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**Exhibit No. 4-W**

**NATIONAL TRANSPORTATION SAFETY BOARD**

**Washington, D.C.**

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(6 Pages)

# Public Awareness Programs for Pipeline Operators

API RECOMMENDED PRACTICE 1162  
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**Helping You  
Get The Job  
Done Right.<sup>SM</sup>**

Table 2-1 - Summary Public Awareness Communications for Hazardous Liquids and Natural Gas Transmission Pipeline Operators

Stakeholder Audience	Message Type	Delivery Frequency	Delivery Method and/or Media
<b>2-1.1 Affected Public</b>			
<b>Residents located along transmission pipeline ROW and Places of Congregation</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage prevention awareness</li> <li>• One-call requirements</li> <li>• Leak recognition and response</li> <li>• Pipeline location information</li> <li>• How to get additional information</li> <li>• Availability of list of pipeline operators through NPMS</li> </ul>	<b>Baseline Frequency = 2 years</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> <li>• Pipeline markers</li> </ul>
	<b>Supplemental Message:</b> <ul style="list-style-type: none"> <li>• Information and/or overview of operator's Integrity Management Program</li> <li>• ROW encroachment prevention</li> <li>• Any planned major maintenance/construction activity</li> </ul>	<b>Supplemental Frequency:</b> Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Print materials</li> <li>• Personal contact</li> <li>• Telephone calls</li> <li>• Group meetings</li> <li>• Open houses</li> </ul>
<b>Residents near storage or other major operational facilities</b>	<b>Supplemental Message:</b> <ul style="list-style-type: none"> <li>• Information and/or overview of operator's Integrity Management Program</li> <li>• Special incident response notification and/or evacuation measures <i>if</i> appropriate to product or facility</li> <li>• Facility purpose</li> </ul>	<b>Supplemental Frequency:</b> Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Print materials</li> <li>• Personal contact</li> <li>• Telephone calls</li> <li>• Group meetings</li> <li>• Open houses</li> </ul>

Table 2-1 - Summary Public Awareness Communications for Hazardous Liquids and Natural Gas Transmission Pipeline Operators (Continued)

Stakeholder Audience	Message Type	Delivery Frequency	Delivery Method and/or Media
<b>2-1.2 Emergency Officials</b>			
<b>Emergency Officials</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Emergency Preparedness Communications</li> <li>• Potential hazards</li> <li>• Pipeline location information and availability of NPMS</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = Annual</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Personal contact (generally preferred)</li> </ul> OR <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> </ul> OR <ul style="list-style-type: none"> <li>• Group meetings</li> </ul> OR <ul style="list-style-type: none"> <li>• Telephone calls with targeted distribution of print materials</li> </ul>
	<b>Supplemental Message:</b> <ul style="list-style-type: none"> <li>• Provide information and /or overview of Integrity measures undertaken</li> <li>• Maintenance construction activity</li> </ul>	<b>Supplemental Frequency:</b> Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Emergency tabletop, deployment exercises</li> <li>• Facility tour</li> <li>• Open house</li> </ul>
<b>2-1.3 Local Public Officials</b>			
<b>Public Officials</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Emergency preparedness communications</li> <li>• One-call requirements</li> <li>• Pipeline location information and availability of NPMS</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = 3 years</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> </ul>
	<b>Supplemental Message:</b> <ul style="list-style-type: none"> <li>• If applicable, provide information about designation of HCA (or other factors unique to segment) and summary of integrity measures undertaken</li> <li>• ROW encroachment prevention</li> <li>• Maintenance construction activity</li> </ul>	<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• If in HCA, then annual contact to appropriate public safety officials</li> <li>• Otherwise, as appropriate to level of activity or upon request</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Personal contact</li> <li>• Telephone calls</li> <li>• Videos and CDs</li> </ul>

Table 2-1 - Summary Public Awareness Communications for Hazardous Liquids and Natural Gas Transmission Pipeline Operators (Continued)

