. HAVING A LANE TAPED OR SAFETY CONED OFF WHERE WE CAN GET A FULL SIZE TRUCK THROUGH SHOULD BE ALLOWED FOR. RESPONSE AND PRESENCE WAS EXCESSIVE. NO READS WHERE FOUND IN ANY OF THE HOMES OR NEAR ANY STRUCTURES.

Why it works

- Addresses the subtleties
 - Nuances of people, management, base-specific concerns
 - Immediate and/or specific trends
- Builds on internal and external relationships
 - Public awareness mgr. → Gas operations, Corp Comm
 - Gas first responders → Emergency responders
- Tailored to meet the immediate and/or regional need

Thank you

Denise Steendahl
Public Awareness Program Manager



Outreach and liaisonship

Who	Frequency
Affected public <ul style="list-style-type: none"> • Local distribution system • PSE natural gas customers • Residents near storage facilities • Residents near transmission pipelines 	Annually Annually Annually Every 2 years
Emergency officials <ul style="list-style-type: none"> • Dispatchers, responders, planners 	Annually
Public officials <ul style="list-style-type: none"> • Governing • Construction (land, street or road use) 	Annually Annually
Excavators <ul style="list-style-type: none"> • Distribution and/or transmission related activities 	Annually