



Utility Public Safety Alliance



Incident Command / UGI & First Responders

“A Shared View”



partnership
for success



Who We Are...



Allen Fowler – UGI Utilities

Sr. Pipeline Safety Administrator

- 30 years in Natural Gas Industry
- 35 year Fire Service Veteran
- 4 Year Past Fire Chief / Past President
- NIMS 100, 200 & 700 Certified
- Member of IAAI (International Association of Arson Investigators)
- IAAI Certified – Basic Methods of Fire Behaviors & Investigations
- Pa One Call Board Alternate

Lee T. Laubach Jr. – Fire Chief City of Allentown

- Fire Chief since 2014 and previously holding ranks of Lieutenant, Captain, Asst. & Deputy Chief and Fire Marshall.
- Emergency Management Coordinator
- Operates the 1st K9 Accelerant Detection Team in Allentown Fire history.
- Certified Expert Witness in courtroom testimony – Fire Investigation
- Fire Prevention & Education Instructor
- Certified Accelerant K9 Handler
- ASHI Certified Pet First Aid
- NAFI Certified Fire & Explosive Investigator
- Degree in Biology & Chemistry – Alvernia College
- And Much More!

Incident Command at UGI



Gas Operations Manual 60-50-120 - Major Incident Management System

- We had met Mike Callan at industry events previously but in 2014 we saw his **RTUE** web based training product and believed this would improve ICS at UGI.
- We had ICS in our Standards but didn't appreciate our shortcomings until we begin to flesh out our version of **RTUE** with Fire Service professionals supporting development.
- Attended the NW Natural P2P Review of Public Awareness in 2015 and knew we needed to do something internal to become competent in ICS.
- Discussed with Mike what a UGI ICS program would that look like. He warned us it wouldn't happen overnight.
- Incident Command Training was launched at UGI in December 2015.



UGI's Journey to RTUE



“Responding to Natural Gas and Electric Emergencies” Modules

How:

- To provide this training to Emergency Responders
- To track training
- To share this message with Emergency Responders





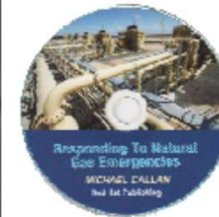
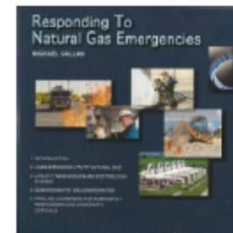
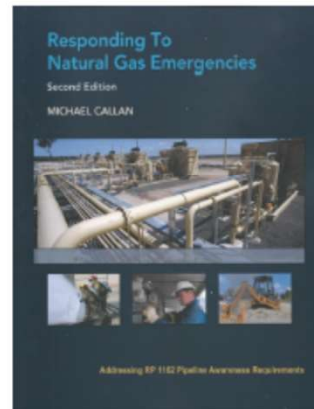
“Responding To Utility Emergencies”



- Customized website @ www.ugi.com/firstresponder established in late 2015 pushed to public in 2016.
- Training sponsored by UGI at no cost to First Responders
- Electric and Gas Modules accredited by PA State Fire Academy, June 1, 2016. Online or Local Level Instructors can teach, test and certify.
- Site includes links to AEGIS, PAPA, CGA / 811, Energy Safe Kids
- Supports face to face training or can be stand alone.
- 652 Website Registrations to date. 314 of these are in 2017.