Stakeholder Audience	Message Type	Delivery Frequency	Delivery Method and/or Media
<b>2-1.4 Excavators</b>			
<b>Excavators / Contractors</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage prevention awareness</li> <li>• One-call requirements</li> <li>• Leak recognition and response</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = Annual</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> <li>• One-Call Center outreach</li> <li>• Pipeline markers</li> </ul>
	<b>Supplemental Messages:</b> Pipeline purpose, prevention measures and reliability	<b>Supplemental Frequency:</b> Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Personal contact</li> <li>• Group meetings</li> </ul>
<b>Land Developers</b>	<b>Supplemental Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage Prevention Awareness</li> <li>• One-call Requirements</li> <li>• Leak Recognition and Response</li> <li>• ROW Encroachment Prevention</li> <li>• Availability of list of pipeline operators through NPMS</li> </ul>	<b>Supplemental Frequency:</b> Frequency as determined by specifics of the pipeline segment or environment	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> <li>• Pipeline markers</li> <li>• Personal contact</li> <li>• Group meetings</li> <li>• Telephone calls</li> </ul>
<b>One-Call Centers</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline location information</li> <li>• Other requirements of the applicable One-Call Center</li> </ul>	<b>Baseline Frequency:</b> <ul style="list-style-type: none"> <li>• Requirements of the applicable One-Call Center</li> </ul>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Membership in appropriate One-Call Center</li> <li>• Requirements of the applicable One-Call Center</li> <li>• Maps (as required)</li> </ul>
	<b>Supplemental Messages:</b> <ul style="list-style-type: none"> <li>• One-Call System performance</li> <li>• Accurate line location information</li> <li>• One-Call System improvements</li> </ul>	<b>Supplemental Frequency:</b> As changes in pipeline routes or contact information occur or as required by state requirements	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> <li>• Personal contact</li> <li>• Telephone calls</li> </ul>

Table 2-2—Summary Public Awareness Communications for Local Natural Gas Distribution (LDC) Companies

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
<b>2-2.1 Affected Public</b>			
<b>Residents along the Local Distribution System (LDC)</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage prevention awareness</li> <li>• Leak recognition and response</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = Annual</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Public service announcements, OR</li> <li>• Paid advertising, OR</li> <li>• Bill stuffers (for combination electric &amp; gas companies)</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> <li>• Newspaper and magazines</li> <li>• Community events or</li> <li>• Community neighborhood newsletters</li> </ul>
<b>LDC Customers</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage Prevention Awareness</li> <li>• Leak Recognition and Response</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = Twice annually</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Bill stuffers</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> </ul>
<b>2-2.2 Emergency Officials</b>			
<b>Emergency Officials</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Emergency preparedness communications</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = Annual</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Print materials, OR</li> <li>• Group meetings</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Telephone calls</li> <li>• Personal contact</li> <li>• Videos and CDs</li> </ul>
<b>2-2.3 Local Public Officials</b>			
<b>Public Officials</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Emergency preparedness communications</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = 3 years</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Group meetings</li> <li>• Telephone calls</li> <li>• Personal contact</li> </ul>

Table 2-2—Summary Public Awareness Communications for Local Natural Gas Distribution (LDC) Companies (Continued)

Stakeholder Audience	Message Type	Suggested Frequency	Suggested Delivery Method and/or Media
<b>2-2.4 Excavators</b>			
<b>Excavators / Contractors</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Leak recognition and response</li> <li>• One-call requirements</li> <li>• How to get additional information</li> </ul>	<b>Baseline Frequency = Annual</b>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• One-Call Center outreach</li> <li>OR</li> <li>• Group meetings</li> </ul>
		<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Personal contact</li> <li>• Videos and CDs</li> <li>• Open houses</li> </ul>
<b>One-Call Centers</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline location information</li> <li>• Other requirements of the applicable One-Call Center</li> </ul>	<b>Baseline Frequency:</b> <ul style="list-style-type: none"> <li>• Requirements of the applicable One-Call Center</li> </ul>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Membership in appropriate One-Call Center</li> <li>• Requirements of the applicable One-Call Center</li> <li>• Maps (as required)</li> </ul>
	<b>Supplemental Messages:</b> <ul style="list-style-type: none"> <li>• One-Call System performance</li> <li>• Accurate line location information</li> <li>• One-Call System improvements</li> </ul>	<b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• As changes in pipeline routes or contact information occur or as required by state requirements</li> </ul>	<b>Supplement Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> <li>• Personal contact</li> <li>• Telephone calls</li> <li>• Maps (as required)</li> </ul>