Responding to Natural Gas Emergencies

A Street Smart Approach to Understanding and Handling Natural Gas Emergencies

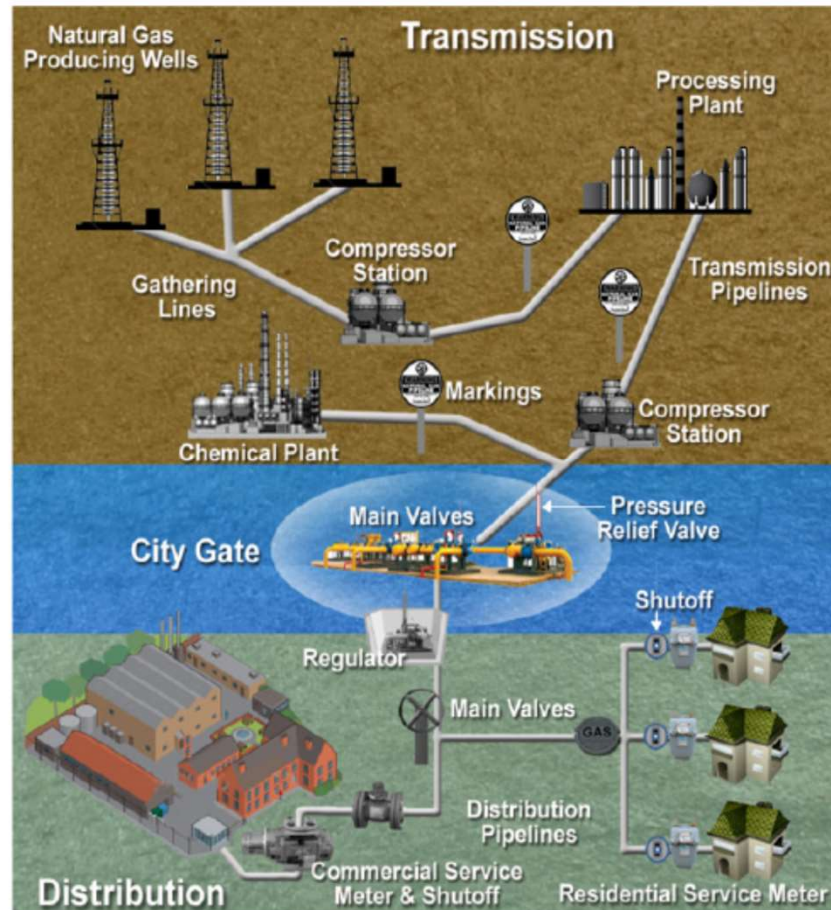


RTUE Content Cont.

RESPONDING TO NATURAL GAS EMERGENCIES

Overview

- Wells
- Gathering
- Processing and Refining
- Storage
- Transmission
- Compressor Stations
- Gate Stations
- Local Distribution
- Customer Service



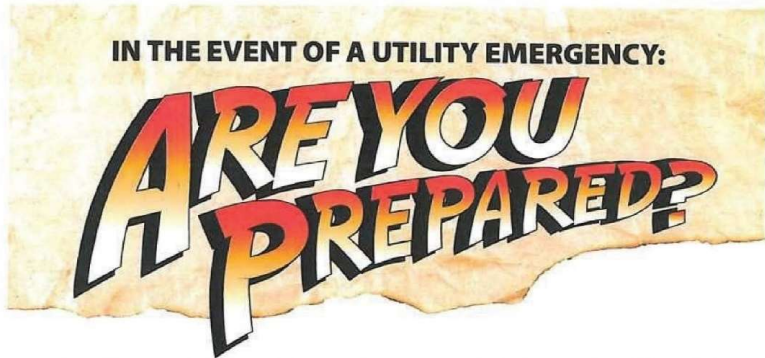
RESPONDING TO NATURAL GAS EMERGENCIES

Odorizing Natural Gas

- Natural Gas Is:
 - ◆ Invisible – Odorless - Tasteless
- Odorant Blends
 - ◆ Most Common - Tertiary Butyl Mercaptan
 - ◆ “Skunk-like” Due To Its High Sulfur Content
 - ◆ Odor Threshold Is About 1 Part Per Million
- Some Transmission Is Un-odorized
- Odor Is Inserted At The Distribution System
 - ◆ Limitations
 - Odor Scrubbed
 - Sensitized - Poor Sense of Smell
 - Some pipe can absorb the odor



RTUE - Flyer



FIRST RESPONDER TRAINING
for Natural Gas & Electrical Emergencies
Now Available. Sign Up Today:
www.ugi.com/firstresponder



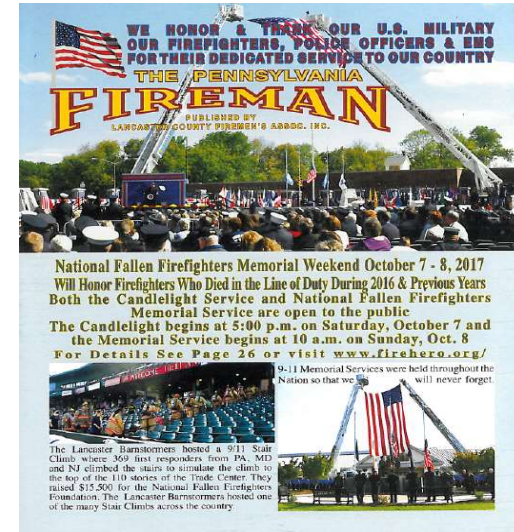
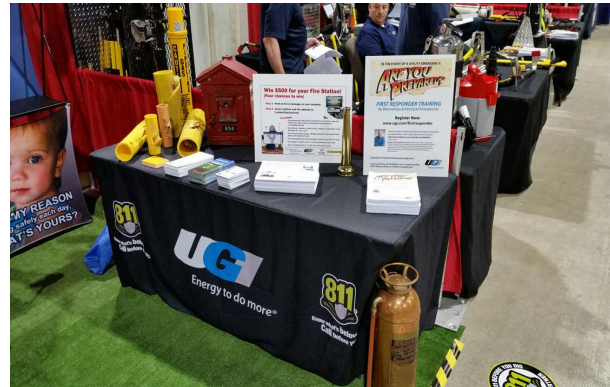
"A sure fire way to increase the safety of emergency responders is to educate them. Team Callan has one main purpose – reducing emergency scene injuries and fatalities."

– Michael Callan

Methods Of Delivering Effective Learning (MODEL) approach by Michael Callan affords the ability to create multi-level partnerships across all response disciplines. Mike has developed a unique network of emergency response professionals with superior skill sets from both public and private sectors — fire chiefs, state fire/police academy trainers, federal responders, hazmat team commanders, utility industry teams, and private safety and emergency response personnel.

Questions or to request face to face training please email: firstresponse@ugi.com

Sponsored by UGI in partnership with RTUE.



- ✓ Flyer developed to promote RTUE training.
- ✓ Advertise in Pa Fire Magazine
- ✓ Distributed at 2016 & 2017 Pa Fire Expo
- ✓ 4700 Flyers mailed out to Fire Departments within UGI service territory in March 2017 to promote training

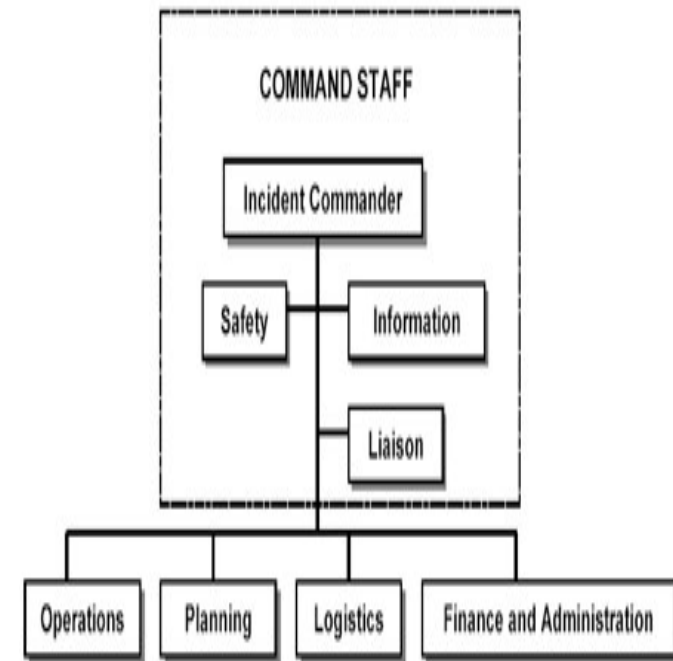


Incident Command Training Development



Internal ICS Training Plan & Path:

- Level 2 Training Module developed by (Mike Callan – RTUE & UGI) first
- NIMS 100 Certification obtained by UGI Supervisors & Duty Supervisors prior to training
- Level 1 - Field Piece - UGI First Responders
- Level 2 - Incident Command - UGI Supervisors & Duty Supervisors
- Level 3 - Incident Management - UGI Senior Management



First Responder Checklist



UGI First Responder "Operations Command" Checklist – "A" version

First on the scene **Notes**

- Approach the scene with caution
- Is there a Hazardous Condition Present?
 - If Yes – Evacuate the premise
 - When in Doubt, Get them Out!*
- Notify Dispatch of conditions
- 911 on the scene? – If Yes,
 - Identify yourself to the Incident Commander
 - Discuss what you actions you have taken or will be taking
- Are additional UGI resources needed?
- If yes, Type _____
- Report to dispatch you status every 15-30 minutes

911 representative not on the scene?

UPON ARRIVAL of the 911 Incident Commander or UGI representative each must be adequately briefed by the ranking UGI person at the scene and this should be done face-to-face if possible.

The briefing should initially cover the following: **Notes**

- Incident history (what has happened)
- Review of the scene
- Priorities and objectives (what you want to accomplish)
- Current plan (what you intend to do to meet the objectives)
- UGI Resource on scene requested and arrival time
- Any important considerations
- Any severe weather considerations or limitations
- Incident status for escalating or getting worse
- If 911 is on scene – Name, and to the extent possible their location
- Any other information deemed appropriate:

UGI Incident Commander should consider using the UGI ICS 201 at this junction

1st Responder Ops Command Form

UGI ICS 201 – Incident Command Overview

| Incident location | UGI Designation | Date / Time of Event |
|---|-----------------|----------------------|
| Map / Sketch (location, building, street valves, customer meter set, location of the NI if outside) | | |
| Description of the event (odor of gas, leak, sound, noises for FO/PO) (FOC) | | |
| Safety Issues (moving gas, people inside the structure, ignition, COB detecting product) (FOC) | | |
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |
| Name | Signature | |
| Date / time | | |

Utility ICS 201 Form

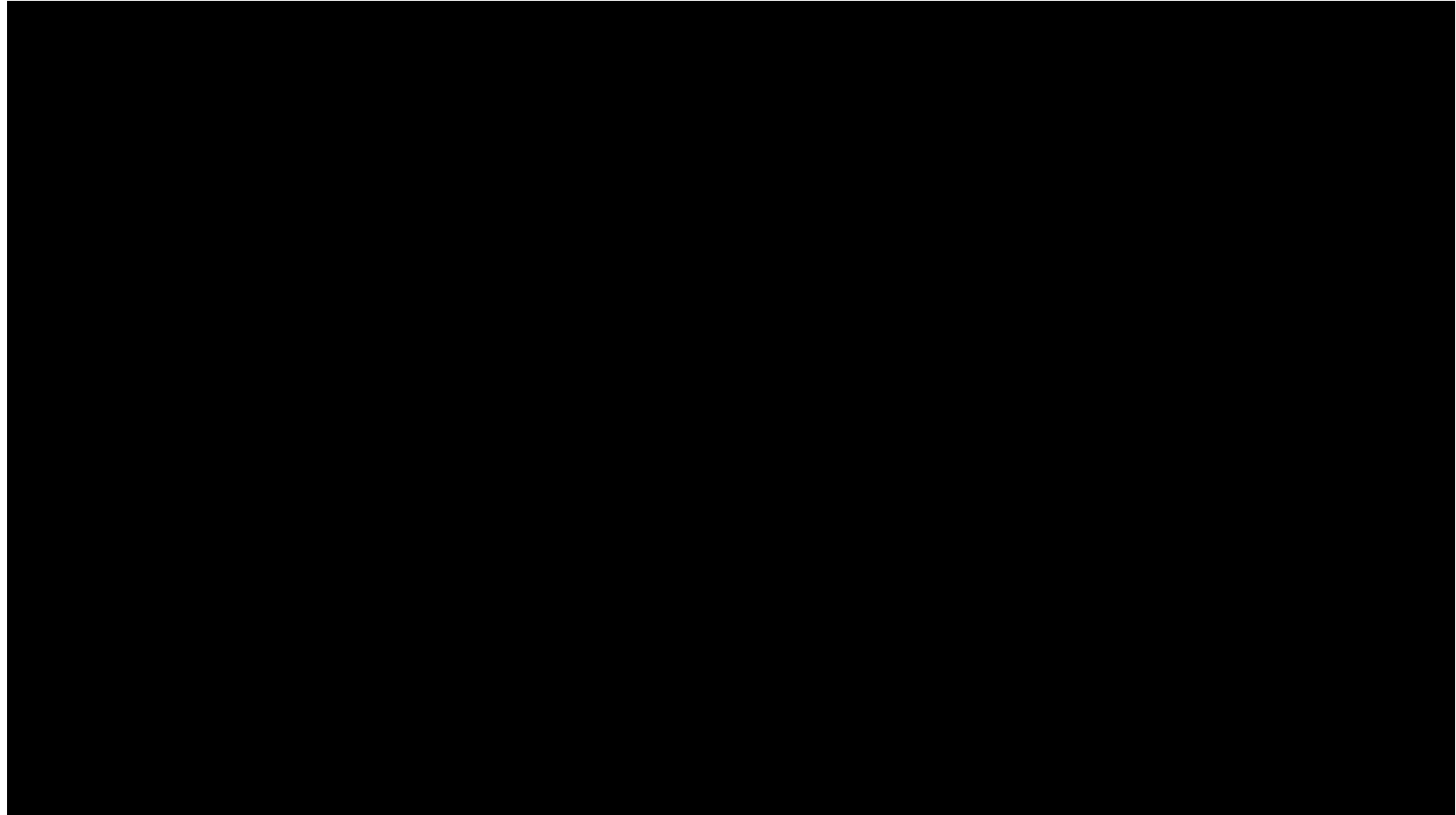


Incident Command Story of Change



- April 2015 Callan presents to UGI, Allentown City and other local utilities.
- June 2015 UGI signs contract for RTUE web tool
- August 2015 RTUE Web tool development meeting with Fire Svc., Pa. State Fire Academy, County EMA to insure met Emergency Responders needs.
- December 2015 / January 2016 UGI Conducted Level 2 ICS – Command Training w/ 175 Supervisors & Duty Supervisors
- April 2015 FEMA NIMS 100 Training requirement add to Level 2 group.
- October 2015 & March 2016 Train the Trainer Program held @ Pa. State Fire Academy in Lewistown (UGI & Mike Callan) on Gas & Electric modules.
- June 2016 RTUE Accredited by Pa. Fire Academy
- March 2017 653 First Responders Trained in Level 1 – Field module
- April 4th 2017 Meeting w/ Sr. UGI Management on Level 3 Training plan
- Public Awareness/Incident Command Trailer – Scheduled delivery August 2017
- Unit Placed In-Service 10/10/2017

UGI ICS Training Video



Public Awareness / Command Trailer



- 24' Tow Behind Trailer
- 8KW On-Board Diesel Generator
- Wireless Capability
- Personnel Accountability System
- Portable Communications
- AED, First Aid Equipped
- Mounted TV
- A/C & Heat
- Wall Display Area



Face to Face Emergency Responder Training



“Responding To Natural Gas Emergencies”

- History of US Gas Distribution
- Characteristics of Natural Gas
- Natural Gas Delivery Systems
- Mercaptan / Odorant
- Gas Related Emergencies & Protocols
- Carbon Monoxide Emergencies
- 811 Call Before You Dig
- Sewer Cross Bores
- Trench Safety
- At their Stations
- Classroom setting
- Q & A



Safety Awareness - Controlling Sources of Ignition



A firefighter easily bends this plastic pipe, but doing so could result in a static spark that ignites leaking gas. “Do not approach or touch leaking plastic pipe” or operate any Gas Valves. Wait for the Utility!

Questions



On behalf of UGI Utilities

THANK YOU!